

SURF LIFE SAVING
NEW SOUTH WALES



Lifesaving Operations Procedures Guide

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Preparation

PATROL PLANNING (PATROL CAPTAIN)

Season start:

- Checked via the Club Captain that patrol member information is accurate on **SurfGuard**. Checked that patrol members know how to access/update personal information on the SLSA '**members portal**'
- Checked that your **patrol dates/times** are loaded on the SLSA '**members portal**'/club roster/club website and that the patrol knows how/where to find them
- **Contacted all patrol members**, introduced yourself and provided them your contact details
- Checked that all members have a **patrol uniform**
- Provided members a club '**Patrol Operations Manual**'

Prior to each patrol:

- Email & send an SMS to patrol members to **confirm attendance**. Call any who don't respond
- Check the weather/swell forecast and considered how many patrol members may be adequate (**Minimum requirement of 3 bronze medallion holders**)
- Confirm that the minimum number of bronze members and **minimum qualification requirements will be met**



MINIMUM PATROL REQUIREMENTS

As per SLSNSW SOP's and each club's Lifesaving Service Agreement, the following **minimum** requirements must be maintained for every patrol:

Personnel:

3 x bronze medallion/Cert II holders (proficient)

Qualifications (may be held by the 3 x Bronzies):

1 x IRB Driver (proficient)

1 x IRB Crew (proficient)

1 x Basic Beach Management (BBM)

1 x ARTC (proficient)

Recommended: 1 x Spinal Management

Equipment:

As per SOPs



START OF PATROL – KEY ACTIONS

- Arrive at least 15 mins early
- Check previous log entries
- Check all equipment (functional/safe)
- Assess surf conditions/risk levels
- Determine flagged location (or beach closure)
- Conduct “briefing” with patrol
- Allocate personnel and equipment
- Create patrol rotation roster (tower/flags/roving)
- Position lifesaving equipment (rescue ready)
- Complete all patrol logs/forms
- Set an activity/training plan for the day
(if conditions permit)



PATROL BRIEFING

- Uniform check
- Equipment check
- Equipment allocation/positioning
- Current and expected beach/water conditions
- Expected weather/swell/patronage
- Identified high risk areas
- Identified high risk groups (rock fishermen etc)
- Roles/responsibilities (in emergency)
- Incident contingency plans (who/what/where/how)
- Patrolling method & roster (tower/flags/roving)
- Health and safety issues (sun safety, fluids etc)
- Public image/professionalism expectations
- Radio communications (channels/call-signs)
- ATV use/restrictions/safety
- **Constant water surveillance required**

Note: Reference Club 'Patrol Operations Manual'



BEACH SET UP (STANDARD)

- Patrol Uniform (all correct)
- Red & Yellow Patrol Flags
- Black & White Surf Craft Flags
- Information Board and Beach Signage erected
- Powercraft (IRB/RWC) positioned (on trailer)
- Powercraft signage erected
- ATV/Vehicle (fully operational – check fuel)
- Rescue Tube/s (and flippers) positioned
- Rescue Board/s positioned
- Patrol Arena erected
- Stretcher/Spinal Board & Neck Braces
- Oxygen Kit (fully operational – check oxygen)
- Defibrillator (check battery/pads/razor/shears)
- First Aid Kits, Splints
- Radios (correct channels)
- Binoculars
- PA/Siren/Alarm
- Log Books (Patrol, Incident, Powercraft)



BEACH SET UP (BEACH CLOSED)

Lifesaving services that have closed their patrolled area due to dangerous conditions or similar must:

- Advise SurfCom
- Maintain minimum number of personnel (3 Bronzies), qualifications and equipment
- Remove patrol/surf craft flags from the beach
- Maintain beach safety signage on beach (no swimming/ beach closed)
- Maintain IRB/RWC on-beach (response-ready)
- Maintain rescue boards and rescue tubes on beach (rescue ready)
- Continue to monitor radio channels
- Conduct ongoing preventative actions (warn public) and conduct roving patrols
- **Maintain consistent beach/water surveillance**



'SIGN ON' REPORT (SURFCOM)

Information required:

- Number of lifesaving personnel (bronze holders)
- Beach status (open/closed)
- IRB/RWC status (operational/not)

PATROL HANDOVER (SURFCOM)

(Morning & Afternoon)

Information required:

- Number of lifesaving personnel (bronze holders)
- Beach status (open/closed)
- IRB/RWC status (operational/not)

'SIGN OFF' REPORT (SURFCOM)

Information required:

- Total number of rescues
- Patrol finishing time (if extending beyond minimum)



PATROL AUDITS (INSPECTIONS)

- All clubs are required to be audited by the branch at least **4 times per season**.
- Patrol Audits aim to identify any opportunities for improvement within a patrol/club.
- Patrol Audit Forms can be used by a patrol on a daily basis to self-assess their patrol.



PATROL AUDITS (INSPECTIONS)



PATROL AUDIT FORM

Club:	Patrol Name/#:	Date:	Time:
Patrolled area open/closed:	Head count in water:		

1. PERSONNEL

LIFESAVERS ON-DUTY (bronze/cert II & proficient) 50 points (0 points if below minimum number – per lifesaving agreement)	/50
QUALIFICATIONS/AWARDS HELD (BBM, ARTC, IRBD, IRBC, Spinal) 50 points (10 points deducted for each shortfall)	/50
PATROL UNIFORM (SLSA shorts/shirt/hat/quartered cap) 50 points (10 points deducted for each member in non-regulation uniform)	/50
SECTION SUB-TOTAL	/150

2. BEACH MANAGEMENT (✓) Full marks if compliant, 0 marks if not

Water under consistent surveillance	/10	Standard Operating Procedures (SOPs) available	/2
Flags erected & positioned close to water's edge	/5	Patrol Operations Manual (Club) available	/2
IRB positioned close to water's edge (response-ready)	/5	Procedures Guidebook immediately available	/1
Powercraft access signs erected	/2	Incident Logbook & Patrol Handover Forms available	/2
Lifesavers at waters-edge 'flag duty' if persons in water	/5	Patrol Log Completed	/5
Waters edge/roving lifesavers with 1 x tube ea + 1 x radio	/5	IRB Log Completed	/2
Patrol Tower/First Aid Room clean/no obvious risks	/2	Powercraft Code of Conduct displayed in patrol room/gear shed	/2
SECTION SUB-TOTAL			/50

3. GEAR AND EQUIPMENT (✓) Full marks if compliant, 0 marks if not

IRB operational	/10	ATV (flashing light, reverse beeper, board, tube)	/10
3 x Rescue Tubes immediately available	/10	Spare fuel available in gear shed for IRB and ATV	/5
2 x Rescue Boards available and positioned at waters edge	/10	Defibrillator operational and immediately available	/10
Binoculars immediately available	/5	Oxygen resuscitation kit stocked, available (O2 > 50% + full spare)	/10
Patrol Tent/Arena erected	/5	Mobile first aid kit stocked and immediately available	/5
3 x handheld radios/monitored (SurfCom radio test)	/10	Spinal board and stiff-neck collars and immediately available	/5
2 x whistles	/2	Loud Hailer/PA (incl siren)	/2
2 x signal flags	/1		
SECTION SUB-TOTAL			/100

4. PRACTICAL ASSESSMENT – scaled against criteria in 'guide'

Resuscitation		Minimum Qualifications – for post-audit review by Branch	
		Award	Name
Danger – checked/PPE used	/4		
Response – talk/touch	/3	1xBronze/Cert II	
Send – for help (incl SurfCom)	/3	1xBronze/Cert II	
Airway – clear + open (head tilt)	/5	1xBronze/Cert II	
Breathing – check + 2 breaths (mask)	/5	1xBBM	
CPR 30/2 (effective)	/10	1xIRBD	
Introduction of AED	/5	1xIRBC	
Introduction & use of O2 Resuscitation	/10	1xSpinal	
Overall incident management/teamwork	/5		
SECTION SUB-TOTAL	/50		

AUDIT SUMMARY (Points Tally)

SECTIONS				TOTAL
1. PERSONNEL	2. BEACH MANAGEMENT	3. GEAR & EQUIPMENT	4. PRACTICAL ASSESSMENT	/350



ANNUAL PROFICIENCY REQUIREMENTS

All active SLSNSW lifesaving personnel must complete an annual proficiency test.

Proficiencies to be completed by 31st December each year:

- Bronze Medallion (Cert II)
- ATV – Drivers License check and ATV induction for new members
- Advanced Resuscitation Techniques Certificate
- Spinal Management
- IRB Drivers/Crew
- RWC Operator
- JRB/ORB awards
- Gold Medallion

Proficiency required every 2 years:

- Pain Management

Proficiency required every 3 years:






- Apply (Senior) First Aid
- Advanced First Aid (Pre requisites must be proficient each year)

No proficiency required:

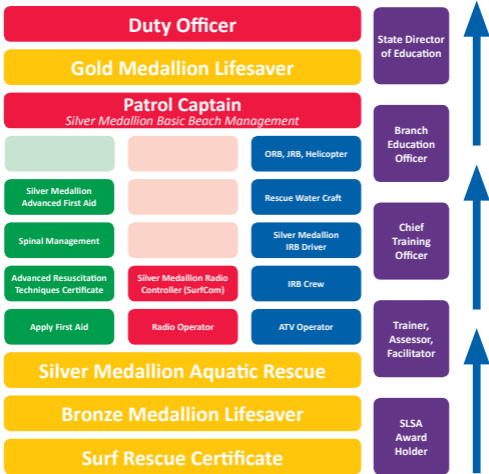
- Basic Beach Management (BBM)
- Silver Medallion Aquatic Rescue



LIFESAVING DEVELOPMENT PATHWAYS

-  Aquatic Rescue Awards
-  Emergency Care Awards
-  Beach Management Awards
-  Powercraft Awards
-  Training and Education Awards

The below table demonstrates suggested Lifesaving / Education pathways within Surf Life Saving NSW.



24/7 EMERGENCY RESPONSE

As part of a club's emergency response capability, the following should be located in a known and easily accessible location:

- Two rescue tubes
- Two sets of fins
- Two rescue boards
- At least one IRB should be fully set up with a full tank of fuel located in an accessible location (fuel storage container)
- An ATV (if available) should be fuelled and positioned "ready to go"
- The Oxygen Kit, AED Kit and First Aid Kit should be easily accessible either on the ATV or in the first aid room

Patrols should ensure the above is organised at the end of every patrol.

Callout teams should undertake a briefing/induction/exercise at least annually.

24/7 Rescue Ready



END OF PATROL – KEY ACTIONS

- Identify whether an extended finish time is required (inform SurfCom if so)
- Utilise the public announcer (or similar) to inform swimmers of closure and recommend they cease swimming for the day
- Use in-water lifesaving personnel to advise public
- Consider roving patrols to adjacent areas to advise
- Repeat communication of closure to remaining swimmers if required
- Maintain surveillance of water by lifesaving personnel while patrol is packed up for the day
- Maintain a board, rescue tube and the IRB on standby while the patrol is packed up for the day
- Conduct final sweep of surf area before packing up standby equipment
- Prepare equipment for after-hour/callout response (rescue ready)
- Complete patrol log, incident logs and provide sign-off report to SurfCom
- Debrief patrol team (successes, learning outcomes, next patrol)
- Advise Club Captain/Gear Steward of any issues





General Operations

BEACH MANAGEMENT (WATER SURVEILLANCE)

Constant water surveillance is required during patrol.

A multi-layered scanning/surveillance method is recommended to ensure adequate coverage of the patrolled and adjacent beach areas (headlands/offshore).

This method should align with a patrols duty-rotation roster (established at the 'start of patrol briefing').

Lifesavers should be assigned to the various duties for 20-30 mins before rotation (fatigue management).

Multi-layered Method:

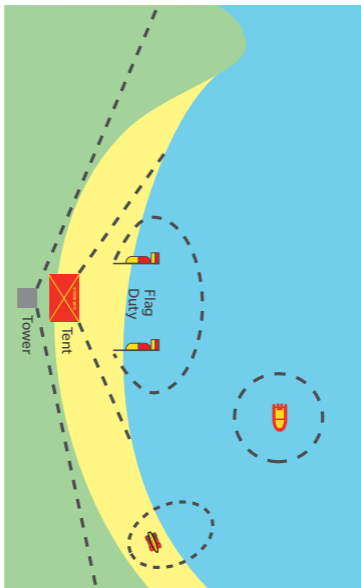
- Club tower/elevated position – overall area coverage
- Mobile beach tower – immediate area coverage
- Flag duty/water's edge – public interaction/PA's /rescue response
- In-water duty (IRB/Tube/Board) – PA/rescue
- Roving patrol of adjacent areas (IRB/ATV/Foot)

Note: 'rest-breaks and training-breaks' are an important part of a duty roster and effective fatigue management.

Note: All patrol members sitting under the tent does not constitute effective beach management.



MULTI-LAYERED SURVEILLANCE



POWERCRAFT RISK MANAGEMENT (IRB/RWC/ATV)

The Patrol Captain or Senior ALS Lifeguard is ultimately responsible for all conduct (and misconduct) on patrol.

Mitigate risk by:

- Briefing patrol/personnel each day
- Only qualified/proficient drivers/crew
- Speed minimised at all times
- Distance from in-water/on-beach patrons optimised
- Headlights and flashing lights always in use (ATV)
- IRB/RWC launching/beaching area signed (additional use of cones optional)
- Use of cones to mark ATV on/off beach ramp/access considered during peak times



Use two 'rescue craft access' signs to demarcate designated launching and beaching areas for powercraft (RWC, IRBs)



PUBLIC IMAGE (PROFESSIONALISM)

Key Considerations

- Visibility
 - A uniformed lifesaver always in public view
- Vigilance
 - Actually being seen to be doing the job
 - Flag duty and foot patrols with tube/radio
- Conduct
 - Professional ATV/IRB/RWC use
 - No 'horse play' in public view (in uniform)

Public Image Destroyers

- Smartphone use in public view
- Sunbathing/sleeping in uniform
- 'Horse play' unprofessional conduct in uniform
- Post patrol 'drinks' in uniform



SURF CRAFT MANAGEMENT

(Surfers in flags, PWCs, Kite Surfers etc)

1. Assess Risk

Does an actual risk exist (if yes – act).

2. Communicate

Identify yourself and authority (Lifesaver/Lifeguard).

3. Inform/Educate

Provide information (risk created, regulations etc).

4. Advise

Outline preferred course of action.

5. Issue Warning(s)

Warn patron of possible consequences.

6. Apply Penalty/Inform Authorities

Apply penalty within authority – in most cases this involves informing the appropriate authorities.

At all times avoid conflict. If in doubt contact the appropriate authority i.e. Police, Council Ranger etc.

Note: Consider removing the swimmers from the water if the situation can't be immediately resolved.



SURF CRAFT WARNINGS (EXAMPLES)

General (loud-speaker): “May I have your attention please? For public safety I remind you that surf craft users shall remain outside the red and yellow flags please. Thank you for your cooperation.”

Specific (loud-speaker): “May I have your attention please? To the board rider in the yellow rash shirt, please remain outside the red and yellow flags. Thank you for your co-operation.”

Infringement 1:1: “The Local Government Act of NSW only permits the use of surf craft outside the flagged area. Please remain outside the red and yellow flags. Thank you.”

Final Warning 1:1: “Any further infringement will result in the authorities being called. Please remove your surf craft from this area immediately. Thank you.”



MARITIME REGULATIONS (PUBLIC)

PWCs exceeding 10 knots, must stay:

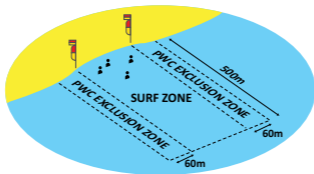
- 60m from any person in the water
- 60m from any non-powered vessel under 4m
- 30m from any other vessel
- 30m from the shore/river bank/structures

Other vessels must (if exceeding 10 knots) stay:

- 30m from any person/object/vessel in water
- 60m from any person in water, if towing an aqua-planer (skier/wakeboard/tube)

All vessels must stay 500m from shore and 60m clear of any patrolled areas.

SLS Rescue Craft are exempt from regulations if patrolling/performing a rescue, but must exercise care and operate within SOPs.



LOCAL LAW ENFORCEMENT

LOCAL GOVERNMENT ACT 1993

Section	Offence
630	Breaking glass and other matter
631	Damaging, defacing or polluting public bathing place
632 (1)	Acting contrary to notices erected by Councils
633 (2)	Bathing (including nude bathing) and other water-based recreational activities

COMPANION ANIMAL ACT 1998

Section	Offence
13(2)(a)	Dog not in effective control (not on lead)
14(2)(a)	Dog in prohibited place
20(1)	Failure to remove dog faeces





Emergency Operations

EMERGENCY BEACH CLOSURE

- Determine if water area is to be evacuated (patrolled area closed)
- Inform SurfCom of closure
- Activate the “Emergency Evacuation Alarm” (continuous siren)
- Inform everyone of the following:
 - Water area is being closed
 - Reason for closure
- Lower the red/yellow & black/white flags
- Remove all other flags
- Post ‘swimming not advised’ signs
- Continually monitor all areas
- Maintain minimum personnel, qualifications and equipment requirements
- Maintain an active presence on the beach to advise/warn public
- Incident log completed (if appropriate)
- Reassess risk (ongoing)



RESUSCITATION/DROWNING

D



Danger

Check for **Danger** to Yourself, the Patient and Bystanders.

R



Response

Check for **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 patient onto their side and clear the airway.

B



Breathing

Check **Breathing**.
If patient is not breathing or breathing is not normal, commence CPR.

C



CPR (30:2)*

Start CPR

Give 30 Chest Compressions followed by 2 rescue breaths. If unwilling or unable to perform rescue breaths continue chest compressions.

***For drowning, give 2 initial rescue breaths before starting compressions.**

D



Defibrillation

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



ADDITIONAL CPR CONSIDERATIONS

- Are all patients accounted for?
- Has SurfCom been informed?
- Is oxygen equipment/AED on-hand?
- Is the flagged area and public safety still being managed?
- Have you tasked people to meet the ambulance and/or prepared a helicopter landing zone?
- Have you requested additional lifesaving service support?



IDENTIFYING A STROKE

How do you know if someone's having a **stroke**? Think...

F.A.S.T.



FACE

Check their **FACE**. Has their mouth drooped?



A RMS

Can they lift both **ARMS**?



SPEECH

Is their **SPEECH** slurred? Do they understand you?



TIME

TIME is critical. If you see any of these signs, call 000 now!

Think F.A.S.T. Act FAST!

CALL 000



LOST/MISSING PERSON - MATRIX

	Action	Details
1	Information Gathering	0 – 2 Minutes
2	Type of Search Declared	In-Water or Land Based
3	Assistance Requested and Incident Reported	Via SurfCom
4	Initial Search Conducted	With On-Site Assets
5	Person Not Located and Advise Police	Via SurfCom
6	Coordinated Search	With Other Emergency Services



LOST/MISSING PERSON – DETAILS

Name	
Age	
Sex	
Clothing	
Race/Ethnicity	
Location last seen	
Time last seen	
Activity being undertaken	
Flotation device	
Likelihood of being in water	
Swimming ability	



LOST/MISSING PERSON – RESPONSE

- Details collected
- Informant retained
- Lifesaving services (patrol) briefed
- Lifesaving services dispatched
 - Observers from tower
 - Shoreline search
 - Water based search with RWC/IRBs
 - In-water personnel positioned at last known location
- SurfCom informed
 - Other services requested
 - Additional lifesaving personnel requested
- Reassure informant/family

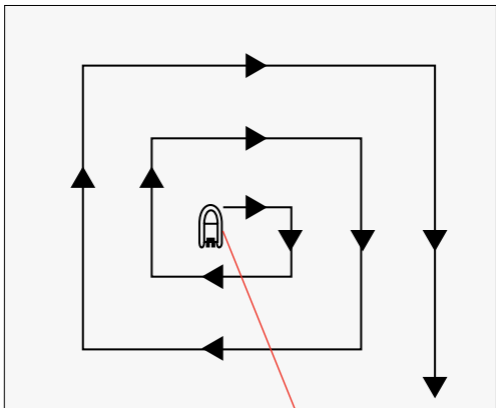
In-Water Search Considerations:

- Consider current/drift direction
- Remember to maintain patrolled area or close patrolled area if it cannot be adequately maintained
- Send lifesaving personnel to where the missing person's belongings are positioned on the beach and to their car (land based search)
- Ensure responding units have radio communications (excluding swimmers)



IN-WATER SEARCH PATTERNS

Limited/no 'sweep'

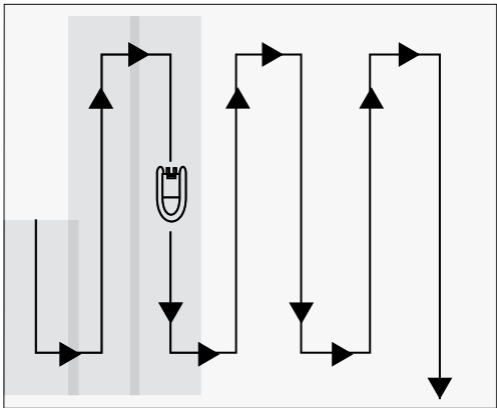


Last reported
position of
search target



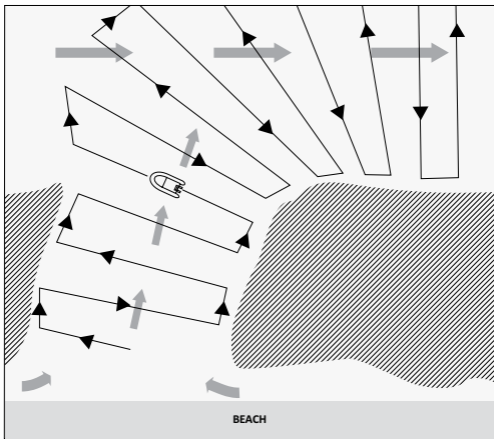
IN-WATER SEARCH PATTERNS

Creeping line search pattern



IN-WATER SEARCH PATTERNS

Creeping line search pattern



REQUESTING AN AMBULANCE

The following information should always be provided to SurfCom when requesting an Ambulance for a patient:

- Patient sex
- Patient age
- Mechanism of injury (what happened?)
- Chief complaint (what is the injury?)
- Breathing present (Y/N)?
- Level of consciousness
- Patient location/access point/cross street
- When did it happen?
- What action/treatment is being administered?

Secondary Information

- Chest pains (Y/N)?
- Does the patient have a history of heart problems?
- Did the patient take any drugs or medication in the past 12 hours?

Note: ETAs are an estimate. Do not continually request ETA updates.

Note: Position a lifesaver/lifeguard at the road side of the beach access to meet ambulance.

Note: Update if patient condition deteriorates (loss of consciousness, difficulty breathing etc).



SHARK SIGHTING

1. Determine if patrolled area is to be closed and water evacuated (considering validity of sighting, size/type/conduct of shark, proximity to swimmers).

For example: A 1 m hammerhead shark swimming off-shore may not warrant an 'evacuation.'

2. Activate the 'Emergency Evacuation Alarm.'
(continuous siren)
3. Inform public of the following:
 - Patrolled area is being closed
 - Reason for closure
4. Lower/remove red/yellow & black/white flags.
5. Post 'swimming not advised' signs.
6. Continually monitor all areas from an elevated position.
7. Contact SurfCom and advise them of the incident and beach closure.
8. Launch IRB and maintain water surveillance.
9. Reopen patrolled area 30 mins after shark last sighted.

Shark Attack: Beach should be closed for at least 24 hrs.



BODY RETRIEVAL/SUICIDE

All 'bodies' should be treated as viable 'patients' (rescue/resuscitation) unless it is clearly obvious that the body is long-deceased (decomposed etc).

Body retrieval is the responsibility of NSW Police.

On Land (if resuscitation attempt not appropriate)

1. Isolate area from public/young members.
2. If body must be moved, note any details and keep as close as possible to the original site. Minimise contact with the body.
3. Utilise protective clothing (gloves/shoes etc).

In Water (if resuscitation not appropriate)

1. Assess the risk of retrieval attempt.
2. Utilise protective clothing (gloves).
3. Recover the body if possible.
4. If no retrieval is appropriate/possible then note location, maintain visual contact with the body (if able).

Note: Do not put members at risk to retrieve a body (if conditions are too dangerous etc).



LIGHTNING

Remember 30/30 Rule

- **Close patrolled area** when the “flash to bang” count is less than 30 seconds
- Follow ‘Emergency Beach Closure Procedure’ (Page 27)
- Seek shelter in a ‘hard top’ vehicle or building (avoid small structures) – maintaining water surveillance if able
- Avoid non-essential use of portable radios and mobile telephones during a thunderstorm. If emergency calls are required, keep them brief
- **Open patrolled area** when 30 minutes has passed since the last 30/30 lightning strike



INAPPROPRIATE BEHAVIOUR

- Make note of the person's description
- Contact SurfCom for Police assistance
- Maintain surveillance of the water
- Give close supervision to any child that is "at risk" from inappropriate behaviour
- When Police arrive, lifesaving personnel should offer their assistance. If they require no further help lifesaving personnel should return to normal duties
- Where Police are not on-site, lifesaving personnel should observe (at a distance) the person committing the act and maintain radio contact while the Police respond



MARINE POLLUTION

1. Determine if water area is to be evacuated
2. Inform SurfCom
3. Implement 'Emergency Beach Closure Procedure'
4. Continually monitor all areas
5. Provide assistance to Boating Safety Officers (RMS) as appropriate within SOPs
6. Maintain records/logs

The information that should be recorded includes:

- When and where the pollution occurred
- Type/description of the product
- The extent (area covered)
- Name of the vessel or other source of pollution
- Any other relevant information



PUBLIC ORDER INCIDENT

In the event of an altercation/riot, members shall prioritise their personal safety and that of any members in their charge.

- **SurfCom is to be notified immediately** whenever a Public Order Incident occurs
- As best able (while ensuring member safety) the patrol shall maintain a water safety function, including:
 - Consider IRB/RWC patrols from the water
 - In the event of a rescue, consideration should be given to taking any patients to an adjacent beach (other section of beach)
- Complete an incident report form (take particular care to complete the narrative as thoroughly as possible and state the nature of the incident)

Note: Members should avoid becoming directly involved in any form of altercation/disturbance.

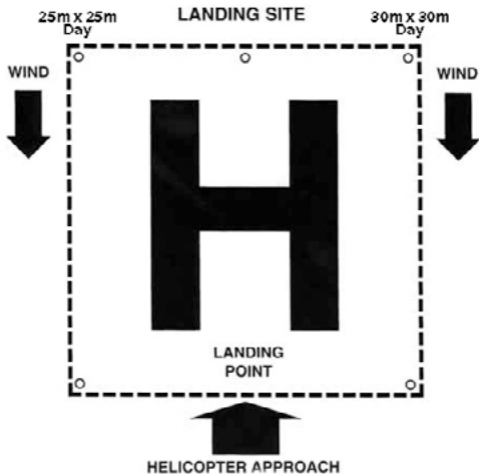


HELICOPTER LANDING ZONE (LZ)

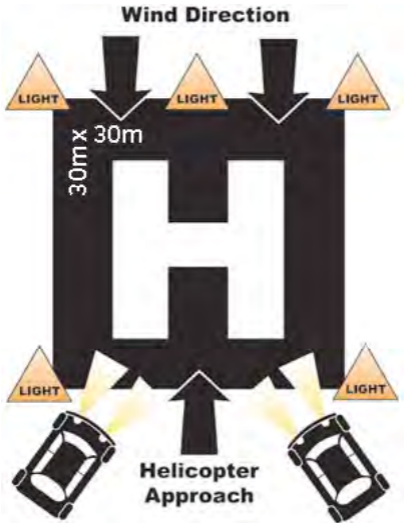
- Nominate a suitable lifesaver/lifeguard to manage the LZ
- Locate flat area of land 40m by 40m (at least)
- Clear area of all people/animals
- Remove all loose objects (umbrellas, surfboards etc)
- Ensure all access points to the LZ are manned by lifesavers (preventing public access)
- Establish contact with helicopter on Surf Channel 1 prior to landing
- The helicopter will land and take off into the wind (in most instances)



HELICOPTER LANDING ZONE (DAY TIME)

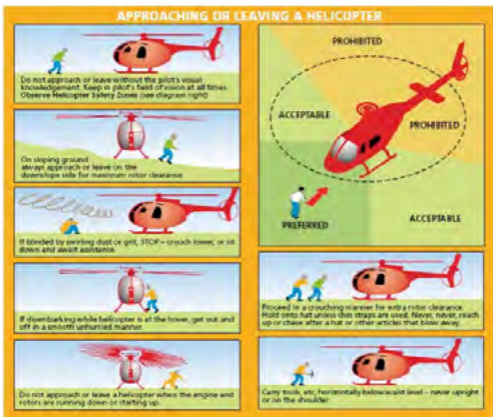


HELICOPTER LANDING ZONE (NIGHT TIME)



HELICOPTER SAFETY

- Only approach & depart helicopter if essential and only once given “thumbs up” by the pilot or crewman.
- Always approach/depart from the front (between 10-2 o'clock).
- Sloping ground may expose you to rotors.
- If blinded by dust, stop and sit down.



AIRCRAFT CRASH

Consider:

- Personal Safety
 - Fuel
 - Fire/smoke/gas hazards
 - Sharps (glass/metal)
 - Distance from shore (response-range)
- Consider a pre-response team briefing
- Communication/Support Requested
 - Inform SurfCom immediately
 - Request additional support

- Site Marking

The submersion of an aircraft may require lifesavers to mark the location via the use of buoys, etc.

- Triage Centres

Lifesaving services may be requested to assist with the establishment of a Triage Treatment Centre either within the surf club or adjacent area.



TSUNAMI WARNING

There are 2 types of tsunami threats:

1. **Marine Threat (more common)**
2. **Land 'Inundation' Threat (uncommon)**

Personal/member safety shall always be prioritised. Actions will be determined by warning 'lead-time.'

Key Actions – Marine Threat:

- Advise public of hazard and recommend evacuation of water/foreshore
- Follow Emergency Beach Closure Procedure (sirens/signage/removal of flags/PA's etc). Refer to page 27
- Maintain on-going presence – roving patrols/PA's, unless otherwise advised by Police/SES

Key Actions – Land Threat:

- Advise public to move > 1km inland or 10m+ above sea level (high ground)
- Follow Emergency Beach Closure Procedure (sirens/signage/removal of flags/PA's etc). Refer to page 27
- Evacuate members to pre-determined safe location
- Evacuate key operational equipment to pre-determined safe location (rally point) – if time allows
- Await advice and updates from SurfCom/SLS Duty Officers, Police and SES





Recovery Operations

MEDIA ENQUIRIES

All media enquiries received at the club/patrol should be referred to the **Patrol Captain or Senior ALS Lifeguard** in the first instance.

For 'critical incidents' (death/drowning/member injury/public injury caused by members) – refer media to SLSNSW. SLSNSW will then identify and brief local spokespeople.

Media Comment Best Practice:

- Stick to the facts
- Don't speculate, assume or comment on rumours
- Never appoint blame to SLS or others
- No personal details of patients/deceased persons or members should be provided to the media
- Promote positive actions of SLS/ALS and emergency services
- Rule of thumb – "If in doubt refer to SLSNSW"

Example:

"I am not the appropriate person to comment, please contact__"

Media Interviews/Photo-shoots

You control your/our image. If a desired photo could bring SLS into disrepute (look unprofessional) then say no and suggest alternative.

Rules of thumb: Full uniform, standing, tube/radios, etc



MEDIA SPOKESPEOPLE (RECOMMENDED)

SLNSW Media Manager/Lifesaving Manager

Deaths/drowning's, member injuries/accidents, political issues, state/national safety and funding issues

ALS Manager (Lifeguards)

Lifeguard issues/service provision, council relations

Branch President or Director of Lifesaving

Branch issues/stats/programs and initiatives

Major rescues/incidents (non-critical)

Local Council/SLS issues

Club Captains/Lifeguard Supervisors

Club stats/safety issues/events/programs

Patrol Captains/Senior Lifeguards

Beach conditions/activity, safety warnings

General information/activity



CRITICAL INCIDENT DEBRIEF

Should occur after any of the following involving SLS/ALS:

- Drowning/coastal death
- Serious member injury/death
- Injury to public caused by SLS/ALS

Should be led by a SLS Duty Officer/Branch DOL or Lifeguard Supervisor.

Should use and follow the process outlined in the 'Critical Incident Debrief Kit' and SOP's.

Debrief should cover:

1. Operations Review
2. Trauma/Peer Support

Ensure:

- All personnel involved are present
- The aims of the debrief are outlined
- Personnel contacts/roles/actions, and sequence of events are recorded
- Correct forms/logs are used and completed and relevant data inputted into SurfGuard and hard copies retained
- Trauma information discussed and provided
- Additional peer support/counselling options outlined



CRITICAL INCIDENT TRAUMA

Following a traumatic event it's common and normal to experience a range of emotions.

These may occur immediately or have a delayed onset.

They may include:

- Numbness
- Fear
- Anxiety
- Being overwhelmed
- Sadness
- Anger
- Regret/guilt
- Helplessness

Professional counselling should be sought if experiencing the following:

- Sleep disturbance and/or nightmares
- Fatigue
- Increased levels of anxiety
- Agitation, restlessness and irritability
- Difficulty concentrating and making decisions
- Intrusive thoughts related to the traumatic event
- Depression
- Loss of motivation
- Feeling detached





Communication

PHONETIC ALPHABET

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu



RADIO CALL SIGNS

Units

Patrol

Roving Foot Patrol

RWC

Roving Vehicle

Lifeguard Supervisor

Lifeguard Supervisor

Call-sign

[Beach Name] Patrol

[Beach Name] Roving

[Branch/Club] Support Ski

[Beach Name] Mobile

[Council Name] 1

[Council Name] 2

Regional Position

Duty Officer (command)

Duty Officer 2 or Other

Duty Officer 3 or Other

Call-sign

[Branch Name] 10

[Branch Name] 11

[Branch Name] 12

State Position

State Duty Officer

Director of Lifesaving

Lifesaving Manager

Lifesaving Officer

Lifeguard Manager

Lifeguard Coordinator Northern

Lifeguard Coordinator Southern

Call-sign

NSW 10

NSW 11

NSW 12

NSW 13

Lifeguard 11

Lifeguard 12

Lifeguard 13



RADIO CODES (OPTIONAL)

Code	Meaning
Rescue Rescue Rescue	Prefix for emergency transmissions to indicate urgency + call-sign
Break Break	Grouping transmissions together (should always leave a gap after 2 different transmissions)
No Duff	A real incident underway during a training exercise
Priority 1	Urgent task
Priority 2	Non urgent task
Priority 3	Routine task
Sign On	Commencing of duty (start of shift)
Sign Off	Ceasing duties (end of shift)
Secure Radios	Secure radios from public earshot
X	Search for submerged patient
1	On duty and available for tasking
2	On standby and awaiting further instructions at (location)
3	On meal break
4	Beginning to pack up patrol area



RADIO CODES CONTINUED

5	Leaving beach/assigned task to use restroom etc.
6	Entering the water for training
7	Unavailable to respond to calls (service/equipment)
8	Unable to be contacted
9	Entering water to undertake rescue
10	Search for missing person in water
11	Mass Rescue
12	Lifesaver/Lifeguard in trouble (man down)
13	CPR Incident
14	Deceased Person
15	Undertaking First Aid (Non life threatening)
16	Shark Sighting
17	Shark Attack
18	Indecent Behaviour
19	Undertaking Enforcement Function



RADIO CHECKS

SIGNAL STRENGTH

5 – LOUD

4 – GOOD

3 – WEAK

2 – VERY WEAK

1 – FADING

REPORT ON READABILITY

5 – CLEAR

4 – READABLE

3 – UNREADABLE

2 – DISTORTED

1 – WITH INTERFERENCE

Example:

“SurfCom SurfCom, this is Ballina Patrol requesting a radio check over.”

“Ballina Patrol Ballina Patrol, this is SurfCom. We are currently reading you 5 by 5 over.”



CONTACTS

Police, Fire, Ambulance: 000

State Emergency Service: 132 500

NSW Maritime: 131 256

Lifeline: 131 114

SurfCom:

Lifeguard Supervisor:

Council Contact:

Club Contact:

Branch DOLS:

Branch President:

Other:

Other:



CONTACTS

Country Energy: 132 356

Energy Australia: 131 367

Marine Oil Spills NTH: 9296 4000

Marine Oil Spills STH: 4247 4571

NSW Poisons Info: 131 126

NSW Rape Crisis Centre: 9819 7357

National Parks (injured/stranded native/marine animals): 1300 361 967

WIRES (injured native animals): 1300 094 737

RSPCA: 9770 7555

NSW Fisheries/DPI (Shark Net Issues): 4916 3931

Council Rangers:



SIGNALS

Beach to water signals



To attract attention between
a boat and the shore



Return to shore



Remain Stationary



Message not
clear, repeat



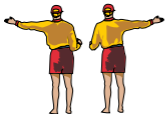
Pick up
swimmers



Investigate
submerged
object



Proceed
further out
to sea



Go to the left or the right



Message
understood,
all clear



Pickup or adjust buoys



SIGNALS

Water to Beach Signals & Alarms



Assistance required



Boat wishes to return to shore



Emergency Evacuation Alarm



Shore signal received and understood



Search completed



All clear/OK



Submerged Patient Missing



Emergency evacuation alarm



Mass Rescue



IBOOK INSTRUCTIONS

The Patrol Captain Procedures Guide is now available via the SLSNSW Website in a PDF Document that can be opened in “iBooks” or Smart Phone equivalent.

How to install the Procedures Guide PDF on your iPhone/iPad

For all other smart phones please download equivalent applications

Note: Please ensure you have downloaded the iBooks application from the Apple App Store. This application is cost free – only data download usage.

1. Go to the SLSNSW website **www.surflifesaving.com.au** on your device .
2. Click on ‘Members.’
3. On the left hand menu under ‘Resources’ click on ‘Lifesaving.’
4. Click on ‘Patrol Captain Procedures Guide.’
5. The file will open in a new window and begin to download
6. Once the file has completed downloading, select ‘open in iBooks’ at the top right hand side of your screen.



Procedures Guide Version 4 (July 2013)

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Powercraft Code of Conduct

S

Safety

Ensure the safety of yourself, your 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 crew in different conditions. Always aim to maintain a high level of competency.

S

Search and Rescue

SLS powercraft are part of emergency service operations. Always have your craft ready to respond and follow standard operating procedures.

C

Craft

Your craft is highly visible. Always demonstrate a culture of safety and respect the rights of others in the water.

