



# **KILLCARE** SURF **LIFE SAVING** CLUB

## **Patrol Operations Manual** **2024/25**

*Killcare Surf Life Saving club acknowledges that we operate on Darkinyung land. We honour their connection to country and clan by committing ourselves, as we do every time we put the flags up, to respecting and preserving our beautiful beach and protecting all who visit. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people.*

Club Rules

- Full, current patrol uniform must always be worn on patrol
- At least one patrol member must always be watching the flagged and adjacent areas
- At least one patrol member must always be monitoring the radio (scan Ch. 4)
- The Patrol Captain is always to be made aware of member locations and activities
- At least one member is to be on the water’s edge with a tube and radio when swimmers are in the water
- Rescue tubes are always to be carried by patrol members when on the beach
- Members should not text, sun bathe or engage in any unprofessional conduct in uniform and public view
- Only qualified IRB Driver and Crew are to operate the IRB
- Only licensed drivers are to operate the ATV
- The ATV should always be left facing the water
- ATV should not be driven over 20kph except in emergencies
- The Club Captain or Gear Steward should be notified immediately of any equipment damage or issues
- Patrols should adhere to the start and end of patrol procedures
- All paperwork (or digital equivalent) is to be completed for each patrol
- We must remember that we are representing an iconic organisation and all behaviour and public interactions should reflect the gravity of what we do and the history we represent.

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# WE'RE COMMITTED TO KEEPING CHILDREN AND YOUNG PEOPLE SAFE

It is imperative that we provide a safe and supportive environment for children and young people, that focuses on fun, education and building the confidence of our people through positive learning and development.

[www.sls.com.au/childsafe](http://www.sls.com.au/childsafe)



## SURF LIFE SAVING AUSTRALIA Inclusion & Diversity Statement



Surf Life Saving Australia (SLSA) and its member organisations comprise an organisation involving people from all different cultures, religions, abilities and we welcome all. SLSA operates across Australia and engages our members through our programs and activities. In Surf Life Saving we deliver a safe, fair and inclusive environment for all members in Surf Lifesaving (SLS).

Our Board endorses this commitment to create a safe inclusive ecosystem where we promote equity, respect and diversity.

### OUR COMMITMENT

Surf Life Saving is the largest volunteer organisation in the country. We deliver a unique and inclusive environment where diversity is celebrated. We actively listen to our volunteers and the broader community, and we promote progressive values and innovative thinking. Our sense of 'belonging' binds us together and helps to create great Australians and build better and more resilient communities. The ocean doesn't discriminate and neither does Surf Life Saving.

- a. We commit that our SLS Entities will strive to:
  - i. be an inclusive organisation, dedicated to being open to all members of the Australian community and providing a safe environment for all who choose to participate in surf life saving.
- b. We commit that our members and all people involved in any way with Surf Lifesaving will:
  - i. respect the rights, dignity and worth of others—treat others as you would like to be treated yourself;
  - ii. ensure SLS is an inclusive organisation that is open to all who wish to participate regardless of age, gender, disability, cultural and linguistic background or sexual orientation; and
  - iii. provide a safe and nurturing environment for all participating in surf life saving by actively promoting the principles of equal opportunity, social justice and cultural safety so that all individuals are treated with respect and dignity.

As members in SLS we want to create a safe and inclusive environment, by following the Code of Conduct found in the [Member Protection Policy](#). The Policy sets out the expected behaviour of members, and this Inclusion & Diversity Statement is to be read with the policy as a united document.

Surf Life Saving Australia Ltd  
Level 1, 1 Notts Ave  
Bondi Beach, NSW 2026  
Australia  
Phone: (02) 9215 8000  
Fax: (02) 9215 8180  
Web: [www.sls.com.au](http://www.sls.com.au)

SLSA Inclusion & Diversity Statement | May 2022

To be revised as required. Updated 2025

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# Resuscitation Chart



## D



### DANGER

Check for and remove any dangers to **yourself, bystanders and the victim**.

## R



### RESPONSE

Check for a response by **talk and touch**.

## S



### SEND



If unresponsive, send for help by **calling Triple Zero (000)**.

## A



### AIRWAY

Open airway and **ensure it is clear**.  
If not, roll victim onto their side and clear the airway.

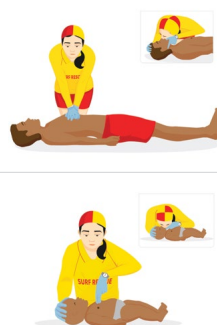
## B



### BREATHING

**Look, listen and feel** for breathing.  
If victim not breathing or breathing is not normal, start CPR.  
If normal breathing returns, roll victim on to their side and monitor them.

## C



### CPR (30:2)

Start **CPR**.  
Perform **30 chest compressions** followed by **2 rescue breaths**. Continue chest compressions if unwilling or unable to perform rescue breaths.  
Perform compressions at the **centre** of the victim's chest, at a rate of **100-120 per minute** and to **1/3 the depth** of the victim's chest.  
Ensure adequate backward head tilt when performing rescue breaths for adults and children. For **infants**, apply no head tilt and use 2 fingers to compress the infant's chest.

## D



### DEFIBRILLATION



Attach an Automated External Defibrillator (**AED**) as soon as it is available and **follow its prompts**.

#### Continue CPR until:

- Responsiveness or normal breathing returns.
- A health care professional arrives and takes over CPR.
- It is unsafe or impossible to continue (e.g., exhaustion).
- A health care professional advises to cease CPR.

To get involved or learn to save a life, visit [sls.com.au](http://sls.com.au)

This information is no substitute for CPR and first aid training. Surf Life Saving recommends that everyone learn CPR and first aid. June 2019.

# PROTECT YOURSELF FROM INFECTION

## Good hand washing technique

1.



Wet hands and apply soap

2.



Palm to palm

3.



Right palm over left and left palm over right

4.



Palm to palm fingers interlaced

5.



Backs of fingers to opposite palms with fingers interlaced

6.



Rotational rubbing of right thumb clasped in left thumb and vice versa

7.



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

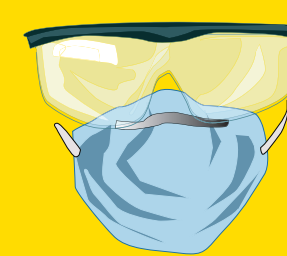
8.



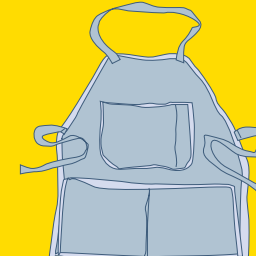
Rinse and dry



Use gloves



Use protective eyewear



Use gowns/aprons



Environmental cleaning



Safe handling of sharps



Safe handling of waste

Minimise contact with blood and bodily fluids by engaging in safe work practices and wearing personal protective equipment.

## Safety First!





# INJURIES AND INCIDENTS



# POWERCRAFT CODE OF CONDUCT

- S SAFETY**  
Ensure the safety of the crew and the public. Regularly assess risk while operating powercraft and promote safety at every opportunity.
- L LIMITATIONS**  
Understand the limitations of your craft and the crew in different conditions. Always aim to maintain a high level of competency.
- S STANDARD OPERATING PROCEDURE**  
Follow organisational, and regulatory operating procedures in the IRB manual and relevant policies.
- C CRAFT**  
The craft is highly visible. Always demonstrate a culture of safety, and respect the rights of others in the water.



## Safety First!

### Has there been an incident?

- Major first aid
- Resuscitation
- Major rescue
- Search and rescue
- Drowning

All incidents, whether during or outside a patrol, should be reported, either by your patrol captain or senior member involved.

### Have you been injured?

- Surf club competition
- Water safety
- Surf patrol
- Training for surf patrol
- Training for competition
- Carnivals
- Fundraising
- Other SLSA endorsed activity

All injuries should be reported, whether they are minor, moderate or major.

### Step 1

Complete the incident report log immediately

This should be located with the patrol log book, in the surf club first aid room or in the first aid tent at a carnival.  
All incident forms should be entered into the incident report website by the approved club officer: [www.slsa.com.au](http://www.slsa.com.au)

### Step 2

Notify your appropriate surf club officer

Club captain for major incidents or your health & safety officer for member injuries.

OH&S contact's name: **Kurt Vella** Phone: **0499 888 675**

### Incident Step 3

Follow up with a debriefing if required

Initial debriefing contact:

**Kurt Vella** 0499 888 675  
**Stephen Hinks** 0439 744 657

### Injury Step 3

Claim compensation through your insurer if appropriate

If it is apparent that the injury will require ongoing medical management, or time off work, complete and submit a compensation form (as per your state requirements).

### Step 4

Follow up with a formal debriefing if required

Formal critical incident debriefing contact:

**Kurt Vella** 0499 888 675  
**Stephen Hinks** 0439 744 657

All exposed personnel should be handed an SLSA critical incident information brochure.

### Step 4

Complete and submit a 'Return to Surf Duties' form before returning to surf patrol or competition

Obtain the form from your OH&S officer or the SLSA website. This form is to be given to your treating doctor for completion. This form should then be returned to your surf club OH&S officer before patrol or competition activities are resumed.

Club Name: Killcare	Branch: CC
---------------------	------------

Patrol Times: 2024/2025			
Period	Date	Saturdays	Sundays + Pub Hol
1	28/9/2024 to 27/10/2024	11am to 4pm	11am to 4pm
2	28/10/2024 to 15/12/2024	10am to 4pm	10am to 4pm
3	16/12/2024 to 23/2/2025	9am to 6pm	9am to 6pm
4	24/2/2025 to 30/3/2025	10am to 5pm	10am to 5pm
5	31/3/2025 to 27/4/2025	11am to 4pm	11am to 4pm

Patrol Times: 2025/2026			
Period	Date	Saturdays	Sundays + Pub Hol
1	27/9/2025 to 26/10/2025	11am to 4pm	11am to 4pm
2	27/10/2025 to 7/12/2025	10am to 4pm	10am to 4pm
3	8/12/2025 to 22/2/2026	9am to 6pm	9am to 6pm
4	23/2/2026 to 29/3/2026	10am to 5pm	10am to 5pm
5	30/3/2026 to 26/4/2026	11am to 4pm	11am to 4pm

<b>Patrol Flexibility</b>
Period 1: - RWC patrol from 9am – 11am provided by CC Branch
Period 3: - Flexible patrol options can be implemented from 5pm-6pm
Period 5: - RWC patrol from 9am – 11am provided by CC Branch


<b>Minimum requirements for patrols</b>
<ul style="list-style-type: none"><li>Approved and inspected equipment as outlined in the Public Safety Standard Operating Procedures.</li><li>Qualified patrolling members as outlined in the Public Safety Standard Operating Procedures Obligations &amp; Standards.</li></ul>

<b>Exemptions</b>
NIL

Endorsement of Lifesaving Service Agreement


All parties below confirm that they have read and understand the above 2024-2026 Lifesaving Service Agreement. The club agrees to patrol to the agreed dates and times outlined above maintaining the minimum equipment and personnel levels as defined in the SLSNSW Standard Operating Procedures, unless an exemption is mutually agreed to by Club, Branch and SLSNSW.

Club Captain




Date: 19/8/2024

Club President




Date: 14/8/2024

Branch Director of Lifesaving



Date: 2/9/2024

SLSNSW Director of Lifesaving



Date: 3/9/2024

Communication

Surf Life Saving & Emergency Services

SurfCom		
Service	Phone	Email
State Operations Centre Branches Covered; <ul style="list-style-type: none"><li>Far North Coast</li><li>North Coast</li><li>Mid North Coast</li><li>Lower North Coast</li><li>Hunter</li><li>Central Coast</li><li>Central Sydney</li><li>Sydney</li><li>Illawarra</li></ul>	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 and NSW Fisheries should be requested via SurfCom		



Communication

Club Contacts

Club Details	
Club Phone Number:	02 4360 1150
Web Address:	www.killcaresurfclub.com.au
Mailing Address:	PO Box 4005 Wagstaffe NSW 2257
Physical Address:	81 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 carpark:	///donates.ideas.yearnings
what3words dog car park:	///ponytail.quilt.float
what3words Putty Beach path:	///dishwater.reveal.utterances
what3words Helicopter landing zone:	///upcoming.jetliner.renditions

Club Contacts			
Position	Name	Phone	Email
President	Craig Sheppard	0407 994 177	president@killcaresurfclub.com.au
Vice President	Stephen Pearson	0423 231 305	education@killcaresurfclub.com.au
Club Captain	Kurt Vella	0499 888 675	lifesaving@killcaresurfclub.com.au
Vice Club Captain	Michael Warnock	0429 621 539	vicecaptain@killcaresurfclub.com.au
Chief Trainer	Stephen Pearson	0423 231 305	education@killcaresurfclub.com.au
IRB & Gear Steward	Scott Leivesley	0402 116 571	gearsteward@killcaresurfclub.com.au
JAC (Nippers)	Kristian Peacocke	0421 179 650	juniors@killcaresurfclub.com.au
Club Chaplain	Stephen Hinks	0439 744 657	chaplain@killcaresurfclub.com.au

Club Callout Team

Killcare SLSC has an Emergency Callout Team that can respond to incidents within the Emergency Response Area as outlined on page 12.

The Emergency Callout Team can be activated via SurfCom within our patrol hours if required.

Outside our patrol hours, call 000 and the operators will alert the State Operations Centre (SOC) where appropriate.

Rescue Ready

To maximise emergency response effectiveness, the following should always be fully operational and at hand;

- 2 x rescue tubes and fins in various sizes
- 2 x rescue boards
- IRB fully equipped, on the trailer, with full fuel bladder and inflated correctly
- ATV with at least half a tank of fuel
- 1 x Defibrillator
- 1 x Oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board with straps
- 2 x radios (at least), fully charged

TO ACTIVATE SURF LIFE SAVING RESPONSE SERVICES  
OUTSIDE OF PATROL HOURS, CALL 000 AND ASK FOR POLICE



SIGNING ON AND OFF - EACH PATROL

SIGN ON

- 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.

SIGN OFF

- 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.



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.

Roles and Call Signs

Type	Radio Ch	Call Sign	Patrol Method / Details
Patrol Tent (Command Post)	Ch 2 & 3	“Killcare Patrol”	Patrol Command Post Patrol Captain Location Key Equipment Location Elevated Scanning / surveillance position 1 Lifesaver watching flags 1 lifesaver scanning unpatrolled areas with binoculars
Roving Patrol	Ch 2	“Killcare Roving”	Minimum of 2 Lifesavers (where practical) Radio, Bum bag, Tube and Whistle
IRB Patrol	Ch 2/3	“Killcare IRB”	Roving IRB patrols as required. 2 full patrols per patrol    Qualified Driver & Crew (with radio) Patrol Life Jackets and wetsuits to be worn
In-water Patrol	n/a	n/a	Swimmers wearing patrol cap with rescue tube Paddlers on Rescue Board + patrol cap

ENSURE THERE IS ALWAYS AT LEAST ONE RADIO ON CHANNEL 3 AND THAT IT IS MONITORED



Roles and Call Signs

Branch & External Services			
SurfCom/SOC	Ch 3	"SurfCom"	Patrol Command Post Patrol Captain Location Key Equipment Location Elevated Scanning / surveillance position 1 Lifesaver watching flags 1 lifesaver scanning unpatrolled areas with binoculars
Helicopters	Ch 1	Westpac Helicopter Lifesaver 21  Polair: Polair 1  Ambulance (Toll): Rescue 22	If responding to an emergency where Helicopters are involved confirm with SurfCom on Ch3 that working channel is Ch1 (and then switch). If a Helicopter is circling off the beach switch to Ch1 to check for any communication.
ONLY PATROL CAPTAINS AND DUTY OFFICERS SHOULD RADIO HELICOPTERS			
Rescue Services	Ch 3	The Lakes "RWC 1", "SMAR 1"  Toowoyn Bay "RWC 2", "SMAR 2"  Terrigal "RWC 3"  Avoca "RWC 4"  Killcare "RWC 6", "SMAR 3"  Umina "RWC 5"	Branch RWC's conduct roving patrols along the coast and can assist in an emergency
Duty Officer (DO)	Ch 3	Central Coast [No.]	Branch Duty Officers provide roving support to patrols and can be requested via SurfCom

Central Coast Duty Officers

Brett Beswick - CC11	Jake McDonald - CC18	John Vergara - CC25
Simon Cusack - CC12	Shaun Gersch - CC19	Czes Lewicki - CC26
Glenn Clarke - CC13	Gordon Smith - CC20	Paul Robinson - CC27
Matt Slattery - CC14	Matthew Calbert - CC21	Chris Fillingham - CC28
Paul Sharpe - CC15	Brad Dawson - CC22	Sean Leicester - CC29
Bruce Gould - CC16	Josh Cole - CC23	Jay Davidson - CC30
Erin Clarke - CC17	Jim Irwin - CC24	Michael Rasmussen - CC31

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"><li>Identify rips - position flags appropriately</li><li>Lifesaver at waters edge (flag duty) whenever people are swimming</li><li>Position safety signage in front of rips/key access ways</li><li>Constant surveillance of flags areas</li><li>Consistent surveillance of adjacent areas with binoculars</li><li>Regular ATV patrols North and South</li><li>Preventative actions as required</li></ul>
Shore Dump	Danger of being held under and becoming unconscious  Dislocations  Spinal Injury	<ul style="list-style-type: none"><li>'Spinal' qualified lifesaver on every patrol with equipment available</li><li>Identify swells and position flags appropriately</li><li>Lifesaver at waters edge (flag duty) whenever people are swimming</li><li>Constant surveillance of flags area</li><li>Consistent surveillance of adjacent areas with binoculars</li><li>Regular ATV patrols North and South</li><li>Preventative actions as required</li></ul>
Submerged Rocks	Slips  Falls  Cuts  Head Injury	<ul style="list-style-type: none"><li>Maintain surveillance of rocky areas</li><li>Identify submerged rocks and position flags appropriately</li><li>Position signage in front of submerged rocks</li><li>Regular roving patrols to areas and advise of safe places to swim</li><li>Preventative actions as required</li><li>First aid as required</li></ul>
Blue Bottles	Injury (minor)  Anaphylactic reaction (severe)	<ul style="list-style-type: none"><li>Erect warning signs if significant number of blue bottles seen in surf zone</li><li>Provide access to hot showers for persons stung (if treating a minor ensure parent or witness is present)</li><li>Assess history of allergic reactions to bee stings etc.</li><li>Assess any patients significantly stung around face, chest, neck and<ul style="list-style-type: none"><li>Prepare for DRSABCD</li><li>Monitor breathing and level of consciousness</li><li>Request ambulance via Surfcom for any breathing difficulties / lowered level of consciousness</li></ul></li></ul>

Northern Response Area

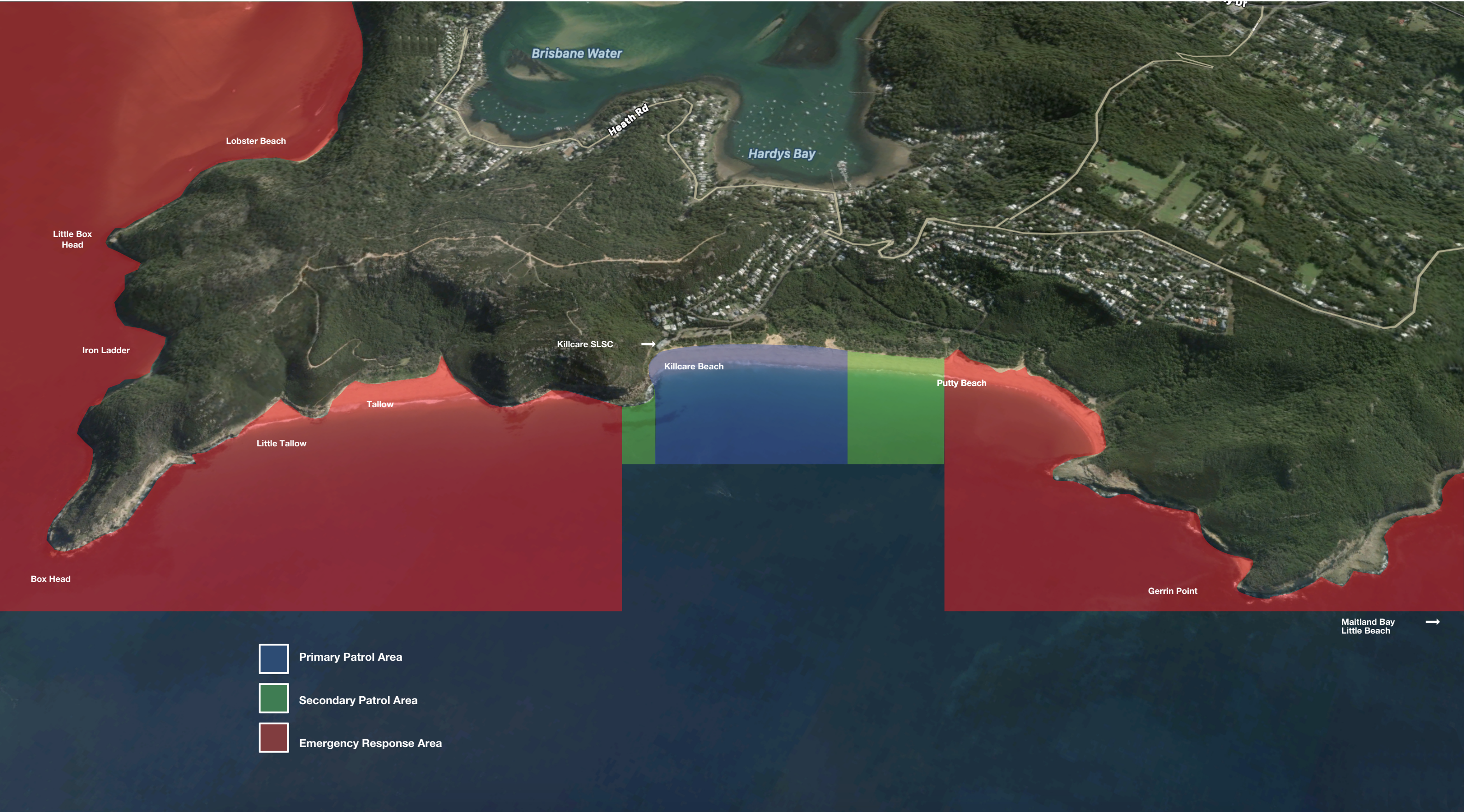
Bouddi National Park	
Equipment	All Patrol Equipment
Response	Immediate when on patrol
Response Time (water - IRB)	4 minutes from launch
Response Time (land - ATV)	5 Minutes
Access	4WD / ATV Access, no boat launch facilities

Southern Response Area

Cnr Grandview Parade & Beach Drive/North End of Car Park	
Equipment	All Patrol Equipment
Response	Immediate when on patrol
Response Time (water - IRB)	2 minutes from launch
Response Time (land - ATV)	2 Minutes
Access	4WD / ATV Access, no boat launch facilities



Patrol & Response Area





## Flexible Patrolling Options - Patrol Types

SLSNSW utilises five patrol types – Full Patrol, Partial Patrol, Low Patronage Patrol, Surveillance/ Inclement Weather Patrol and Lifeguard Joint Patrol. Each patrol type has a different purpose and requirement which are outlined in detail below.

The patrol types utilised at Killcare are:

- 1. Full Patrol
- 2. Partial Patrol
- 3. Low Patronage Patrol
- 4. Surveillance / Inclement Weather Patrol

### FULL PATROL

A full patrol must meet all minimum personnel and award requirements to be categorised as a full patrol.

A full patrol shall consist of 3 or more financial and proficient surf lifesavers who hold the following surf lifesaving patrol awards:

- 3 x Bronze (PSARCert II) Medallion qualified members \*
- Silver Medallion Beach Management or Silver Medallion Patrol Captain\*
- 1 x Silver MedallionIRBDriver \*
- 1 xIRBCrew (separate to the holder of theIRBDriver award) \*
- 1 x Advanced Resuscitation Techniques \*
- Side by Side Vehicle Operation (if applicable to the club)

*\*The above qualifications may be held collectively by Bronze Medallion (PSARCert II) holders as long as the same person does not hold bothIRBDriver andIRBCrew positions. Where required, the Patrol Captain may be the award holder of any/all the above minimum requirements.*

Full patrols must operate based on the following criteria:

- During a NSW School Holiday period, unless an exemption is approved by the Branch Director of Lifesaving & State Director of Lifesaving.
- On a NSW Gazetted Public Holidays during the term of the Lifesaving Service Agreement.
- On days with a forecast maximum temperature of 28 degrees or more during the term of the Lifesaving Service Agreement. The forecast maximum temperature should be taken from the Bureau of Meteorology website for that specific town/location or the nearest coastal town/ location to where the patrol will take place.
- When there is a planned major event expected within the local community that will attract large crowds to that location or stretch of coastline. A major event can be classified as an event that significantly increases the likelihood of an injury or drowning occurring at that patrolled location.
- Unless inclement weather provisions may apply (see Inclement Weather / Surveillance Patrol).

### MINIMUM EQUIPMENT

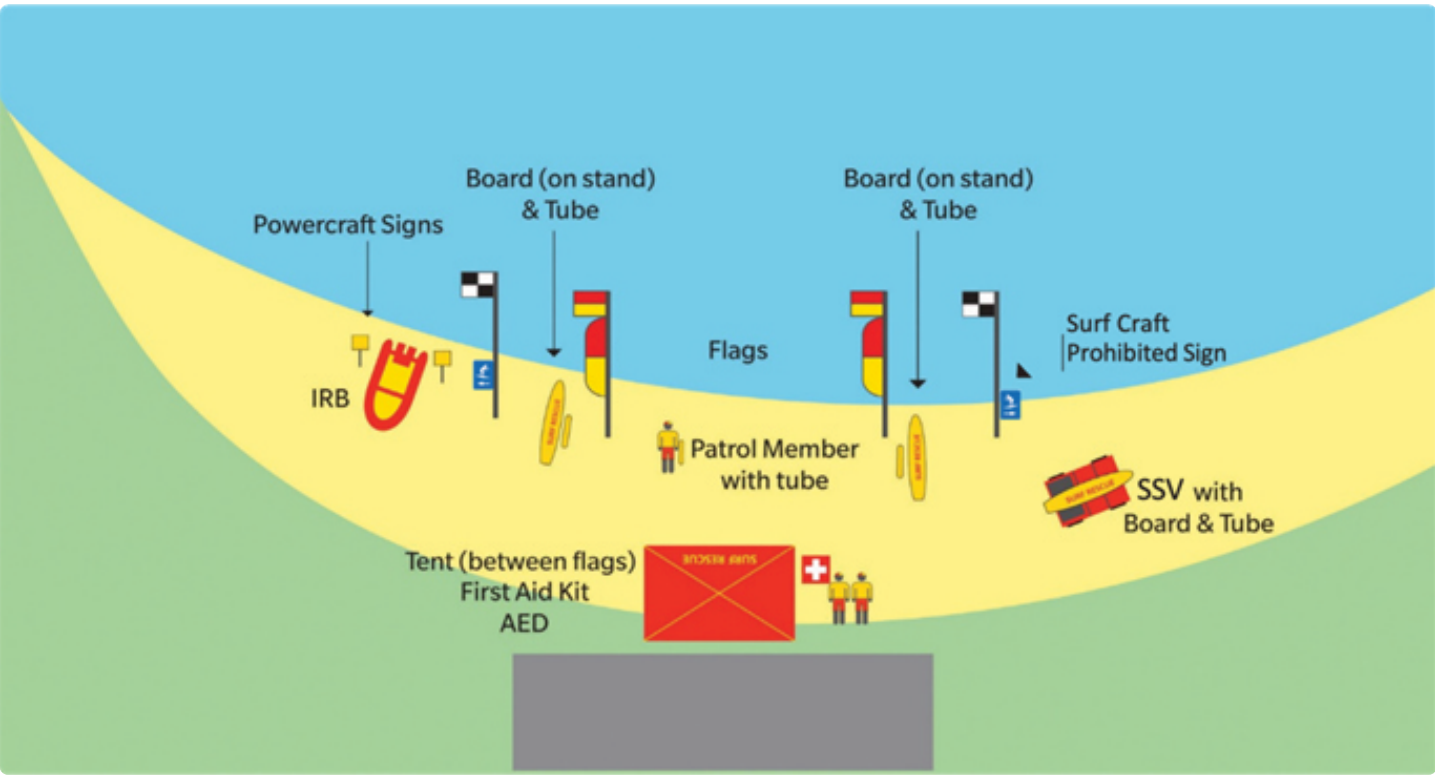
Lifesaving equipment must be complete, functional, available for immediate use (rescue ready) and in position at the scheduled patrol start time. It must remain rescue ready for the duration of the operational hours.

The following gear & equipment items shall be deployed/available at a minimum for a Full Patrol.

### Primary Patrolling Equipment

- Pair of RED and YELLOW Feathered Patrol Flags (base frames optional)
- Pair of BLACK and WHITE Quartered Flags (surf craft prohibited signage attached)
- Inflatable Rescue Boat (IRB), including 25HP Outboard Motor, Fuel Bladder and accessories
- 2x Level 50 SLSA approved Lifejackets (PFD)
- 4 x Handheld Radios in waterproof bags (1 of which must be set to Channel 3 to monitor SurfCom by the Patrol Captain and/or Patrol Vice-Captain, the other 3 must be set to Channel 2, Patrol)
- 1 x Side-by-Side (SSV) or alternative Vehicle (where applicable)
- 1 x Patrol Shelter or Tent (including sufficient anchors/tie-downs)
- 1 x Pair of Binoculars
- 2 x Rescue Boards
- 3 x Rescue Tubes
- 1 x Defibrillator (AED)
- 1 x Oxygen Resuscitator Kit
- 1 x First Aid Kit (including Sharps Disposal Bin/Container)
- 1 x Spinal Board
- 1 x Whistle per patroller (recommended)
- 2 x Pair Swim Fins
- 1 x Loud Hailer/PA System
- 1 x Emergency Evacuation Alarm (loud hailer applicable)
- 2 x Signal Flags (orange with blue stripe)
- 1 x Emergency Evacuation Flag (red and white quartered)
- 2 x First Aid Bum Bag
- Access to Sunscreen (min.SPF30+)

### DEPLOYED LIFESAVING EQUIPMENT LAYOUT FOR A FULL PATROL





# PARTIAL PATROL

A Partial Patrol must meet all minimum personnel and award requirements as outlined below to be categorised as a Partial Patrol.

A Partial Patrol shall consist of proficient surf lifesavers who hold the following surf lifesaving patrol awards:

- 2 x Bronze Medallion (PSARCert II) qualified members (older than 17 years of age) and 1 x Surf Rescue qualified member or an additional Bronze (PSARCert II) qualified member or
- 1 x Gold Medallion (PSARCertIII) qualified member and 1 x Bronze Medallion (PSARCert II) qualified member
- • Silver Medallion Beach Management or Silver Medallion Patrol Captain\*
- • Advanced Resuscitation Techniques\*
- • Side by Side Vehicle Operation (if applicable to the club)

*\*The above qualifications may be held collectively by the 2 x proficient Bronze Medallion (PSARCert II) holders or 1 x Gold Medallion (PSARCertIII) holder. Where required, the Patrol Captain may be the award holder of any/all the above minimum requirements.*

Partial Patrols may take place in accordance with the following criteria:

- It is not during a NSW School Holiday period, unless an exemption is approved by the Branch Director of Lifesaving & State Director of Lifesaving.
- NSW Gazetted Public Holidays during the term of the Lifesaving Service Agreement.
- On days with a forecast maximum temperature of below 28 degrees. The forecast maximum temperature should be taken from the Bureau of Meteorology website for that specific town/ location or the nearest coastal town/location to where the patrol will take place.
- There are no planned major event expected within the local community that will attract large crowds to that location or stretch of coastline. A major event can be classified as an event that significantly increases the likelihood of an injury or drowning occurring at that patrolled location.
- The club Emergency Call-Out Team (ECOT) are alerted, particularly those members on the ECOT who hold IRB qualifications, should an IRB be required to respond to an emergency incident during the outlined lifesaving service agreement hours.

If a club intends to move to a Partial Patrol on the day of a patrol the Patrol Captain must notify the State Operations Centre (SURFCOM) via radio. The State Operations Centre must ensure the Branch Duty Officer is aware of this decision.

If the Branch Duty Officer attends the beach and determines that a Partial Patrol is not appropriate due to the associated risk at that location, then they will consult with the Patrol Captain and arrange for an IRB to be available or a Rescue Water Craft (RWC) asset to attend the location.

If there is a dispute between the Patrol Captain and Branch Duty Officer, the Branch Director of Lifesaving (and if they are not contactable, the State Duty Officer) will have the final say as to the type of patrol type that should be on patrol based on the information provided by the Patrol Captain and Branch Duty Officer.

## MINIMUM EQUIPMENT

As per Full Patrol with Inflatable Rescue Boat (IRB) and associated equipment removed.

# LOW PATRONAGE PATROL

A Low Patronage Patrol must meet all minimum personnel and award requirements as outlined below to be categorised as a Low Patronage Patrol.

A Low Patronage Patrol shall consist of at least 2 or more financial and proficient surf lifesavers who hold the following surf lifesaving patrol awards:

- 2 x Bronze Medallion (PSARCert II) qualified members (older than 17 years of age)
- Silver Medallion Beach Management or Silver Medallion Patrol Captain\*
- Advanced Resuscitation Techniques\*
- Side by Side Vehicle Operation (if applicable to the club)

*\*The above qualifications may be held collectively by the one (1) proficient Bronze Medallion (PSARCert II) holder.*

A decision to adopt a Low Patronage Patrol sits with the Patrol Captain once conditions and beach attendance have been assessed. Patrol Captains must utilise the following criteria:

- It is not during a NSW School Holiday period, unless an exemption is approved by the Branch Director of Lifesaving & State Director of Lifesaving.
- It is not on a NSW Gazetted Public Holidays during the term of the Lifesaving Service Agreement.
- On days with a forecast maximum temperature of below 28 degrees. The forecast maximum temperature should be taken from the Bureau of Meteorology website for that specific town/ location or the nearest coastal town/location to where the patrol will take place.
- Beach attendance has been recorded as less than 25 people (e.g. for a period of 2 hours or more) within the primary patrolling area.
- There are no planned major event expected within the local community that will attract large crowds to that location or stretch of coastline. A major event can be classified as an event that significantly increases the likelihood of an injury or drowning occurring at that patrolled location.
- The 2 x Bronze qualified members are confident and capable of carrying out a rescue using a rescue board or rescue tube.
- The club Emergency Call-Out Team (ECOT) are alerted, particularly those members on the ECOT who hold IRB qualifications, should an IRB be required to respond to an emergency incident during the outlined lifesaving service agreement hours.

If a club intends to move to a Low Patronage Patrol the Patrol Captain must notify the State Operations Centre (SURFCOM) via radio. The State Operations Centre must ensure the Branch Director of Lifesaving (or their delegate) is aware of this intention and seek a decision.

The decision to approve a Low Patronage Patrol is obtained through the Branch Director of Lifesaving (or their delegate). The Branch Director of Lifesaving (or their delegate) must utilise the following criteria:

- Awareness of the Patrol Captains criteria as outlined above.
- The club Emergency Call-Out Team (ECOT) have been alerted, particularly those members on the ECOT who hold IRB qualifications, should an IRB be required to respond to an emergency incident during the outlined lifesaving service agreement hours.
- The awareness of Rescue Services capabilities available within the area (Lifeguards, Duty Officers, Rescue Water Craft, Westpac Rescue Helicopter etc), including resources that can respond to an emergency incident during the patrol hours.

If there is a dispute between the Patrol Captain and Branch Director of Lifesaving, the decision of the Branch Director of Lifesaving (or their delegate) will be final.

**MINIMUM EQUIPMENT**

- Pair of RED and YELLOW Feathered Patrol Flags (base frames optional)
- Pair of BLACK and WHITE Quartered Flags (surf craft prohibited signage attached)
- 2 x Handheld Radios in waterproof bags (both of which must be set to Channel 3 to monitor SurfCom)
- 1 x Side-by-Side (SSV) or alternative Vehicle (where applicable)
- 1 x Patrol Shelter or Tent (if applicable)
- 1 x Pair of Binoculars
- 2 x Rescue Boards
- 2 x Rescue Tubes
- 1 x Defibrillator (AED)
- 1 x Oxygen Resuscitator Kit
- 1 x First Aid Kit (including Sharps Disposal Bin/Container)
- 1 x Spinal Board
- 1 x Whistle per patroller (recommended)
- 2 x Pair Swim Fins
- 1 x Loud Hailer/PA System
- 1 x Emergency Evacuation Alarm (loud hailer applicable)
- 2 x Signal Flags (orange with blue stripe)
- 1 x Emergency Evacuation Flag (red and white quartered)
- 2 x First Aid Bum Bag
- Access to Sunscreen (min.SPF30+)

**SURVEILLANCE/INCLEMENT WEATHER PATROL**

A Surveillance or Inclement Weather Patrol must meet all minimum personnel and award requirements as outlined below to be categorised as a surveillance patrol.

Inclement weather is defined as the existence of excessive rain or abnormal climatic conditions (such as hail, snow, cold, high wind, severe dust storm, or any combination of these conditions) where it not reasonable to expect members to deliver a full patrol in those conditions.

A Surveillance or Inclement Weather Patrol shall consist of at least 2 or more financial and proficient surf lifesavers who hold the following surf lifesaving patrol awards:

- 2 x Bronze Medallion (PSARCert II) qualified members (older than 17 years of age)
- Side by Side Vehicle Operation (if applicable to the club)

*\*The above qualifications may be held collectively by the one (1) proficient Bronze Medallion (PSAR CERTII) holder.*

A decision to adopt a Surveillance or Inclement Weather Patrol sits with the Patrol Captain once conditions and beach attendance have been assessed. Patrol Captain’s must utilise the following criteria when considering a Surveillance or Inclement Weather Patrol:

- Patrol Flags and Surf Craft Boundary Flags are to be removed from the beach.
- The beach is closed, and surveillance and supervision are required per the Lifesaving Service Agreement.
- The Club Captain or Patrol Captain identify that lifesavers are needed to provide supervision and surveillance for the safety of the public outside the agreed Lifesaving Service Agreement hours.
- The club Emergency Call-Out Team (ECOT) have been alerted, particularly those members on the ECOT who hold IRB qualifications, should an IRB be required to respond to an emergency incident during the outlined lifesaving service agreement hours.
- Surveillance/Inclement weather patrols are not to occur before dawn or after dusk.

If a Surf Lifesaving Club operates a Surveillance or Inclement Weather Patrol a patrol member must notify the State Operations Centre (SURFCOM) via radio. The State Duty Officer must ensure the Branch Duty Officer is aware of this decision.

**MINIMUM EQUIPMENT**

- 2 x Handheld Radios in waterproof bags (both of which must be set to Channel 3 to monitor SurfCom)
- 1 x Side-by-Side (SSV) or alternative Vehicle (where applicable)
- 1 x Patrol Shelter or Tent (if applicable)
- 1 x Pair of binoculars
- 1 x Rescue Boards
- 1 x Rescue Tubes
- 1 x Defibrillator (AED)
- 1 x Oxygen Resuscitator Kit
- 1 x First Aid Kit (including Sharps Disposal Bin/Container)
- 1 x Spinal Board
- 1 x Whistle per patroller (recommended)
- 1 x Pair Swim Fins
- 1 x Loud Hailer/PA System
- 1 x Emergency Evacuation Alarm (loud hailer applicable)
- 2 x Signal Flags (orange with blue stripe)
- 1 x Emergency Evacuation Flag (red and white quartered)
- 2 x First Aid Bum Bag
- Access to Sunscreen (min.SPF30+)

# Flexible Patrolling Options Procedures

## IMPLEMENTING FLEXIBLE PATROLLING OPTIONS PRIOR TO A PATROL DATE

If weather conditions or other factors as outlined in the above Flexible Patrolling Options can be proven beyond reasonable doubt ahead of the patrol day taking place, then a request to implement one of the outlined options can be sought.

Should a Patrol Captain believe that one of the flexible patrolling options will be appropriate;

- Contact Kurt Vella, lifesaving@killcaresurfclub.com.au, 0499 888 675, or;
- Contact Craig Sheppard, president@killcaresurfclub.com.au, 0407 994 177
- If there is agreement, they will advise the Branch Director of Lifesaving who will advise the SOC
- The SOC will alert the ECOT on the day of the patrol
- The Patrol Captain is free to stand down members of the rostered patrol or vary the roster in smaller increments (e.g. 2 hour blocks) to spread the load.
- Remember patrolling members who do not attend should be entered into the patrol operations app as **Excused** so that they maintain their hours.

## IMPLEMENTING FLEXIBLE PATROLLING OPTIONS DURING A PATROL

Should one of the Flexible Patrolling Options be deemed appropriate during a patrol, the Patrol Captain is authorised to make that decision. They should;

- Cross check that the level chosen fits the criteria. If in doubt, contact either Kurt Vella (0499 888 675) or Craig Sheppard (0407 994 177) for confirmation
- Advise Surfcom on Ch. 3 that they are implementing a Flexible Patrolling Option and which level they are scaling to
- Surfcom will advise the State and Branch Duty Officer
- Surfcom will alert the ECOT
- The Patrol Captain is free to stand down members of the rostered patrol or vary the roster in smaller increments (e.g. 2 hour blocks) to spread the load.
- Remember patrolling members who do not attend should be entered into the patrol operations app as **Excused** so that they maintain their hours.

# Flexible Patrolling Options

The Patrol Captain has independent authority to implement the flexible patrolling options but they must be based on evidential criteria. If there is any doubt, please contact either Kurt Vella (0499 888 675) or Craig Sheppard (0407 994 177) to discuss.

## Which Option Can I Use?

### If it is a public holiday or during school holidays

- If it is NOT inclement weather, FULL PATROL must be maintained.
- If it IS inclement weather, (i.e. raining or very windy to a point where there are few if any people on the beach or swell is at a point where you would close the beach) SURVEILLANCE/ INCLEMENT WEATHER PATROL can be implemented.

### If it is not a public holiday or during school holidays and there ARE events in the immediate area (e.g. Bouddi Coastal Run);

- Full Patrol

### If it is not a public holiday or school holiday and there are NO events in the immediate area;

#### If the forecast maximum temp from the BOM is HIGHER THAN 28° C

- Full Patrol

#### If the forecast maximum temp from the BOM is LOWER THAN 28° C

- Partial Patrol

### If there are less than 25 people in the primary patrolling area in the last 2 hour period

- Low Patronage Patrol - Advise Surfcom who will advise the Branch Duty Officer who needs to approve the low patronage patrol.

### If it is inclement weather

- Surveillance/Inclement Weather Patrol



## Daily Patrol Procedures

### Start of Patrol

1. All members arrive 15 minutes prior to flags up time
2. Minimum standards assessed (numbers, quals, gear)
3. Equipment checked and positioned
4. Flagged area established
5. Patrol Log/App Sign On completed
6. Patrol briefing from Patrol Captain
  - Uniform standards
  - Roles and responsibilities
  - Rotation/schgeduling/positioning
  - Expected weather/surf/tides
  - Radio use - channels & call signs
  - Expected hazards & management
  - Induction & introduction of any new members

### End of Patrol

1. Scanning/surveillance to provide at least one member with eyes on the beach during pack down
2. Rescue equipment to remain rescue ready during pack down
3. Patrol, Incidents and Powercraft logs to be completed
4. Patrol Sign Off on app or by radio if unavailable
5. All equipment cleaned and stored
6. Radios and iPads on charger
7. Any equipment damage or shortage to be reported to the gear steward
8. Patrol Debrief
  - Rescues, incidents and key activities from the day
  - Questions/concerns from members
  - Upcoming events & opportunities
  - Training options

## Nippers / Water Safety

Nipper activities (and training etc) are to adhere to the SLSA Water Safety Policy (SLSA Policy 1.01 ) at all times. Nipper activities are, where possible, to be conducted in the vicinity of an active patrol area and should have its own sufficient water safety personnel. It is highly recommended that an IRB be available, ideally on the water rather than on the beach.

Nipper water activities cannot be conducted on a closed beach.

The Patrol Captain is to have control over all nipper activities but may delegate.

# Emergency Operations Plans

## Emergency Beach Closure

Patrol Captains/Lifeguards should consider ‘closure’, at any time that there is an unacceptable/unmanageable risk to the public or the lifesaving service is unable to effectively, and safely perform their duties.

The following are specific conditions under which ‘closure’ may be considered (this list should not be considered exclusive):

Dangerous Surf Conditions	<ul style="list-style-type: none"><li>• Heavily Dumping Surf</li><li>• Large Surf</li><li>• Rips/Strong Currents</li><li>• Debris</li></ul>
Marine Life	<ul style="list-style-type: none"><li>• Sharks</li><li>• Excessive Stingers</li></ul>
Human Hazard	<ul style="list-style-type: none"><li>• Powercraft Hazards</li><li>• Uncontrollable Surf Craft Infringements</li></ul>
Civil Disturbance (public unrest, criminal activity etc.)	
Equipment in Surf/Swimming Area (lines, netting, buoys, etc.)	
Environmental/Weather	<ul style="list-style-type: none"><li>• Lightning</li><li>• Cyclonic conditions</li><li>• Tsunami warning</li></ul>
Chemical/Biological Hazard	<ul style="list-style-type: none"><li>• High pollution levels</li><li>• Chemical spill</li><li>• Oil/petrol spills</li><li>• Biological agent(s)</li></ul>
Other	<ul style="list-style-type: none"><li>• Biological agent(s)</li><li>• Dangerous objects (such as munitions)</li><li>• Suspicious packages</li></ul>

## EMERGENCY BEACH CLOSURE – PROCEDURE

- Determine if water area is to be evacuated.
- Log the beach closure through the Operations App (where available) and inform SurfCom via radio on channel 3 that you are about to close the patrolled area and the reason for closing.
- Activate the Emergency Evacuation Alarm.
- Inform everyone of the following:
  - Water area is being closed; and
  - Reason for closure.
- Lower and remove the red and yellow patrol flags and black and white surfcraft flags. Post ‘Swimming Not Advised’ signs at identified beach access points and where the flagged area was located.
- Continually monitor all areas.
- Maintain minimum personnel, qualification and equipment requirements.
- Maintain an active presence on the beach to advise/warn public.
- An appropriate record should be made in the patrol log giving an outline of the incident.
- Where required liaise with Emergency Services

## EMERGENCY EVACUATION ALARM – PROCEDURES

- Emergency evacuation of a patrolled area:Alarm is sounded continuously until everyone has exited the water.
- All Clear/Beach Open:Announcement is made over the loud hailer/PA system. Where an announcement system is not available a short blast of the alarm can be sounded.

## CLOSURE PERIODS

The beach is to 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 sighting & encounters (Refer to PSS8.5).
- • Chemical/biological hazards – after confirmation from appropriate authorities that the area is safe.
- • Chemical/biological hazards – after confirmation from appropriate authorities that the area is safe.

## REOPENING PROCEDURE

Once it is determined that it is safe to reopen the beach, normal patrol procedures should be re-established under the direction of the Patrol Captain/Senior Lifeguard. The beach opening should be logged through the Operations App (where available) and SurfCom informed via radio on channel 3.

# Lost/Missing Persons

## PROCEDURE

The Patrol Captain/Lifeguard Supervisor is to notify the State Operations Centre as soon as a situation has been identified.

## DEFINITIONS

**Lost Person:** where a family member, friend or guardian approaches the lifesaving personnel and reports a person missing.

**Found Person:** where the lifesaving personnel either:

- Is approached by a member of public who has lost their group;
- Comes across someone who appears distressed and lost, or;
- When a member of the public finds the child/person and hands them over to lifesaving personnel.

## PRIORITISING INFORMATION GATHERING

Lifesaving personnel should prioritise information gathering before declaring the type of response and then follow a series of escalating procedures to handle lost and found persons.

Serial	Action	Details
1	Information Gathering	0-2 minutes
2	Type of Search Declared	In water or on land
3	Assistance Requested/Incident Reported	via SurfCom
4	Initial Search Conducted	With on-site assets
5	Person Not Located/Advise Police	via SurfCom
6	Coordinated Search – under external agency	with other Emergency Services

## INFORMATION GATHERING

In all search incidents it is imperative that the following information is collected and recorded on paper.

Informants must be retained with the lifesaving service for the duration of the search.

1. Name
2. Age
3. Sex
4. Clothing
5. General Description (size/weight/appearance)
6. Last known location
7. Activity (swimming/surfing etc.)
8. Floatation devices?
9. Likelihood of being in the water
10. Swimming ability
11. Missing persons site on the beach (where their clothes/possessions are)

## DECLARING AN IN-WATER SEARCH

Incidents where persons are missing in the surf or believed to be missing in the surf require an immediate, coordinated, and methodical response by lifesaving personnel.

An in-water search should be declared by the Patrol Captain/Senior Lifeguard under the following circumstances:

- Lifesaving personnel witnessed submersion – while under surveillance or in the process of rescuing.
- Public communicated missing person – last seen in water.
- Public communicated missing person – believed to be in the water.
- Public communicated missing infant/child (<8) – last seen near the water.
- Personnel missing (dangerous conditions) – last seen in water.

## IN-WATER SEARCH RESPONSE

- Details collected.
- Informant retained.
- Patrol Captain/Lifeguard Supervisor notified.
- Lifesaving personnel dispatched.
- Radio communications.
- Observers from tower with binoculars (or elevated position).
- Shoreline search (foot and/orSSV/4WD).
- Water based search with powercraft.
- In water swimmer positioned at last known location.
- SurfCom informed.
- Emergency service support requested.
- Additional lifesaving services/support operations requested (if required).

## IN-WATER SEARCH CONSIDERATIONS

- Consider current/drift direction (Consider use of ‘dye’).
- Marking of last known position of the victim on land and/or in the water
- Activate on-scene resources ASAP and initiate support from other services ASAP.
- Remember to maintain management of flagged area or close flagged area if it cannot be adequately maintained.
- Send lifesaving personnel to where the missing persons towel etc. are positioned on the beach and/or to their car (land-based search).
- Ensure all responding units have radio communications (excluding swimmers/boards).
- Reassure parents or carer and where possible obtain addition details such as other possible search areas (i.e. location of car, residence, etc.).



# REQUESTING AN AMBULANCE

- Keys;
- Have ALL the information you will need to pass on before you request the ambulance
  - Do not ask for ETA, they are generally not available. You will be updated if possible.
  - Only re-contact SurfCom about this ambulance if the patient’s condition changes
  - Send a patrol member in uniform to the street to guide the officers in

The Ambulance Service has a standard set of questions it must answer before it can respond by sending an Ambulance to an incident. To maximise the effectiveness and efficiency of a response lifesaving services (including SurfCom) should align their procedures to the following:

Note: Ambulances should be requested via the State Operations Centre (or via Triple Zero only if SurfCom is not available). If injuries are non-life-threatening, NSW Ambulance may not provide an ETA.

## PROCEDURE – PATIENT REPORTING

Lifesaving personnel should provide the following information to SurfCom regarding a patient’s condition.

Lifesaving personnel should continue to monitor the SurfCom radio channel, as SurfCom will provide any relevant updates over this channel.

## PRIMARY INFORMATION

SurfCom should provide the following information to the Ambulance:

1. Patient Sex
2. Patient Age
3. Mechanism of Injury (what happened)
4. What is the injury
5. Breathing Present?
6. Level of Consciousness
7. Chest Pains?
8. Patient location/access point (beach, club house first aid room etc.)
9. What action/treatment lifesavers are administering.
10. Update if patient condition deteriorates (loss of consciousness, difficulty breathing etc.)

## SECONDARY INFORMATION

- Is the patient changing colour?
- Is the patient clammy?
- Does the patient have a history of heart problems?
- Did the patient take any drugs or medication in the past 12 hours

**Remember: Position, Problem, People, Progress**

# LIGHTNING

## THE 30/30 RULE

The ‘30/30 Rule’ is recommended for lightning safety in the Australian Standard on Lightning Protection.

## CLOSURE OF PATROLLED AREA

Where the flash to bang count is less than 30 seconds, this indicates that the lightning is less than 10km away. In this circumstance, the following action should be taken:

- Patrol and surf-craft boundary flags should be dropped (patrol area closed).
- With an approaching thunderstorm, all persons should be advised to leave the water and clear the beach immediately. The patrol should retire to the shelter of the clubhouse/patrol base, maintaining a surveillance lookout from there.
- Seek shelter in a ‘hard top’ vehicle or building – avoid small structures, patrol shelters, fabric tents and isolated or small groups of trees.
- If isolated in the open, away from shelter, crouch down (preferably in a hollow) with feet together and remove metal objects from head and body. Do not lie down but avoid being the highest object in the vicinity.
- If swimming, surfing or in a boat leave the water immediately and seek shelter.
- In the event of a surf carnival or special event all effort should be made by the carnival Emergency Services Officer/referee and/or organisers to delay the event until the danger has passed or cancel/ postpone events completely.
- Avoid the use of portable radios and mobile telephones during a thunderstorm if in the open. If emergency calls are required keep them brief.
- SurfCom should be advised of the action being taken.

The Bureau provides an application “BOM Radar” that can be used to monitor the severity / progression / movement of nearby thunderstorms and can forecast movements up to 90 minutes into the future.

## REOPENING OF PATROLLED AREA

Reopen when 30mins have passed since the last sighting of lightning strike. A typical storm travels at about 40km/h. Waiting 30 mins allows the thunderstorm to be approximately 20km away.

# PUBLIC ORDER INCIDENT

It is possible that an altercation may take place adjacent to patrol areas. Members are to ensure their own personal safety and that of any members in their charge.

## PROCEDURE

### NOTIFICATION TO THE STATE OPERATIONS CENTRE

- The State Operations Centre is to be notified immediately whenever a Public Order Incident occurs via radio.

### NOTIFICATION OF THE POLICE

- Upon receiving information that a Public Order Incident is occurring the State Operations Centre is required to contact the police and pass this information on to them

### NOTIFICATION OF OTHER LIFESAVING SERVICES

- The State Operations Centre is to notify neighbouring clubs of the situation (if applicable). Additional resources should only be sent to the incident if they are requested by the Patrol Captain or a Duty Officer.
- Duty Officers must be notified and shall attend to liaise with other Emergency Service Organisations (I.e.NSW Police)
- The State Duty Officer will send an Incident notification to relevant Lifesaving Personnel.

## RESCUES

In the event of a rescue, consideration should be given to taking any patients to an adjacent beach, or swimming them out to sea (if appropriate) to an awaiting SLS Powercraft. Normal protocols in regards to the safety of members, the patients and rescuers are paramount.

## ALTERCATIONS

- If there is likely to be an altercation near patrol members all members are to leave the beach with two members remaining at a vantage point to monitor the bathing public (if it is safe to do so). Otherwise close the patrolled area by removing the flags.
- The members are to proceed to the club rooms until the disturbance has subsided. The State Operations Centre must be advised of this.
- Any radio, first aid and oxygen equipment etc. is to be removed from the beach.
- Every effort is to be taken to ensure that young or inexperienced members are protected and do not become involved (directly or indirectly).

## IRB/RESCUE VESSELS

If able, rescue vessels should conduct patrols from the water. The IRB must be equipped with a radio.

## INTERACTION WITH OFFENDERS

Members are to avoid becoming involved in any form of interaction with people causing a disturbance on the beach. Have no verbal communication with them and avoid eye contact if possible.

If members are harassed leave the area and make sure that you stay with experienced members.

Ensure SurfCom has called the Police.

At no time should a member communicate with any person who is harassing or intimidating them. If it is safe to do so, members may film the offender (using a mobile device or clubCCTV) from a distance to assist the Police to establish the identity of the individual(s). This footage should be provided to the State Operations Centre or Duty Officer in attendance.

## INJURIES AND RESCUES

If any person is injured or requires rescuing from the water, including offenders, normal first aid and rescue procedures are to be provided as long as it is safe to do so.

## POST-INCIDENT

- Complete an incident report log (take particular care to complete the narrative as thoroughly as possible and state the nature of the incident). Where theSOChas created an incident the club can be provided with the incident number and append their information to the same record.
- Where physical abuse has been suffered the Police should have been contacted immediately.
- Remain calm and follow other SLSNSW procedures including Incident Reporting, Media and Notification of Incidents.
- Consider initiating critical incident debriefing/peer support.

# SHARK INCIDENTS

For the purposes of this document the word shark is used in the broad sense to include all sharks. SLSNSW acknowledges that not all sharks are dangerous, with nearly all shark bites in NSW coastal waters being attributed to just three shark types. These include whaler sharks (including bull sharks), tiger sharks and great white sharks (also called white pointer or white shark).

## DEFINITIONS

For the purposes of this Standard Operating Procedure the following definitions apply:

**Shark Alarm** - Where a civilian or lifesaving personnel have seen an object in the water and they believe it to be a shark. Action is taken to ensure public safety and to confirm the identity of the object.

**Shark Sighting** - Where the presence of a shark has been confirmed. Usually as a result of a shark alarm.

**Shark Incident/Shark Bite** - Death/injury caused by a marine animal (which is presumed to be a shark) or property damage where it is apparent that the damage has been caused by the same.

**Shark Net** - Shark nets are 150m long nets that are set by contractors as part of the Shark Meshing (Bather Protection) Program managed by FisheriesNSW.

Note: Enclosed 'shark netted' swimming areas are managed by local councils or National Parks

## RISK FACTORS

Lifesaving services should be aware of the following risk factors to ensure a heightened sense of alertness and an appropriate level of response when these factors are present.

While sharks may be present at any time, the following factors may increase the risk of an encounter with a shark. These risk factors are:

1. Twilight hours (dusk or dawn) and night. These are considered as times when sharks are typically more active;
2. Salt water meets fresh water. Often this water is dirty, silt-laden or has debris in it (including river-mouths/estuaries/harbours);
3. Deeply overcast conditions;
4. Large amounts of fish schooling in the vicinity (seabirds diving is a good indicator of baitfish);
5. The occurrence of a shark attack in the area in the recent past; and
6. Swimming near steep drop offs and between sandbars.

## PERSONAL SAFETY

Some of the advice for safe swimming also applies to helping reduce the risk of incidents involving sharks and humans, and should be promoted to the public so they can take appropriate self-precautions:

- Always swim at a patrolled beach and between the red and yellow flags.
- Leave the water immediately if a shark is sighted.
- Leave the water if you hear a siren or a public address announcement. Do not enter the water if the beach is closed.
- Never swim or surf alone.

- Avoid swimming when it is dark or during the twilight hours (dusk or dawn) when sharks are most active and have a sensory advantage.
- Never swim or surf in dirty or murky waters.
- Do not swim or surf near schools of fish.
- Do not swim in canals, channels, near a river or creek mouth or drainage outlets or where fish are being cleaned.
- Do not swim near, or interfere with, shark nets.
- Steep drop offs are favoured shark 'hangouts'.
- If you see a shark leave the water as quickly and calmly as possible.

Refer to Fisheries NSW Shark Smart public education program website and brochure.

## ACTIONS ON SIGHTINGS

In the event of a confirmed shark sighting by Lifesaving Services near the patrolled area the following procedure should be enacted:

- Determine if patrolled area is to be closed and swimmers asked to evacuate the water (considering size of shark, proximity to swimmers, level of confirmation of sighting and conduct of shark).Note: Closure should be considered upon the following factors:

- Size of shark (greater than 2.5m)
- Identification of species (Bull, White or Tiger)

### If closing the patrolled area:

- Activate the Emergency Evacuation Alarm (continuous tone);
- Inform everyone that the beach is being closed due to a shark sighting and strongly recommend they leave the water;
- Lower and remove red and yellow patrol flags and all other flags;
- Post 'Swimming Not Advised' signs at identified beach access points;
- Post 'Shark' hazard sign where patrolled area was located;
- Continually monitor all areas from an elevated position (i.e. tower) and through the use of power-craft and aerial assets (if available);
- Do not attempt to kill, capture or injure the animal;
- Contact SurfCom (or similar) and inform them of the shark sighting and status of patrolled area (i.e. closed);
- The patrolled area should remain closed until after a full search of the area has been completed and the Patrol Captain/Lifeguard is confident that there is no obvious risk to swimmers, surfers and other beach- users posed by the shark; and
- Complete Shark Report Form and forward to SLSNSW.

## ACTIONS IN EVENT OF SHARK INCIDENT/BITE

In the event of an apparent shark incident/bite, the following procedure should be undertaken:

- Recover and treat the patient as per normal procedures;
- Close the beach immediately as per above;



- SurfCom to contact the Branch Duty Officer and State Duty Officer (SDO) who will advise appropriate authorities (i.e. FisheriesNSW) to activateNSWShark Attack Response Plan;
- Consider closing patrolled areas at adjacent beaches;
- Record as much detail regarding the incident as possible;
- Implement critical incident debriefing/peer support process;
- Consider deploying marker buoys at attack site(s) and last seen (victim & shark) locations;
- Consider securing a body retrieval kit.

**MEDIA LIAISON**

The State Duty Officer will notify the SLSNSW Media Team. All media queries, releases and statements relating to shark attacks must be referred toSLSNSWMedia Team or the delegated SLSNSW spokesperson.

**RE-OPENING PATROLLED AREAS AFTER A SHARK ATTACK**

The decision to re-open patrolled areas after a shark attack should be a decision made by the joint working group. This group comprises NSW DPI, SLSNSW, AL Sand Council.

It is strongly recommended that the beach where the attack occurred should remain closed for at least 24 hours following an incident.

When deciding to re-open patrolled areas a risk management approach needs to be undertaken and all risk factors (as outlined above) need to be reviewed. If risk factors remain high, beaches should remain closed, and a Media ‘Beach Safety Warning’ issued.

**COASTAL FIRE**

In the event of a major coastal fire emergency response procedures shall be undertaken to mitigate the risk to members, the public and other emergency services, under control/direction of the appropriate Combat Agency and Authorities (NSWRFS/NSW Police) and command of the State and Branch Duty Officers.

**PROCEDURE**

Coastal fire events create a number of risks for lifesaving services in particular locations such as in national parks, forested areas and regional clubs which have limited access through forested areas.

In case of a major fire incident response where SLSNSW services have been requested by the Combat Agency a State Incident Management Team (IMT) might be stood up. TheIMTwill have its base operation out of the SLSNSW HQ. In addition – and depending on the severity of the incident – SLSNSW

Liaison Officers may be deployed to theNSWState Emergency Operations Centre (SEOC, based at NSWRFS HQ) and/or other regional or local Incident Control Centres (ICCs).

Specific risks include:

- Direct threat to lifesaving personnel/facilities.
- Direct threat to bathing public/coastal communities.
- Isolation of beaches impacting evacuations (access cut – roads/tracks).
- Isolation of beaches preventing lifesaving service provision (access cut – roads/tracks). The following contingencies may be required in one or more of the above circumstances:
  - Provision of shelter/refuge to lifesaving personnel, public, wider community in surf life saving clubs/facilities.
  - Water-based evacuation of personnel/public from a existing patrolled beach and/or additional isolated coastal communities.
  - Water-based provision of patrol services to isolated (but not threatened) coastal communities.

**RESPONSE PROCEDURES (GENERAL)**

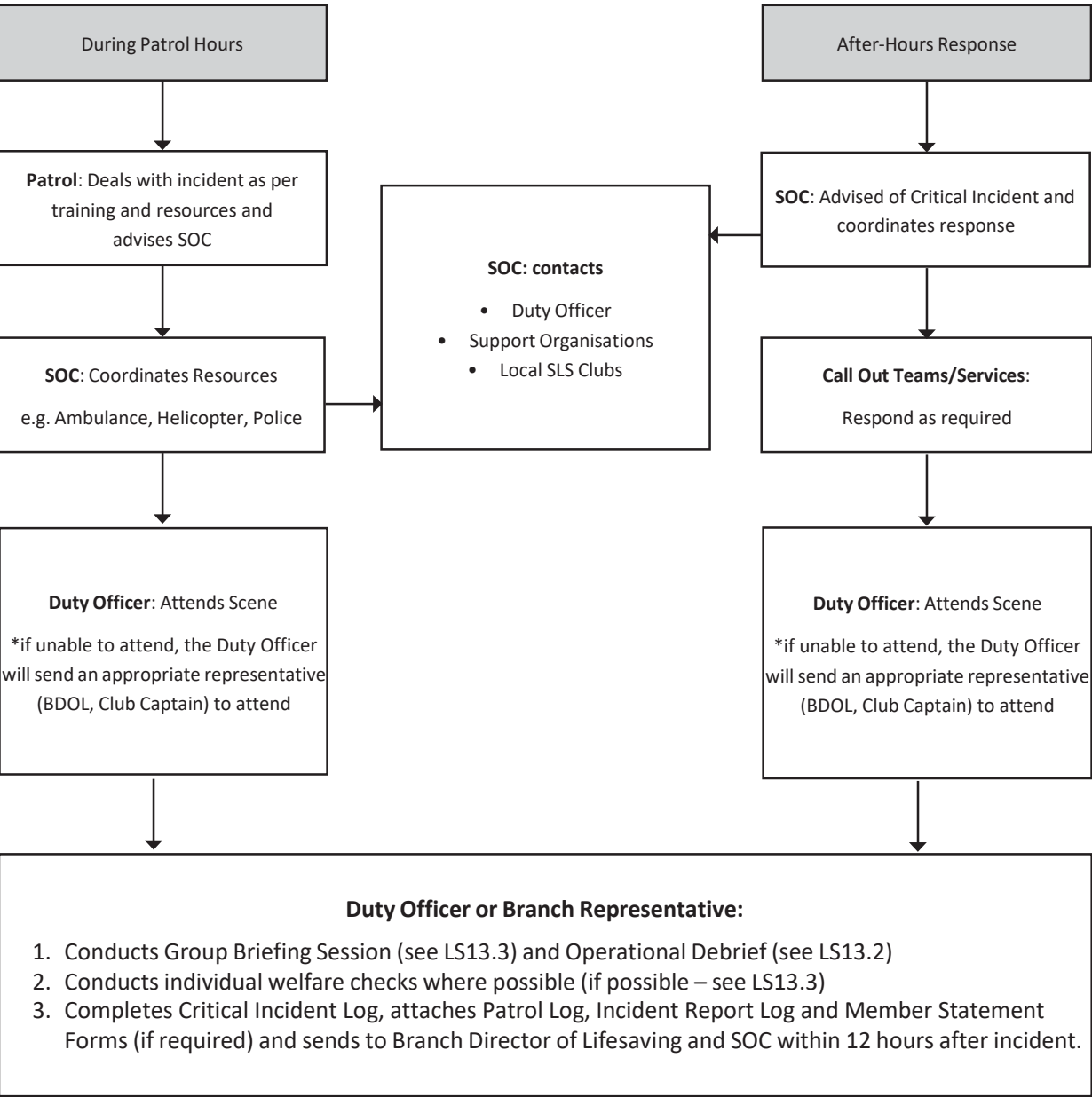
- Under NO CIRCUMSTANCES are any independent local deployments of any kind permitted.\*
- Deployments will only occur following tasking through theSLSNSWStateIMT.\*

Lifesaving response to fire events shall be undertaken within the existing emergency response system, including State Duty officers, branch Duty Officers and the State Operations Centre (if during patrol hours).

As the combat agency/authority, the NSWRFS shall provide direction and incident control.

Lifesaving services may only undertake evacuation response activities (to locations other than club patrol locations) SAR within an authorised and coordinated State/Branch response plan under the direction of RFS.

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

# 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.

<b>What You Can Expect</b>  If you are involved in a critical incident whilst volunteering for SLSNSW, you can expect to receive the following support: <ul style="list-style-type: none"><li>• An onsite briefing delivered by a Duty Officer outlining the support and resources available to you.</li><li>• Three welfare checks conducted in the month post-incident.<ul style="list-style-type: none"><li>○ Onsite or within 48 hours</li><li>○ Approximately 1 week post-incident</li><li>○ Approximately 1 month post-incident</li></ul></li><li>• Access to professional psychological support if required.</li></ul> 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.	<b>Where To Go For Support</b>  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: <ul style="list-style-type: none"><li>• Talking to a local chaplain or peer support officer</li><li>• Talking to your GP</li><li>• Talking to a psychologist</li></ul> If you're not sure who to speak to, contact: <b>SLSNSW Member Welfare Officer</b> (02) 9471 8000 or memberwelfare@surflifesaving.com.au <b>Assure Programs</b> 1800 808 374
<b>Welfare Checks</b>  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.	<b>Assure Program</b>  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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