



Patrol Support System

This System is to Support Surf Life Saving Beach Patrols. It is aimed to provide a summary of support tools and communicate clear accountabilities to Surf Life Saving Patrols.

| Support Systems | Components / Tools | Delivery |
|--|---|---|
| Standard Operating Procedures | Patrol Support Team Annual SLS Policies & SOP's OHS Requirements Patrol Agreements / Rosters External Requirements WCC Life Saving Agreement Compliance Communications Procedures SLSNSW Life Saving Requirements | SLSI / SLSNSW SLSA / SLSNSW / SLSI / Club SLS and Workcover SLSI / Club Gov't, Waterways etc Club SLSA/SLSNSW/SLSI/Club/Members SLSNSW |
| Training, Education & Competition | Life Saving Director's Meetings Annual Proficiencies / Reassessments Skills Gap Analysis / Member Training Club Patrol Captain / Member In-service Club Patrol Competition Patrol Competition Branch Champs | SLSI SLSI / Club SLSI / Club Club Club SLSI |
| Support and Feedback | Club Meetings BOL Meetings Specialist Meetings Networks – (eg: Trainer Assessor) Reporting Procedures Website | Club SLSI / Club SLSI / Club SLSA / SLSNSW / SLSI / Clubs Surf Guard, IRD, Logs Club / SLSI / SLSNSW / SLSA |
| Patrol Auditing | Support Team Auditing Club Internal Self Auditing Processes Minor Infringements Grade 2 & 3 Major Infringements Grade 4, 5 Area Grievance (Appeal) Process Local (Club) Grievance (Appeal) Process Default Summaries | SLSI SLSI Approved/ Club Consultation Club Captain > Patrol SLSI > Club Captain SLSI > Club Club Captain > Patrol Captain SLSI > Club Captain |

Standard Operating Procedures



SOP-04121

SURF LIFE SAVING ILLAWARRA
Standard Operating Procedures

December 2004

SUBJECT: Radio Sign On / Off & Incident Reporting Procedure.

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to signing off with Illawarra Surf. This document should eliminate incorrect and inappropriate information being relayed to Clubs and Patrolling members.

SCOPE

The following guidelines are to be utilized when signing on and off with "Illawarra Surf".

POLICY

Correct, timely and effective radio Sign On / Off must be carried out when commencing, changing over or completing a Surf Life Saving Beach Patrol.

PROCEDURE

1. The Patrol Captain is responsible for all radio communications.
2. Radios must be accounted for at all times as to prevent unauthorised use or button pushing.
3. Communications with Illawarra Surf must be confirmed when such is requested by Illawarra Surf.
4. All incidents, first aids referral to a doctor or hospital and major or mass rescues shall be reported to Illawarra Surf.
5. Mass rescues and rescues that could require assistance are to be reported immediately by first calling "Rescue Rescue Rescue this is Patrol"

RESPONSIBILITIES

The Patrol Captain is the only person to action any decision in line with this SOP.



SOP-04122

SURF LIFE SAVING ILLAWARRA
Standard Operating Procedures

December 2004

SUBJECT: Finishing a Surf Life Saving Beach Patrol

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to finishing a beach patrol. This document should eliminate incorrect and inappropriate information being relayed to Clubs and Patrolling members.

SCOPE

The following guidelines are to be utilized within 15 minutes of the patrols required finishing time.

POLICY

All patrol equipment must be left in the patrol area until the required patrol finishing time.

PROCEDURE

1. The Patrol Captain is the only person who can action any packing up of equipment and closing down a beach patrol.
2. Fifteen minutes before the patrol ending time the red and yellow flags should be lowered to indicate to swimmers that the patrol is concluding.
3. Patrollers must continue to patrol the patrol area.
4. Patrol equipment can be packed away ready for removal from the beach.
5. If a patrol gear trailer is in use the equipment may be loaded aboard but the trailer must remain in the patrol area.
6. The IRB can be loaded on the IRB trailer but must remain in the patrol area until the agreed patrol ending time.

RESPONSIBILITIES

The Patrol Captain is the only person to action any decision in line with this SOP.



SOP-04123

SURF LIFE SAVING ILLAWARRA
Standard Operating Procedures

December 2004

SUBJECT: Patrol Attendance in Designated Patrol Area

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to attendance during beach patrol. This document should eliminate incorrect and inappropriate information being relayed to Clubs and Patrolling members.

SCOPE

The following guidelines apply to Patrolling Life Savers and their responsibility to be attendance in the designated patrol area.

POLICY

Patrollers are to be in attendance in the designated Patrol Area for the duration of their rostered patrol.

PROCEDURE

1. The Patrol Captain is the only person who can give permission for any patrol member to leave the designated Patrol Area.
2. At Patrol changeover time the morning patrol is not to leave the designated Patrol Area unless relieved by a full strength oncoming patrol.
3. In the event of the oncoming patrol being short the Patrol Captain is to advise the Club Captain and sufficient morning patrollers shall remain in attendance until a full strength afternoon patrol has reported to the Designated Patrol Area.
4. In the event of a Patrol not being able to complete their rostered patrol the Patrol Captain is to contact the Club Captain who shall arrange for a substitute patrol.

RESPONSIBILITIES

The Patrol Captain is the only person to action any decision in line with this SOP.



SOP-05124

SURF LIFE SAVING ILLAWARRA
Standing Operating Procedures

SUBJECT: Search & Rescue Operations

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to Search and Rescue Operations SAR. This document should eliminate incorrect and inappropriate information being relayed to Clubs and Patrolling members.

SCOPE

The following guidelines are to be utilized in a Search and Rescue Operation (SAR).

POLICY

1. A **Rescue Operation** is defined as a situation where the Rescue Team generally has the incident in direct view.
2. A **Search and Rescue** (SAR) Operation is defined as a situation that involves the dispatch of a rescue team to an incident the exact location of which may, or may not be known. Search and Rescue Operations are primarily the responsibility of the NSW Police.

PROCEDURE

6. Contact Surf Com radio operator and advise of the requirement for a Search and Rescue Operation. The Radio base operator will immediately advise NSW Police.
7. Patrol Captain to Perform Risk Assessment of a possible SAR Operation. Patrol Support Personnel will assist at this stage.
8. If the search area is clearly visible and the risk assessment is favourable then advise Surf Com of your intended action and proceed to search.

RESPONSIBILITIES

The Patrol Captain is the only person to action any decision in line with this SOP.



SOP-05125

SURF LIFE SAVING ILLAWARRA
Standing Operating Procedures

SUBJECT: Skydive Rescue Radio Procedure

PURPOSE

To ensure that Skydive the Beach – North Wollongong have a clear instruction of what Polices and Procedures Surf Life Saving Illawarra have in place in regards to Emergency Radio Procedures.

SCOPE

The following communications procedure is to be utilized in a situation involving the rescue of a parachutist landing at sea.

POLICY

3. A **Rescue Operation** is defined as a situation where the Rescue Team generally has the incident in direct view.
4. A **Search and Rescue** (SAR) Operation is defined as a situation that involves the dispatch of a rescue team to an incident the exact location of which may, or may not be known. Search and Rescue Operations are primarily the responsibility of the NSW Police.

PROCEDURE

1. Turn Radio on to Channel 78.
2. Call "Rescue, Rescue, Rescue this is Skydive the Beach".
3. Surf Com will reply "Skydive the Beach this is Illawarra Surf go ahead".
4. Inform Surf Com of the following:
 - a. PEOPLE – eg: "2 parachutists in tandem "
 - b. PROBLEM – eg: " have landed in the water"
 - c. POSITION – eg: "200metres off Fairy Meadow Beach 300metres south of the flags"
 - d. PROGRESS – eg: "assistance required"
5. Surf Com will then advise Skydive the Beach to clarify any details required and then advise them to Stand by.
6. Surf Com will then task the required rescue resources.

RESPONSIBILITIES

Surf Com shall contact NSW Police and advise of the situation.



SOP-05126

SURF LIFE SAVING ILLAWARRA
Standing Operating Procedures

SUBJECT: Sea Bird Rescue

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to Sea Bird rescue.

SCOPE

The following guidelines are to be utilized in situations involving Sea Birds requiring assistance.

POLICY

5. The rescue of seabirds is generally the responsibility of an animal welfare organisation.
6. The rescue of sea birds should not detract Patrolling Surf Life Savers from our Primary Responsibility of ensuring the safety of swimmers in our designated Beach Patrol Area.

PROCEDURE

7. Note description of Seabird in difficulty or distress.
8. Notify Australian Seabird Rescue by phoning 0431 282 238.
9. Appropriate PPE should be worn if assisting an animal welfare organisation to render help to wildlife.

RESPONSIBILITIES

Surf Com may be able to assist in contacting Australian Seabird Rescue and shall record the referral in the Surf Com Communications Log.



SOP-06127

SURF LIFE SAVING ILLAWARRA
Standard Operating Procedures

SUBJECT: Manual Handling and Launching Inflatable Rescue Boats

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards launching and retrieving of IRBs using the IRB trailer. This document should eliminate incorrect and inappropriate information being relayed to Clubs and Patrolling members.

SCOPE

The following guidelines are to be utilised during Surf Life Saving Beach Patrols (as per the Patrol Life Saving Agreement) or during emergency call outs.

POLICY

1. At the discretion of the Patrol Captain the IRB can be parked and launched by the IRB driver using the IRB beach trailer. The purpose of this policy is to comply with manual handling requirements and to reduce the risk of injury when repositioning and launching the IRB on the beach.
2. The IRB is to be fully operational in accordance with SLS regulations.
3. The IRB on the beach trailer is to be reasonably close to the waters edge to ensure speed and efficiency in launching.
4. The IRB on the beach Trailer is to remain operational in the designated launching area during patrol hours (as per the Patrol Life Saving Agreement).

LAUNCHING PROCEDURE

1. To launch the IRB using the trailer reverse the trailer to the water's edge.
2. A third patrol member shall elevate the Trailer at the T-bar whilst the IRB Driver & Crew Person lift the front hand grips.
3. Once the IRB is elevated at the bow the third person can remove the trailer from under the IRB.
4. IRB Driver & Crew Person can then lower the bow turn the IRB to face the surf to launch.

RETRIEVING

1. Stationed on the beach 3 patrollers can elevate the IRB by lifting under the bow & holding forward hand grips. Two patrollers are then to support the IRB from the side to allow the third patroller to manoeuvre the trailer under the IRB whilst elevating the T bar.
2. The patrollers can then level the trailer and trim the load ready for relaunch.
3. The IRB is not to be removed from the beach until the patrol finish time.

RESPONSIBILITIES

The Patrol Captain is the only person to action any decision in line with this SOP. The Club Captain, IRB Captain can override the decision of a Patrol Captain at any time at their discretion.



SOP-06128

SURF LIFE SAVING ILLAWARRA
Standing Operating Procedures

SUBJECT: Dogs At Patrolled Beaches

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to vicious dogs.

SCOPE

The following guidelines are to be utilized in situations involving Vicious Dogs.

POLICY

1. Control of dogs is the responsibility of the owner.
2. The control of dogs should not detract Patrolling Surf Life Savers from our primary responsibility of ensuring the safety of swimmers in our designated Beach Patrol Area.
3. If a dog presents a danger to beach goers at a patrolled beach the following procedure is to be followed.

PROCEDURE

1. Note a description of the dog.
2. Call NSW Police by telephone and notify them of the threat to beach goers.
3. Advise Surf Com of the situation and that NSW Police have been contacted.

RESPONSIBILITIES

Surf Com Operators may be able to assist in contacting the NSW Police if the patrol does not have telephone access and shall record the event in the Surf Com Communications Log.



SOP-06129

SURF LIFE SAVING ILLAWARRA
Standing Operating Procedures

SUBJECT: Calling an Ambulance

PURPOSE

To ensure that Clubs and patrolling members have a clear indication of what Policies and Procedures Surf Life Saving Illawarra have in place in regards to calling a NSW Ambulance.

SCOPE

The following guidelines are to be utilized in situations requiring the calling of an ambulance. These guidelines are to reduce the time it takes to call an ambulance and ensure the most accurate and recent answers are given to the Ambulance call centre operator.

POLICY

7. NSW Ambulance to be presented with the most accurate information available.
8. Patrols are advised to call the Ambulance by phone themselves.
9. If a phone is unavailable the next best option is via Surf Com.

PROCEDURE

10. Call the NSW Ambulance Service on '000' or from a mobile on '112'.
11. Answer the ambulance operator's questions.
12. Advise Surf Com that a NSW Ambulance has been called.
13. Record the telephone call in your radio / communications log.

RESPONSIBILITIES

Surf Com Operators may be able to assist in contacting the NSW Ambulance Service if the patrol does not have telephone access and shall record the event in the Surf Com Communications Log.

Questions asked when you call 000 (landline or mobile) or 112 (from a mobile).

These are examples of the important questions asked by our operators.

1. *What is the exact address of the emergency?* (The operator will ask for the suburb name and nearest cross street).
2. *What is the phone number you are calling from?* (This information is important in case the operations centre needs to call back to obtain further information).
3. *What is the problem, tell me exactly what happened?* (Should the caller not understand the question it will be rephrased and repeated).
4. *How old is s/he?* (Approximate age if unsure)
5. *Is s/he conscious?* (Yes or no answer required)
6. *Is s/he breathing?* (Yes or no answer required)

Callers may also be asked (if it is not obvious) the following questions:

- Are you with the patient now?
- How many (other) people are hurt?

For example, if you ring about a person suffering from chest pain you may be asked the following additional questions regarding the patient.

- Is s/he completely awake?
- Is s/he breathing normally?
- Is s/he changing colour?
- Is s/he clammy?
- Does s/he have a history of heart problems?
- Did s/he take any drugs of medication in the past 12 hours?

Answering these questions to the best of your ability ensures we have the most information about the patient's condition and can tell the ambulance officers who are on the way.

Patrolling Standards

Patrolling standards and continuous improvement is the responsibility of Patrollers, Patrol captains, Club Captains, Club Committees and shall be supported by SLSI and SLSNSW support initiatives.

1. Attendance

Punctuality

Full Patrol Strength

Correct / current Qualifications

2. Equipment

Minimum Equipment appropriately positioned.

3. Communications

Wearing of Patrol Uniforms

Timely & Effective Communications by Radio

Timely and Precise reporting of Incidents

Proper Completion of Logs

Entry of Information into Data Bases

4. Operations

Safe Working Methods

Compliance with Codes of Conduct – Powercraft, ATV, Equity, Harrassment, SLSA Policies.

Effectiveness in Working as a Team

5. Duty of Care

Diligent Duty of Care show for Self, Team, Community, Environment.

Continuous Patrol Auditing

As continuous self auditing has been agreed to in our Life Saving Service Agreement with Wollongong City Council / SLSNSW the following Patrol Default Grading System will be used to track Patrolling Standards on our 17 beaches. The continuous auditing process will highlight achievement by patrols that meet the benchmark in Patrolling Standards. The auditing will be performed by Club Captains, Patrol Support Group members and SLSI Director of Life Saving. Club Captains will be responsible for the weekly auditing of Club Logs and a periodic inspection of standards across all their own club patrol teams. It is suggested that Club Captains use the inspections to gather evidence and reward patrols for displaying high standards in beach management (Basis of a Club Patrol of the Year Award). Patrol defaults can be issued by Club Captains, Patrol Support Personnel or SLSI Director of Life Saving. Major Patrol Defaults that are identified by Club Captains shall be reported to SLSI Director of Life Saving no later than 7 days following the occurrence. Random audits of patrols will be carried out by the SLSI Patrol Support Personnel. The SLSI director of Life Saving is responsible for maintaining a current summary of all patrol defaults and a copy of which shall be issued to Club Captains at the scheduled Life Saving Meetings and shall be available otherwise by request from the Director of Lifesaving.

| Section | Default | Grading |
|---|---|---|
| Set Up/ Pack Up | <p>If Patrol advises Surf Com when at beach and setting up before the nominated Patrol Start Time the Patrol then has up to 15 minutes after Patrol Start Time to be fully set up and notify Surf Com of Patrol Strength, Beach Status and IRB Status.</p> <ul style="list-style-type: none"> - late: patrol sign on / full set up & notification up to 15 min - late: patrol sign on / full set up & notification up to 30 min - late: patrol sign on / full set up & notification up to 60 min - late: patrol sign on / full set up & notification after 60 min - early: patrol sign off / full pack up / radio off up to 15 min - early: patrol sign off / full pack up / radio off up to 30 min - early: patrol sign off / full pack up / radio off up to 45 min | 2 3 4 5 1 2 3 |
| Beach Management <i>(excluding IRB)</i> | <ul style="list-style-type: none"> - all flags and signage not displayed - essential equipment not on beach - patrol members not in immediate patrol vicinity - patrol member short up to 30min - patrol member short up to 60 mins - patrol member short after 60 mins - 2 patrollers short after 30 min | 2 2 2 3 4 5 5 |
| IRB Operations | <ul style="list-style-type: none"> - unoperational IRB at commencement of patrol up to 15min - unoperational IRB at commencement of patrol up to 30min - unoperational IRB at commencement of patrol up to 60min - unoperational IRB at commencement of patrol after 60min - IRB restart after rollover / mechanical problem > 30mins - no operational back up motor after patrol motor failure - no IRB driver /crew at commencement of patrol up to 15min - no IRB driver /crew at commencement of patrol up to 30min - no IRB driver /crew at commencement of patrol up to 60min - no IRB driver /crew at commencement of patrol up after 60min | 1 2 3 4 3 3 1 2 3 4 |
| Operations / OHS & Communication | <ul style="list-style-type: none"> - Members not in correct patrol uniform - Log books not completed to current operational needs - Essential equipment not on beach - Failure to answer initial radio call - Failure to answer continued radio calls - Failure to signoff effectively - Safe Work Methods not followed | 2 2 2 1 2 3 3 |
| Repeat Infringements | <ul style="list-style-type: none"> - Any infringement recurring two weekends in a row - Any infringement recurring three weekends in a row - Repeat infringements 3 or more times during season | 2 3 4 |
| Due Diligence | <ul style="list-style-type: none"> - Unsafe and reckless actions - Unmanned patrol areas - Members not in attendance for rapid emergency response | 5 4 4 |

| Section | Default | Grading |
|-------------------------|--|----------------|
| Powercraft | IRB or ATV operation contrary to Code of Conduct | 3 |
| Codes of Conduct | Unqualified Operator / Driver or Crew Person | 3 |

Default Management

| Grading | Management |
|------------------------|--|
| Grade 1 - Minor | 3 Grade 1's become a Grade 2 Patrol Infringement recorded on Summary. |
| Grade 2 – Minor | 20 Penalty Points (to maximum of 100Pts then becomes Grade 3) Patrol Infringement recorded on Summary. |
| Grade 3 – Minor | 50 Penalty Points (to maximum of 200Pts then becomes Grade 4) Patrol Infringement recorded on Summary. |
| Grade 4 – Major | 200 Penalty Points & Club Discipline (against offender) Issue of Patrol Infringement Notice Interview between Issuing personnel and Patrol Captain Communication between Club Captain and SLSI Director within 7 days. |
| Grade 5 - Major | 500 Penalty Points / Club Competition Ban / Suspension / Fine Communication between Club Captain and SLSI Director within 7 days. Issue of Patrol Infringement Notice & Club Life Saving Director to appear before SLSI Patrol / Life Saving Judiciary |

Appeal (Grievance) Process

| Grade | Grievance Process |
|---|---|
| Grade 1 <i>Minor</i> | Infringement Logged Communication between Club Captain and Patrol Captain |
| Grade 2 <i>Minor</i> | Infringement Logged Communication between Club Captain and Patrol Captain |
| Grade 3 <i>Minor</i> | Infringement Logged Communication between Club Captain and Patrol Captain |
| Grade 4 <i>Major</i> | Issue of Patrol Infringement Notice. Club to formally meet with SLSI to address problems. |
| Grade 5 or Total over 500 points <i>Major</i> | Issue of Patrol Infringement Notice or Summary. Club Captain to Appear before SLSI Patrol Judiciary. |
| Appeal Process | As in SLSA Rules: Appeal to SLSNSW as the next highest authority. |