



KILLCARE SURF **LIFE SAVING** CLUB

Patrol Operations Manual **2021/22**

We acknowledge the Darkinyung & Kuringgai people, traditional owners of the land on which our Club sits and the beach that we enjoy, respect & protect. We pay our respects to the Elders past, present and future, for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia. We must always remember that under the concrete and asphalt Killcare is, was and always will be traditional Aboriginal land.

COVID-19 Patient Treatment Guidelines



THE FOLLOWING PROCESS SHOULD BE FOLLOWED IF APPROACHED BY ANY PATIENT WHILE ON PATROL:

Ask all patients the following questions before treatment:

1

HAVE YOU TRAVELLED TO A KNOWN COVID-19 HOTSPOT IN THE LAST 14 DAYS?

NO

If the patient or their guardian answers NO to all questions:

Provide assistance, with a heightened awareness for COVID-19. Use PPE and follow hygiene principles.

2

HAVE YOU BEEN DIAGNOSED YOURSELF, OR BEEN IN CONTACT WITH SOMEONE WHO HAS COVID-19 IN THE LAST 14 DAYS?

YES

If the patient or their guardian answers YES to any of the questions:

1. Move to a safe distance to avoid the risk of infection
 2. Isolate the patient, if possible
 3. If available, provide the patient with a P2/N95 mask or surgical mask and instruct them on how to fit it (unless this will aggravate any existing breathing difficulties)
 4. Reassure the patient and call 000/SurfCom for assistance
- Treatment should only continue if you can do so from a safe distance. If you can remain at a safe distance of at least 1.5m in a well-ventilated area, provide reassurance and assist the patient as best you can. You may need to talk them through first aid steps, including how to apply a bandage, clean a wound, remain still for a spinal injury. If it is not life-threatening, refer them to seek further medical assistance, instructing them to call ahead. All waste needs to be placed into a medical disposal bin.

If you are unable to treat the patient from a safe distance, provide reassurance and call 000/Surfcom for assistance, mention your COVID-19 concerns.

3

DO YOU CURRENTLY, OR HAVE YOU HAD ANY OF THE FOLLOWING SYMPTOMS IN THE LAST 14 DAYS: FEVER, COUGH, RUNNY NOSE, SHORTNESS OF BREATH?

UNRESPONSIVE

If it is a life-threatening situation and the patient cannot respond to questions:

Ensure your own safety as a priority, including the use of a P2/N95 mask, eye protection and gloves. If no P2/N95 mask is available use a surgical/P1 mask.

Upon completion of care remove and dispose of PPE correctly.

Note: If you are in a COVID-19 hotspot or you suspect there is a risk of COVID-19 you should follow the DRSABCD if there is a risk of COVID-19 chart.

STAY COVID SAFE

For more information visit sls.com.au/covid-19/

DRSABCD if there is a risk of COVID-19

Follow this chart if you suspect any risk of COVID-19 or are in a high prevalence area/hotspot.



D

DANGER

- Check scene for any dangers
- Don PPE, following the correct process

DO NOT ATTEND PATIENT WITHOUT PPE

R

RESPONSE

- Is the patient conscious?
- Assess response from **1.5m away**
- If no response, approach and check response to touch and talk

S

SEND FOR HELP

- Call 000/SurfCom for assistance
- Inform service you are wearing PPE

A

AIRWAY

- Assess airway in the position the patient is found
- If required, roll onto side and allow fluids to drain without assistance

DO NOT USE SUCTION

DO NOT USE OP AIRWAYS

B

BREATHING

- Apply oxygen via a therapy mask at 8LPM, if qualified
- Do not use more than 8LPM

DO NOT USE BVM

DO NOT GIVE RESCUE BREATHS

C

COMPRESSIONS

- Start compressions at a rate of 100-120 per minute
- Compress to 1/3 of the depth of the chest

D

DEFIBRILLATION

- Early defibrillation saves lives
- Attach AED and follow prompts

SAFE

SAFELY REMOVE PPE

- The risk of contamination is highest during the removal of PPE
- Carefully remove PPE following the correct order and process
- Have a buddy watching you and ensure you do not touch your face

DO NOT COMPLETE REPORTS WHILE WEARING PPE

STAY COVID SAFE

For more information visit sls.com.au/covid-19/

1. Communication

1.1. Surf Life Saving & Emergency Services

SurfCom			
Service	Phone	Email	
State Operations Centre Branches covered; <ul style="list-style-type: none">• Far North Coast• North Coast• Mid North Coast• Lower North Coast• Hunter• Central Coast• Sydney• Illawarra	02 9471 8092	soc@surflifesaving.com.au	
Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife Services and the NSW Department of Fisheries should be requested via SurfCom			
Surrounding Surf Life Saving Assets			
Club/Service	Distance	Response Time (Water)	Response Time (Land)
Ocean Beach	5.7km	IRB 5 1/2 Minutes after launch	20 Minutes
Umina	6km	IRB 6 Minutes after launch	20 Minutes
MacMasters	8.5km	IRB 8 Minutes after launch	15 Minutes
Central Coast Support Ski 5 (Located at Umina)	5.7km	6 Minutes after launch	20 Minutes
Central Coast Support Ski 4 (Located at Avoca)	13.5km	15 Minutes after launch	25 Minutes
Other Stakeholders			
Assure Programs (Counselling)	1800 808 374	NSW Poisons Info	131 126

1.2. Club Contacts

Club Contact Details			
Club Phone Number: 02 4360 1150			
Club Web Address: www.killcaresurfclub.com.au			
Club Email: admin@killcaresurfclub.com.au			
Club Mailing Address: PO Box 4005 Wagstaffe NSW 2257			
Physical Address: 82 Beach Drive Killcare NSW 2257			
GPS Coordinates (clubhouse): -33.532446, 151.358869			
what3words clubhouse: ///double.wakes.parklands			
what3words shark tower: ///drivers.nastily.biography			
what3words North end main car park: ///donates.idea.yearnings			
what3words dog car park: ///ponytail.quilt.float			
what3words Putty path: ///dishwater.reveal.utterances			
what3words Helicopter Landing Zone: ///upcoming.jetliner.renditions			
Helicopter Landing Zone: grassed area between Clubhouse and carpark			
Club Position	Name	Mobile	Email
President	Craig Sheppard	0407 994 177	president@killcaresurfclub.com.au
Club Captain	Luke Hayter	0420 561 602	lifesaving@killcaresurfclub.com.au
Club Captain	Matt Hayter	0416 437 977	lifesaving@killcaresurfclub.com.au
Vice Captain House	Nic Urie	0400 464 540	vphouse@killcaresurfclub.com.au
IRB Captain	Tony Newton	0401 283 169	tony-newton@hotmail.com
Gear Steward	Zac Webb	0420 810 325	gearsteward@killcaresurfclub.com.au
JAC (Nippers)	Emily Buckley	0481 294 674	juniors@killcaresurfclub.com.au
Club Chaplain	Stephen Hinks	0439 744 657	shinks1@bigpond.com

1.3. Club Callout Team

Each Club should have an ‘Emergency Callout Team’ that can respond to incidents within the ‘Emergency Response Area’ as outlined in the Lifesaving Service Agreement. Members of the ‘Emergency Callout Team’ are to be appointed by the Club Captain and a list of active members maintained via SurfGuard.

Killcare’s Callout Team is;

- Tom Buckley
- Matthew Gurney
- Luke Hayter
- Matt Hayter
- Tony Newton
- Craig Sheppard
- Nic Urie
- Zac Webb

To maximise emergency response effectiveness and personnel safety, clubs should maintain the following equipment/logistical preparedness;

- 2 x rescue tubes (with fins)
- 2 x rescue boards
- IRB (with trailer and full fuel bladder in an accessible location)
- ATV (if applicable)
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 2 x handheld radios in waterproof bags
- Personal telephone numbers contactable 24 hours with contacts (updated in SurfGuard)

TO ACTIVATE SURF LIFE SAVING RESPONSE SERVICES
CALL 000 AND ASK FOR POLICE

1.4. Club Radio Procedures

CLUB RADIO PROCEDURES



**SIGNING ON AND OFF - EACH PATROL**

The Operations App is the preferred mode for signing on and off patrol.

- Ten minutes before SIGN ON, SurfCom will remind clubs to sign on via the Operations App.
- Clubs without access to the app will SIGN ON at the appropriate time via radio with SurfCom.
- SIGN ON with Patrol Bronze qualification numbers, Beach status and IRB status
- Within 30 minutes of SIGN ON, SurfCom may conduct a radio check for clubs using the app.

When using the Operations App, each patrol must SIGN ON and Off on the day. Afternoon PCs will have the ability on the App to sign off the morning patrol.

- Ten minutes before SIGN OFF, SurfCom will remind clubs to submit statistics via the SLSA Operations App
- Clubs with no access to the app will SIGN OFF at the appropriate time via radio with SurfCom.
- SIGN OFF with Rescue Statistics only
- Patrols wishing to extend patrol times should notify SurfCom 15 minutes prior to scheduled SIGN OFF and provide revised finish time

Always contact SurfCom if your patrol status changes (IRB, SSV, Bronze Numbers below 3) or the beach is closed.

**SIGN OFF**

**RADIO CHANNELS**

Channel 1

- Incident Channel
- Line of sight only
- Communications channel between Duty Officers, and all assets on scene (RWC, OSB or Helicopter)

Channel 2

- Patrol “chat” channel
- Line of site only
- Internal patrol communications between beach assets only

Channel 3

- Primary Repeater Channel
- For all communications with SurfCom
- Digital radios will roam for strongest signal
- Analogue Radios need to manually switch channels

Channel 4

- Scanning Channel only
- Receives all traffic on channels 1, 2 & 3 and secondary repeaters within range.
- Please note: If a response is made within 5 seconds, the message will be transmitted on the receiving channel, otherwise the radio will transmit on channel 2.

Training Channels

- Labelled as “25 Train” & “26 Train” on older radios
- Labelled as “58 Train” and “66 Train” on newer radios
- Frequencies have not changed | 25 Train = 58 Train | 26 Train = 66 Train

**CONTACTS**

State Operations Centre (SOC)

- Call Sign: SurfCom New South Wales
- Phone Number 9471 8092
- Operates FNC, NC, MNC, LNC, HUN, CC, SYD, ILL, SC, FSC 7 days a week
- Operates SNB Monday to Friday in Season and 7 days a week out of season

SurfCom Warringah

- Call Sign: SurfCom Sydney Northern Beaches
- Phone Number 9982 5666
- Operates only SNB weekends in Patrol Season

Both SurfCom facilities operate during daylight hours . For all after hours emergencies, dial “000”and ask for police.

To be revised as required and updated 2022

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1.5. Rolls and Call Signs

Type	Radio Ch.	Callsign	Patrol Method / Details
Patrol Tent (Command Post)	Ch 2 & 3	“Killcare Patrol”	Patrol Command Post Patrol Captain Location Key Equipment Location 1 Lifesaver watching flags 1 lifesaver scanning unpatrolled areas with binoculars
Roving ATV Patrol	Ch 2	“Killcare ATV”	ATV Roving Patrols to north and south regularly 2 lifesavers (if possible) Radio, tube, board & whistle
IRB Patrol	Ch 2	“Killcare IRB”	Roving IRB Patrols as required Qualified driver & crew with radio Rashies rather than patrol shirts should be worn
In Water Patrol	n/a	n/a	Swimmers wearing patrol caps with rescue tube Paddlers on rescue board with patrol cap

Branch and External Services			
SurfCom	Ch 3	“SurfCom”	Online during patrol hours
Helicopters	Ch 1	Westpac (Sydney) “Lifesaver 1”	If responding to an emergency where helicopters are involved confirm with SurfCom on Channel 3 that working channel is channel 1 (and then switch) If helicopter is circling off the beach switch to channel 1 to check for any communication PATROL CAPTAINS AND DUTY OFFICERS ONLY
		Police “PolAir 1”	
		Westpac (Newcastle) “Westpac 1”	
SLSCC RWC’s (jetskis)	Ch 3	Umina “Central Coast Support Ski 5” Avoca “Central Coast Support Ski 4”	Branch RWC’s conduct roving patrols along the coast and can assist in emergencies
Duty Officers	Ch 3	“Central Coast 10”	Branch Duty Officers provide roving support to patrols and can be requested via SurfCom

2. Hazard/Risk Management

2.1. Hazard/Risk Management Plan

Hazard/Risk	Risk	Management Plan
Rip Currents and Holes	Persons caught in rips - Particularly at unpatrolled parts of the beach	<ul style="list-style-type: none"> Identify rips - position flags appropriately Lifesaver at waters edge (flag duty) whenever people are swimming Position safety signage in front of rips/key access ways Constant surveillance of flagged areas Consistent surveillance of adjacent areas with binoculars Regular ATV patrols north and south Preventative actions as required
Shore Dump	<ul style="list-style-type: none"> Danger of being held under and becoming unconscious Dislocations Spinal Injury 	<ul style="list-style-type: none"> ‘Spinal’ qualified lifesaver on every patrol with equipment available Identify swells and position flags appropriately Lifesaver at waters edge (flag duty) whenever people are swimming Position safety signage in front of rips/key access ways Constant surveillance of flagged areas Consistent surveillance of adjacent areas with binoculars Regular ATV patrols north and south Preventative actions as required
Submerged Rocks	Slips, cuts, falls...	Maintain surveillance of rocky areas Identify submerged rocks and position flags appropriately Position signage in front of submerged rocks Regular roving patrols to area and advise of safe areas to swim Preventative actions as required First aid as required
Blue Bottles	<ul style="list-style-type: none"> Injury to public (minor) Anaphylactic reaction to sting (serious) 	<ul style="list-style-type: none"> Erect warning signs if significant numbers of blue bottles seen in the surf zone Provide access to hot showers for persons stung (if patient is a minor ensure a parent or witness is present) Assess history of allergic reactions to bee stings etc Assess any patients significantly stung around face, chest, neck and <ul style="list-style-type: none"> Monitor breathing and level of consciousness Request ambulance support from SurfCom for any breathing difficulties / lowered level of consciousness Provide ice to patients leaving the beach

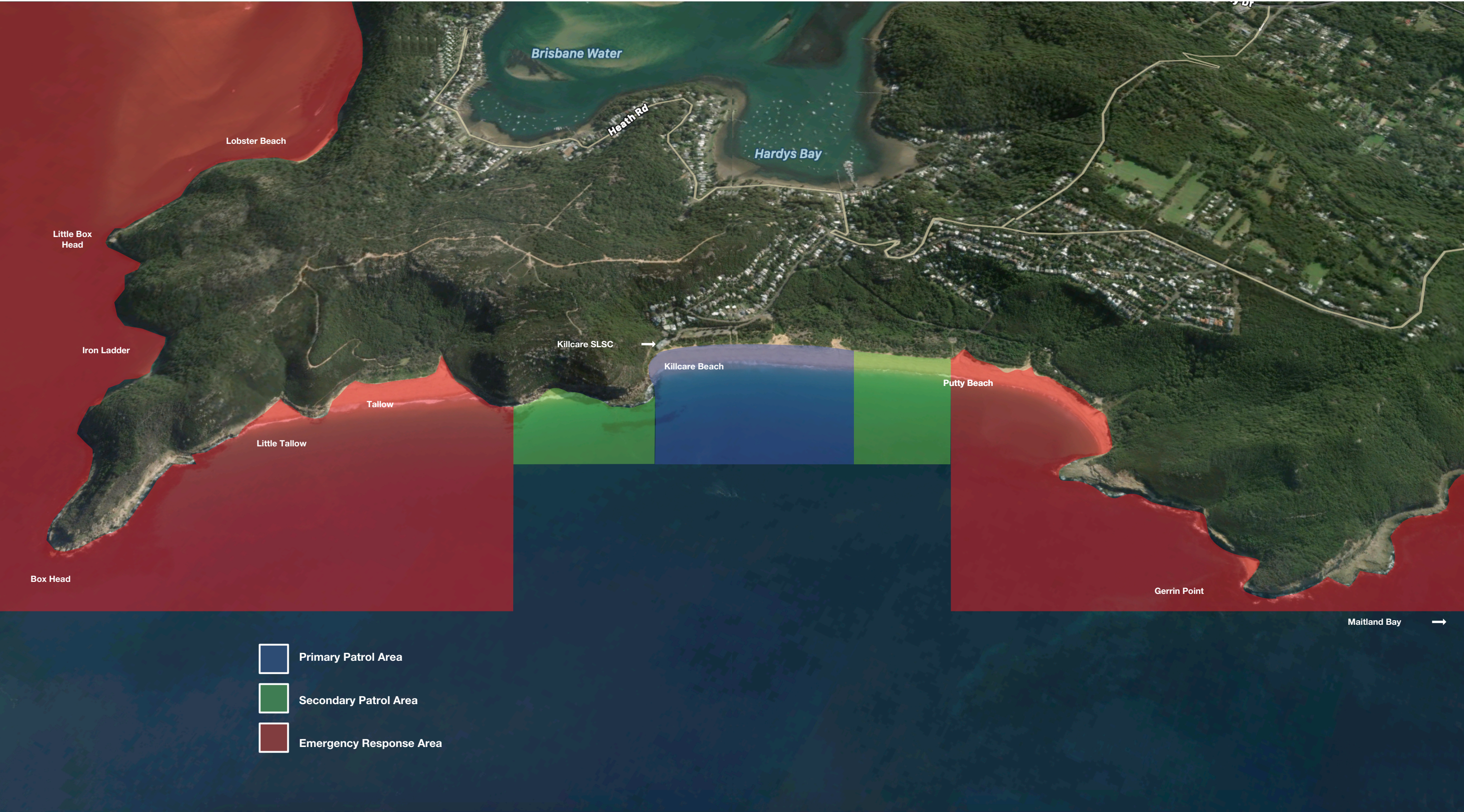
2.3. Northern Emergency Response Area

Area	Bouddi National Park
Equipment	Available patrol equipment
Response	Immediate when on patrol
Response Time (water - IRB)	4 minutes from launch
Response Time (land - ATV)	7 minutes
Access (boat ramps etc)	4WD/ATV access, no boat launch facilities

2.4. Southern Emergency Response Area

Area	Corner of Beach Drive & Grandview Parade/North end of main carpark
Equipment	All patrol gear
Response	Immediate when on patrol
Response Time (water - IRB)	2 minutes from launch
Response Time (land - ATV)	2 minutes
Access (boat ramps etc)	4WD/ATV access, no boat launch facilities

2.5 Patrol & Response Area



- Primary Patrol Area
- Secondary Patrol Area
- Emergency Response Area

3. Beach Management

3.1. Minimum Patrol Requirements

3.1.1. Personnel

A patrol is to consist of a minimum of three (3) personnel, with the below qualifications held amongst the three (3) members;

- 3 x bronze medallion
- 1 x Advanced Resuscitation Techniques Certificate (ARTC)
- 1 x IRB driver
- 1 x IRB crew
- 1 x Basic Beach Management (held by Patrol Captain)

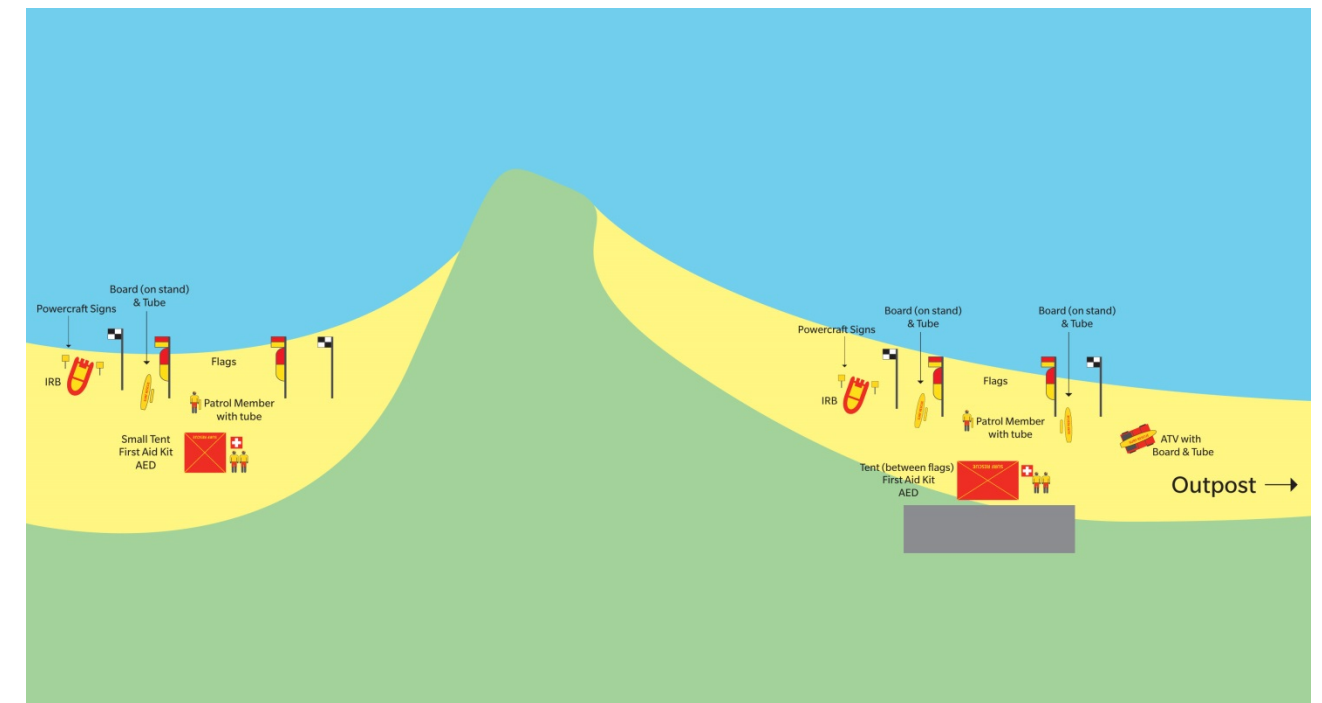
3.1.2. Equipment

A patrol is to set up their beach with items of equipment, as a minimum;

- IRB (with trailer)
- Rescue craft access signs (where an IRB/RWC is launched from)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed) mobile signs
- Patrol information board
- ATV/vehicle (where applicable)
- Tower or shade (tent)
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 1 x binoculars
- Set of red and yellow feathered patrol flags
- Set of black and white chequered surfcraft boundary flags

3.2. Patrol Types

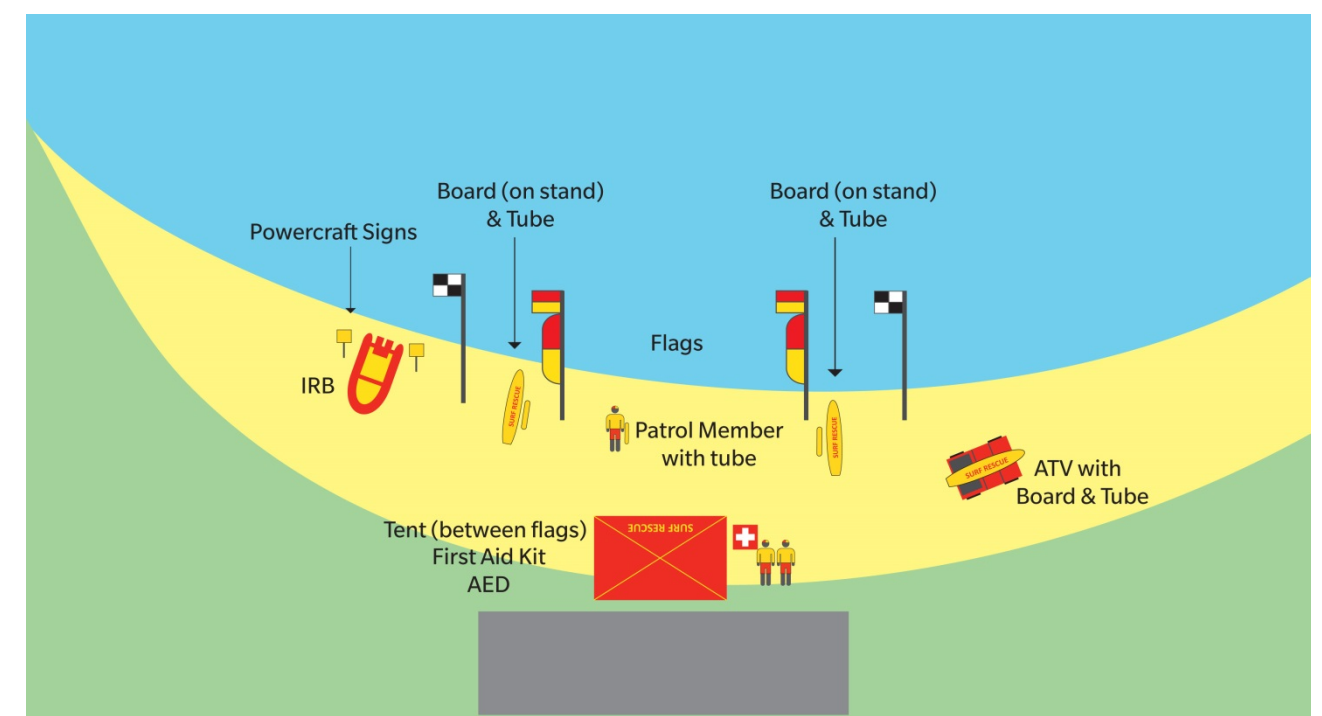
For detailed descriptions of the various patrol types that can be conducted, please refer to the Standard Operating Procedures, **LS4.3 Club Patrol Types**.



3.2.1. Base Patrol

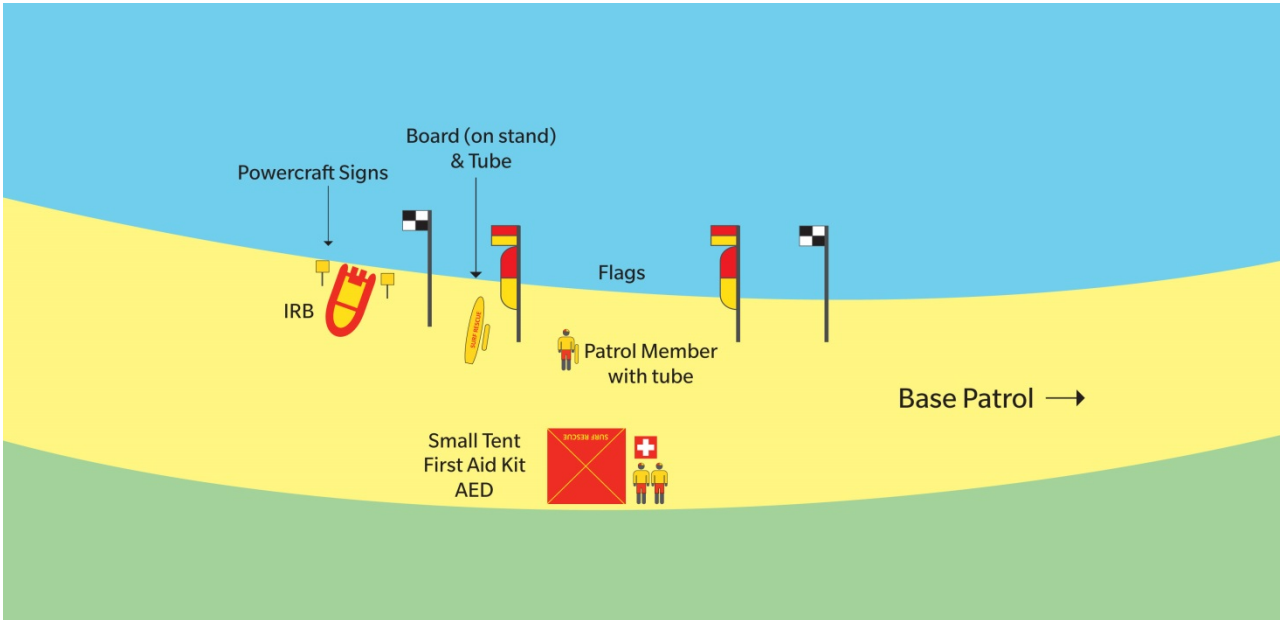
A Base Patrol is the core patrolled area for a lifesaving service established at all times and dates as identified in the Lifesaving Service Agreement. A Base Patrol must meet all minimums for personnel and equipment as stated below to be considered 'beach open'.

A Base Patrol may be supported by multiple Sub Patrols to effectively manage the beach operations as identified in the services Patrol Operations Manual.



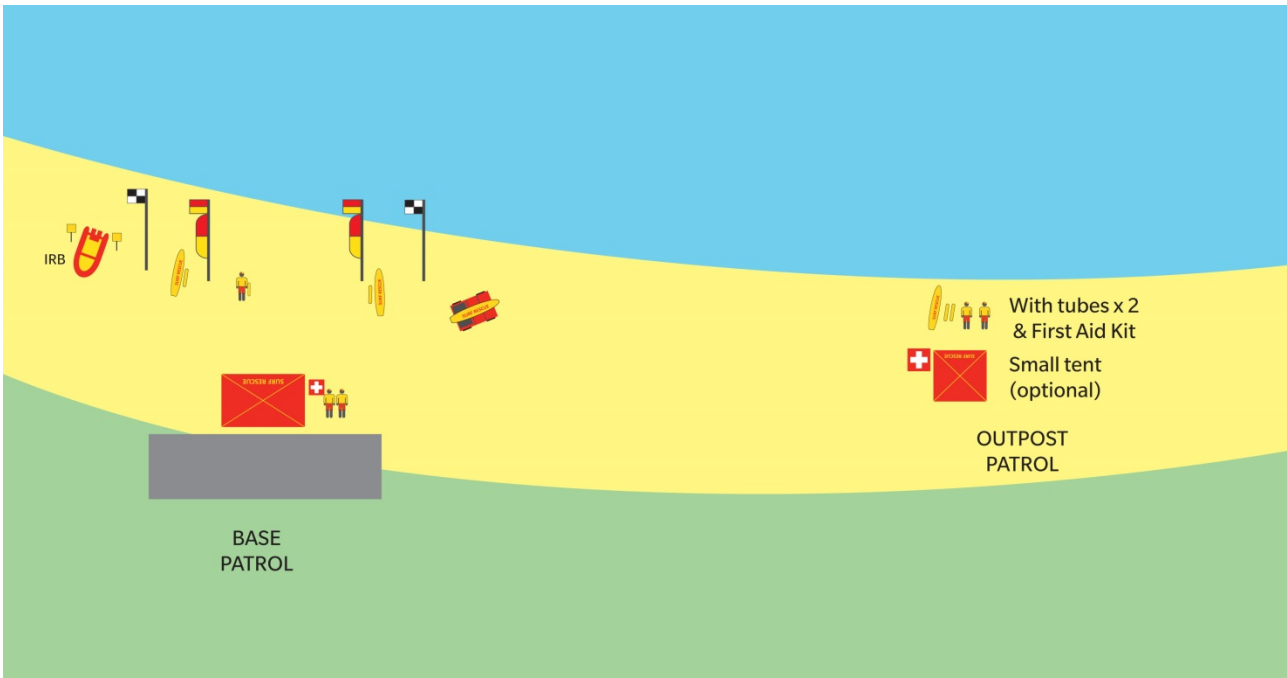
3.2.2. Satellite Patrol

A Satellite Patrol is a sub patrol type with patrol flags, and operates as an extension of the Base Patrol, as defined within the services’ Patrol Operations Manual to provide surveillance at an area of high risk. A Satellite Patrol may operate almost independently of a Base Patrol due to similar minimum requirements.



3.2.3. Outpost Patrol

An Outpost Patrol is established at other areas of coastline. This sub patrol type has no patrol flags, and operates as an extension of the Base Patrol, as defined within the services’ Patrol Operations Manual to provide surveillance at an area of high risk.



3.2.4. Beach Closed Patrol

A Beach Closed Patrol is Base Patrol with a closed swimming area. The swimming area may be closed for situations such as dangerous conditions or an emergency.

A Beach Closed Patrol includes all minimum personnel and all minimum equipment with the exception of patrol flags.

3.3. Daily Patrol Procedures

Add/remove items to the below lists as required.

3.3.1. Start of patrol

1. All members arrive at least 15min prior to start of patrol
2. Minimum standards assessed (numbers, qualifications, gear)
3. Equipment should be checked and positioned for patrol
4. Flagged area established
5. Patrol log completed
6. Patrol signed on with SurfCom or App
7. ‘Patrol Briefing’ conducted by Patrol Captain, discussing;
 - Uniform standards
 - Member roles/responsibilities
 - Rotation schedule/positioning
 - Radio use (channels/call-signs)
 - Expected weather/surf conditions
 - Expected hazards and management
 - Induction/introduction of any new members

3.3.2. End of patrol

1. Scanning/surveillance of beach maintain by at least one lifesaver during ‘pack-up’
2. Rescue equipment (radio, tube, board, IRB) to remain at ‘rescue ready’ status during ‘pack up’
3. Patrol log, Incident log and Powercraft log completed
4. Patrol signed off with SurfCom or App
5. All equipment cleaned and stored appropriately
6. Radios placed on charge
7. Any supply requirements or equipment damage reported to relevant club officer
8. ‘Patrol Debrief’ conducted by Patrol Captain, discussing;
 - Rescues/incidents and key activities from the day
 - Any questions/concerns from patrol members
 - Upcoming events/opportunities
 - Training options
 - Next patrol date

3.3.3. Equipment Location

Add/remove items to the below lists as required.

Item	Location
IRB	Gear Shed
Lifejacket	In IRB
Radios	Locked in cupboard above patrol desk
Patrol shade (tent)	Gear Trailer
Rescue boards	2 on top of gear trailer, more available on board racks in gear shed
Rescue tubes	Gear trailer, wall left of patrol desk and nippers cage at rear of gear shed
Defibrillator	First Aid Room and outside meeting room on the 1st floor
Oxy resuscitation kit	First Aid Room
First aid kit	First Aid Room
Spinal board	Gear trailer
Binoculars	Gear trailer
Patrol flags/signage	Gear trailer and southern wall of gear shed

3.4. Nippers/Water Safety

Nipper activities (and like activities) are to adhere to the SLSA Water Safety Policy (***SLSA Policy 1.01***) at all times. Nipper activities are to only be conducted in the immediate vicinity of an active patrolled area and have its own sufficient water safety (minimum 1 water safety for every 5 participants). It is highly recommended that an IRB be available water safety. The IRB should be on the water, rather than stationary on the beach.

Nipper activities cannot be undertaken on a closed beach.

The Patrol Captain is to have 'control' over all Nipper activities and may delegate to a Nipper Coordinator.

3.5. Club Rules

- Full patrol uniform must always be worn on patrol
- At least one (1) patrol member to always be watching the water
- At least one (1) patrol member always monitoring the radio (channel 2 and channel 3)
- The Patrol Captain is to always be made aware of all member locations/activities
- At least one (1) patrol member at the water's edge with a tube and radio when swimmers are in the water
- Rescue tubes are to always be carried by patrol members when on the beach
- Rescue tubes should not be tied to flag poles
- Members should not text, sun bathe or engage in any unprofessional behaviour (in uniform) in public view
- Only qualified IRB driver and crew are to operate the IRB
- Only licensed drivers to operate the ATV
- The ATV should always be left facing the water (out of gear and in neutral)
- ATV should always be driven at a low speed (unless in an emergency)
- No passengers are allowed in the tray of the ATV (unless in an emergency)
- The Club Captain or relevant officer should be notified immediately of any equipment damage/issues
- Patrol will adhere to full start and end of patrol procedures
- All paperwork is to be completed for each patrol (including patrol log, incident log and Powercraft log)

4. Emergency Operations Plans

4.1. Emergency Beach Closure

Patrol Captains should consider the 'closure' of a beach at any time that there is an unacceptable/unmanageable risk to the public of the lifesaving service is unable to safely perform water safety tasks. For a detailed procedure, refer to Standard Operating Procedure '***LS 9.1 Emergency Beach Closure.***'

Examples include;

- Dangerous surf conditions
- Sharks
- Excessive stingers
- Powercraft hazards
- Lightning
- Tsunami/flood warning
- Storm pollution
- Chemical/fuel spill

4.2. Emergency Beach Closure Procedure

1. Determine if water area is to be evacuated
2. Inform SurfCom that you are about to close the patrolled area
3. Activate the 'Emergency Evacuation Alarm'
4. Inform every one of the following;
 - Water area is being closed; and
 - Reason for closure
5. Lower and remove the red and yellow patrol flags and black and white surfcraft flags
6. Post 'Swimming not advised' signs at identified beach access points and where the flagged area was located
7. Continually monitor all areas
8. Maintain minimum personnel, qualification and equipment requirements
9. Maintain an active presence on the beach to advise/warn public
10. An appropriate record should be made in the patrol log giving an outline of the incident

4.3. Closure Periods

Generally the beach will remain closed until such time as the identified hazard is controlled or no longer presents a risk.

Recommended closure periods include;

- Dangerous surf conditions – as determined/appropriate
- Shark – minimum 30 minutes from last confirmed sighting (or completion of search)
- Chemical/biological hazards – after confirmation from appropriate authorities that the area is safe

4.4. Tsunami Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a 'support agency' in a Tsunami event. Broadly, our role includes;

- Contribute to tsunami community education initiatives
- Assist the SES with the dissemination of warnings
- Close and evacuate beaches on receipt of a NSW Tsunami Warning or upon observation of unusual ocean behaviour indicative of a tsunami, in consultation with Local Government Councils
- Assist with the rescue of people from the surf zone following the impact of a tsunami
- Notify the SES when unusual ocean behaviour indicative of a tsunami is observed or a tsunami has occurred for which there has been no prior warning

For a detailed procedure, refer to Standard Operating Procedure '**LS 9.12 Tsunami Warning**' and the 'Surf Life Saving New South Wales Tsunami Plan.'

Each Surf Life Saving Club has an obligation to be prepared and respond as outlined in the 'Surf Life Saving New South Wales Tsunami Plan'.

There are two types of tsunami threats;

1. Marine threat – may influence currents/rips/water energy and immediate foreshore (more common)
2. Land threat – may impact coastal areas, inlets and inland inundation (rare event, but significant impact)

4.4.1. Notification

The SES is the 'lead agency' for tsunami response and will advise Surf Life Saving of a tsunami warning through the State Duty Officer, who will co-ordinate the Surf Life Saving response.

Due to the location of 'fault lines' (starting points of tsunami's) a warning should precede the tsunami impact by a number of hours.

Depending on the time of day/year, the notification process will differ, however will remain similar to the standard emergency response notification;

Patrols on duty

- State Duty Officer notifies SurfCom and Branch Duty Officer
- SurfCom advises on duty patrols of tsunami warning and to activate their 'Club Tsunami Response Plan'

Patrols not on duty

- State Duty Officer notifies Branch Duty Officer
- Branch Duty Officer notifies 'Club Emergency Response Teams' who activate their 'Club Tsunami Response Plan'

4.4.2. Key Equipment

The following equipment (minimum) is key to maintaining a viable lifesaving service during a tsunami warning (both marine and land threat) and restoring the service following the impact of a tsunami to a 'rescue ready' status. This equipment should be moved to a safe location prior to the tsunami's impact (marine and land threat);

- IRB (with trailer)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed') mobile signs
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 1 x binoculars

4.4.3. Marine Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore
7. 'No swimming' signage erected
8. Relocate key patrol/response equipment away from the foreshore
9. Prepare to evacuate all personnel and key equipment if warning is upgraded to a 'land threat'
10. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
11. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.4.4. Land Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore, car park and immediate area
7. 'No swimming' signage erected
8. All non-essential personnel sent home
9. Transport 'key equipment' and remaining personnel to pre-determined rally point (see 4.6 Emergency Rally Point)
10. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
11. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
12. Respond to incidents following tsunami impact as directed by SurfCom/Branch Duty Officer
13. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.5 Coastal Flooding Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a ‘support agency’ in a coastal flooding event. Broadly, our role includes;

- Assist the SES with the warning and/or evacuation of at risk communities
- Provide space in Surf Life Saving facilities for evacuation centres where required
- Assist the SES with flood rescue operations

For a detailed procedure, refer to Standard Operating Procedure ‘LS 9.11 Coastal Flooding.’

Each Surf Life Saving Club has an obligation to be prepared and respond in line with a ‘land threat’ tsunami warning.

Coastal areas are likely to be affected by either ‘flash flooding’ or ‘storm surge’ flooding. ‘Storm surge’ flooding will generally coincide with high tides and is easier to predict and prepare for. ‘Flash flooding’ is unpredictable and occurs in a short period of time, occasionally a storm warning may be issued prior to the flooding event.

4.5.1. Coastal Flooding Response

1. Club advised of coastal flooding warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore, car park and immediate area
7. ‘No swimming’ signage erected
8. Prepare Clubhouse as an ‘emergency evacuation centre’
9. All non-essential personnel sent home
10. Transport ‘key equipment’ and remaining personnel to pre-determined rally point (see 4.6 Emergency Rally Point)
11. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
12. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
13. Respond to incidents as directed by SurfCom/Branch Duty Officer
14. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.6. Emergency Rally Point



Emergency Rally Point

Grassed Reserve
cnr Beach Drive and The Scenic Rd,
also utilising Masson Lane

4.7. Helicopter Landing Zone

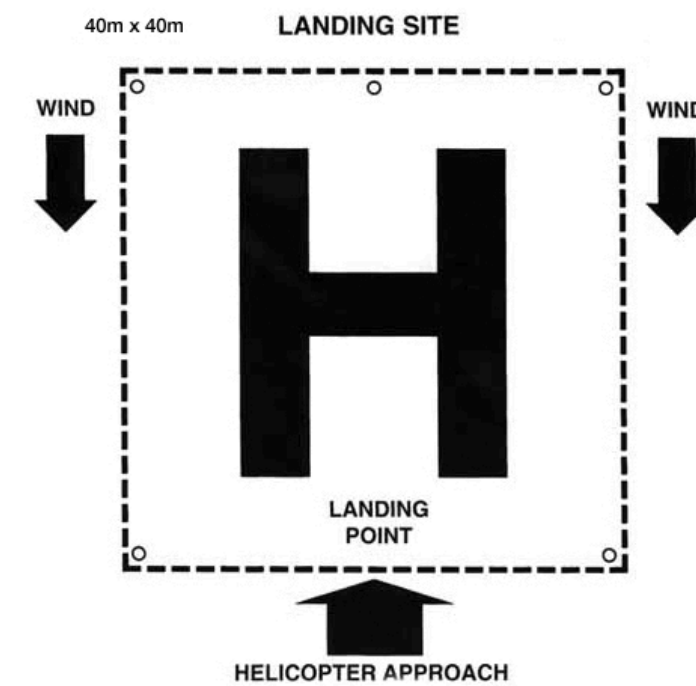
During major incidents, rescue helicopters may be required to land on the beach or near the beach to assist treating the patient and possibly transporting the patient to hospital. Ultimately, the decision of where to land is made by the pilot of the aircraft based on weather conditions, the nature of the incident and surrounding hazards. Patrol Captains can prepare and suggest a landing zone using local knowledge prior to a helicopter arriving.

Things to consider when establishing a helicopter landing zone;

- 40m x 40m area (minimum)
- Flat and cleared of hazards (loose objects, power lines, trees, etc)
- Helicopter will approach the landing zone against the wind
- At night the landing zone should be expanded to at least 30m x 30m

Helicopter Landing Zone procedure;

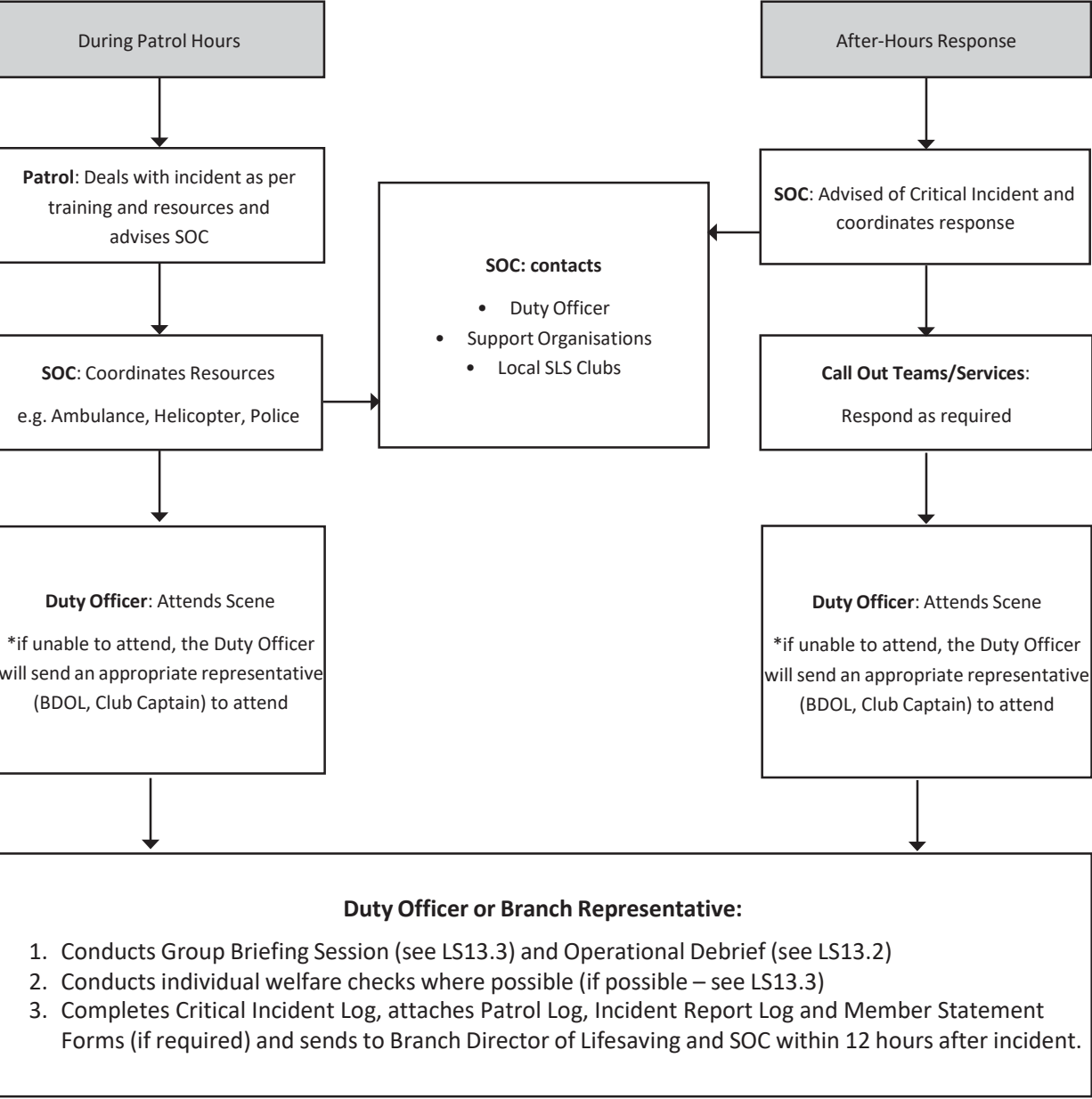
- Nominate a suitable lifesaver as 'landing zone controller' and provide a radio
- 'Landing zone controller' briefs lifesavers on pre-landing and post-landing procedures
- Landing zone cleared of all loose objects, vehicles and people
- Landing zone established with minimum 40m x 40m area and marked with cones.
 - Lifesavers to ensure landing zone is maintained and members of the public do not enter the area
 - 'Landing zone controller' is to be positioned on the side of the landing zone that the helicopter will land towards
- Establish contact with helicopter of 'Surf Channel 1' prior to landing and confirm suitability of landing zone. Provide a summary of key hazards (trees, power lines) within the area
- Helicopter lands, lifesavers ensure perimeter is maintained until helicopter departs
- Do not approach the helicopter and await instructions from the helicopter crew (only approach the helicopter from the front and once given the all clear from the helicopter crew)
- Ensure loose objects are secured and landing zone is clear of people prior to helicopter taking off



Helicopter Landing Zone

Picnic area between the Club and main car park.

5. Debriefs



PROCEDURE

Why should an operational debrief be undertaken following a critical incident?

- is undertaken to ensure that:
1. Environmental conditions are noted, and the nature of the incident is agreed.
 2. What went well during the incident is highlighted and reinforced.
 3. What could have been done better is discussed and noted for suggested changes to local beach tactics or patrol operations generally.
 4. As a precursor to discussions on support options available to the members involved (see *LS13.3 Member Welfare – Critical Incidents*).

What incidents require an operational debrief?

Duty Officers’ attendance to the scene and operational debriefs are compulsory in the following incidents:

- Incidents involving death of a patient
- CPR (successful or unsuccessful)
- Drowning
- Failure to save a life
- Shark attacks
- A member of SLS is seriously injured
- Major injury with hospitalisation
- Major rescues
- Severe trauma
- Abuse
- Aggressive Behaviour
- Heart Attack
- Severe asthma attacks

When/where should the operational debrief be undertaken?

Best practice states that the operational debrief takes places in the week/s following the critical incident, yet for many Surf Life Saving incidents this is not achievable. The debrief often takes place directly after the incident has been finalised, often in conjunction with the group debrief session.

It should be conducted in a private and secure location isolated from any media or public interference with no thoroughfare. Ideally the location will have access to a whiteboard or notepaper for collection of feedback and have access to chairs, tables and water for participants – the Surf Life Saving Club is often ideal.

Who should deliver/lead the operational debrief?

The Duty Officer should lead every operational debrief following a critical incident as part of the incident Recovery Phase. If a Duty Officer is not available an appropriate Branch Representative should be tasked to deliver the debrief.

Who should attend?

All Surf Life Saving personnel who were involved in the incident should attend, regardless of the level of involvement. Any personnel not in attendance should be recorded in the debrief form and followed up by the Duty Officer or Branch Representative.

What information needs to be recorded and retained?

- The Critical incident Log (detailed in LS13.3, Member Welfare – Critical Incidents) must be completed and provided to the SOC.
- If the incident occurred on patrol, a copy of the Patrol Log and Incident Report Log must be completed in full by the patrol. copied and handed to the Duty Officer. Photographs of these logs is recommended. ices, the completion of Member Statement Forms may be requested by the SOC.
- In the case of member injury during a critical incident, WorkCover forms can be obtained from the SOC for on-forwarding to members.

NOTE: ALL paperwork must be sent to the Branch Director of Lifesaving and SOC within 12 hours after incident.

REFERENCE

LS13.3 Member Welfare – Critical Incidents

5.1 Member Welfare

POLICY

The environment in which surf lifesaving operates has the potential for members to be involved in incidents of a traumatic nature. Such incidents could include the loss of life, the provision of emergency care, search and rescue operations, or a serious incident involving fellow members. SLSNSW has implemented a strong framework of support to ensure that members are cared for and receive appropriate support.

Members are affected differently by incidents, and it is the **reaction** of the individual which makes the incident **critical** for that person, not necessarily the size or nature of the incident. SLSNSW is committed to lessening the impact of critical incident stress on members, staff and their families by providing best practice support following an incident.

PROCEDURE:

The following procedure should be read in conjunction with the *SLSNSW Critical Incident Management Support Procedures* which provides further background, context and support for its implementation (including details of what a **Group Briefing Session** and **welfare check** entails).

1. Duty Officer and Lifesaving Officer determine the support required for member welfare.
2. When the situation has stabilised, Duty Officer (or appropriately trained Branch Representative) delivers the **Group Briefing Session** and conducts a **welfare check** where possible. The Operational Debrief often takes place at this time.
3. As part of the Group Briefing Session, members involved in the critical incident are advised that they will be contacted for a welfare check as part of standard procedures.
4. Within 12 hours, Duty Officer completes **Critical Incident Log**, compiling a list of members directly and indirectly involved in the incident.
5. Within 24 hours, Lifesaving Officer:
 - a) Sends members’ details to SLSNSW’s Employee Assistance Program (EAP) provider.
 - b) Conducts welfare check (is possible) if this was not completed by the Duty Officer or Appointed Branch Representative.
 - c) Forwards the members’ details to the SLSNSW Member Welfare Officer.
6. Within 48 hours, SLSNSW Member Welfare Officer:
 - a) Sends each member post-incident support information via email.
 - b) Conducts a welfare check if this was not completed by either the Duty Officer or Lifesaving Officer.
7. Two further welfare checks will be conducted – one at approximately one week post-incident and one at approximately one month post-incident. These will be conducted by either SLSNSW Member Welfare Officer or a branch-based State Welfare Officer, depending on local arrangements.



Referrals

Referrals can be made to professional psychological support at any stage of the process. Referrals can be made via SLSNSW Employee Assistance Program, or via the individual member’s GP.

Major Incident Support

Throughout the season, major critical incidents may occur which require swift professional support over and above the process outlined above. In these instances, a member of the SLSNSW Senior Leadership Team will work directly with the Club or Branch to activate additional support.

Additional Support

Some clubs and branches have additional support people or networks in place who can be contacted for support outside of the SLSNSW Critical Incident Support process. These include chaplains and peer support networks.

Member Welfare Guide

The environment in which Surf Life Saving operates has the potential for members to be involved in incidents of a traumatic nature. Members are affected differently by incidents, and it is the reaction of the individual which makes the incident critical for that person, not necessarily the size or nature of the incident.

What You Can Expect

If you are involved in a critical incident whilst volunteering for SLSNSW, you can expect to receive the following support:

- An onsite briefing delivered by a Duty Officer outlining the support and resources available to you.
- Three welfare checks conducted in the month post-incident.
 - Onsite or within 48 hours
 - Approximately 1 week post-incident
 - Approximately 1 month post-incident
- Access to professional psychological support if required.

Your club or branch may have additional support people or networks in place who can be contacted for support, such as chaplains or peer support networks.

Welfare Checks

In the days and weeks following an incident, reactions can change. They may improve, worsen or new reactions may appear.

Welfare checks are conducted multiple times on a one-to-one basis to ensure that any support needs are identified if, and when, they develop. Welfare checks are not professional counselling; they are an opportunity to see how you are going and to signpost additional support if needed.

Where To Go For Support

You don't have to wait for a welfare check to seek out support. If you are experiencing any negative mental health outcomes after an incident which have not improved after trying some of the coping strategies outlined in this leaflet, consider one or more of the following:

- Talking to a local chaplain or peer support officer
- Talking to your GP
- Talking to a psychologist

If you're not sure who to speak to, contact:

SLSNSW Member Welfare Officer

(02) 9471 8000 or memberwelfare@surflifesaving.com.au

Assure Programs

1800 808 374

Assure Program

Assure Programs is SLSNSW's Employee Assistance Program (EAP) provider. If you are involved in a critical incident, you are automatically able to access their team of professional psychologists trained in critical incident management 24/7.

You can call them at any time, day or night, on the weekend or on public holidays for immediate support and advice. This service is provided at no cost to members.

Phone: 1800 808 374

www.assureprograms.com.au

Reactions Following An Incident

People are affected differently by critical incidents. If you are involved in a critical incident in Surf Life Saving you may experience some, none, or all of the responses below. For most, these responses are short-lived and will subside within a few days or weeks.

- Avoiding reminders of event, such as the place it occurred, or people involved
- Constant negative thoughts and feelings
- Trouble sleeping or concentrating
- Displaying anger and irritability or sweating
- Being easily startled, constantly vigilant or highly strung
- Withdrawal from friends and family or a loss of motivation
- Feeling low and / or tired all the time
- Changes in appetite, sleep, weight or increased alcohol or drug use

Coping Strategies

Recovering from critical incidents doesn't mean forgetting your experience or not feeling any emotional pain. Recovery means reducing your distress and increasing your ability to cope over time. Ways you may cope and look after yourself after exposure to an incident include:

- Recognise you have been through an extremely stressful event and it is normal to have an emotional reaction to it
- If you feel like it, talk about your feelings to someone you trust. This may help you to process what has happened
- Get plenty of rest (even if you can't sleep), regularly exercise and eat regular, well-balanced meals
- Get back to your normal routine as soon as possible, but take it easy. Don't do activities just to avoid painful thoughts or memories of the incident
- Don't bottle up or block out your thoughts and feelings. Recurring thoughts, dreams and flashbacks are unpleasant, but they are normal, and will decrease with time
- Try to plan one enjoyable or meaningful activity each day
- Even if you don't want to talk about your experience, spend time with people you care about. It's also okay to want to be alone at times but avoid isolating yourself
- Make time for relaxation

If you've tried these strategies and things still aren't improving after a couple of weeks, or if you are having trouble coping with work or with relationships – please seek further support.

Lifeline

131114

MensLine Australia

1300 78 99 78

Kids Helpline

1800 55 1800

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First Aid and Rescue Protocols – COVID-19

Personal Protective Equipment (PPE)

Watch SLSA's [2-minute video](#) on donning and doffing PPE to reduce the risk of infection and review the SLSA [COVID-19 Patient Treatment Guidelines](#).

Minor First Aids

1. Sit the patient outside the club first aid room, patrol tent or observation tower.
2. Ensure that correct PPE is utilised.
3. Provide the patient with the appropriate first aid supplies to self-treat (band aids/alcohol swabs etc.).
4. Ensure that you wash your hands for at least 20 seconds after treatment.
5. Maintain at least 1.5 metres distance where possible.

If the patient cannot self-treat, follow the Major First Aid advice.

Major First Aids

1. Treat as per training, however take extra caution with ensuring correct PPE utilised.
2. Minimise exposure to other patrol members or lifeguards where possible e.g. one (1) patrol member/lifeguard to treat one (1) patient.
3. Ensure that you wash your hands for at least 20 seconds or shower after treatment.
4. Extra care should be taken with cleaning ALL facilities/equipment after treating a patient.

Rescues

1. As always, there should be a major focus on preventions and proactive patrolling.
2. Patrols should continue to undertake inflatable rescue boat, rescue board and rescue tube pickups.
3. After the rescue is finalised, ensure you have taken retrospective action to minimise any risk e.g. showering if possible, cleaning equipment.

Resuscitation

Please review the SLSA [DRSABCD during COVID-19](#) poster. In summary:

1. Do not attend the patient without PPE
2. Do not use suction
3. Do not use OP airways
4. Do not use Bag Value Mask (BVM)
5. Do not give rescue breaths

The ARC suggests that in the current COVID-19 pandemic, rescuers who are willing, trained, and able to do so, consider providing rescue breaths to infants and children in addition to chest compressions.