



SURF LIFE SAVING
NEW SOUTH WALES



Tea Gardens Hawks Nest SLSC

Patrol Operations Manual 2022/23

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Letter from Branch Director of Lifesaving

Hi and welcome to the 2022/23 season.

Attached is an updated version of the Patrol Operations Manual (POM) for your club. If you have any comments or would like to see any changes, email them to lifesaving@hsls.org.au. The POM should reflect how we expect patrol captains and patrols to act, both during patrols and when rescues occur out of hours.

This season promises to be as challenging as the one just past, even though COVID restrictions have been relaxed. In this, and all other areas, the safety of our members is our primary consideration. The key actions that need to be taken to ensure that we provide a safe workplace for our members are:

- All patrol members will need their own PPE. This should be in a bumbag so that they can carry it with them at all times.
- There should be minimal contact with members of the public, particularly for first aid. The preferred approach is to get them to carry out their own first aid with supplies that we give them (e.g: ice packs for bluebottles). Where this isn't feasible, then gloves are the very minimum of PPE.
- If CPR has to be performed, then breaths are optional and gloves should be used for compressions. Breaths should not be done without some form of mask.
- If there is direct contact, such as in a rescue, then the personal details of the member of the public should be kept and those involved in the rescue advised to get tested and isolate.
- All patrol members should be encouraged to get fully vaccinated in accordance with the SLSNSW COVID Policy.

The other change that will continue this season is the move to being an emergency service. This has been underway for a couple of years and we have been involved in areas such as searches and the floods with other emergency services. Our initial responses will continue to be via callout teams. Please ensure that you have people with the right skills as part of your callout team. Those skills are:

- IRB crew and drivers (these are the main skills needed)
- First aid / ARTC
- Radio operators
- Silver Medallion Aquatic Rescue (SMAR)

The callout team members need to have timely access to the equipment that they need if they are called out, including their own gear such as wetsuits.

The ongoing efforts of our Lifesaving Directors / Club Captains, patrol captains and patrol members will be what ensures that we have another successful season, as we continue to keep the members of the public safe at the beach.

Let me know if you need any assistance from myself or other Branch members throughout the season.

Steve Foggett
Director of Lifesaving

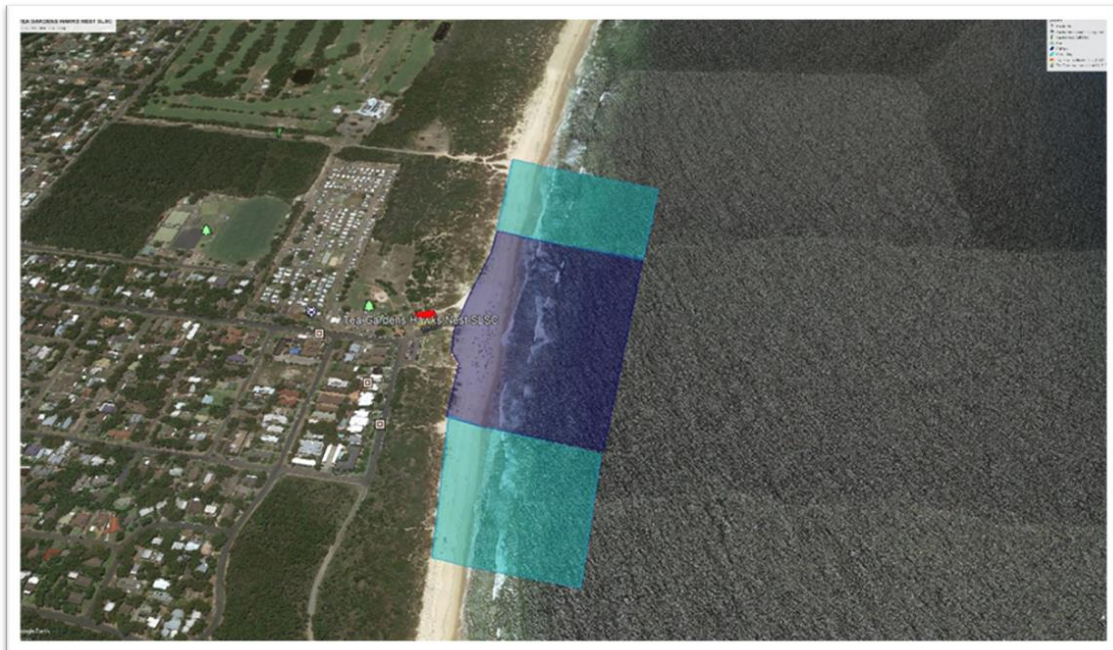


1 Club Directory

| | | |
|--------------------------------|--|-------------------------|
| Club Street Address | 117 Booner Street, Hawks Nest, NSW, 2324 | |
| Nearest Cross Street | Beach Road | |
| Club Phone Number | 0438 347 930 | |
| Emergency Response Area | North: Little Gibber | South: Yacabba Headland |
| Primary Repeater | Hawks Nest Repeater (HAWKS) | |

PRIMARY PATROLLING AREA

SECONDARY PATROLLING AREA



| Date | Patrol Times | |
|-------------------------|--------------|---------------------------|
| | Saturdays | Sundays & Public Holidays |
| 24/9/2022 to 11/12/2022 | 10am to 2pm | 9am to 5pm |
| 17/12/2022 to 26/1/2023 | 9am to 5pm | 9am to 5pm |
| 28/1/2023 to 25/4/2023 | 10am to 2pm | 9am to 4pm |

2 Communication

2.1 Surf Life Saving & Emergency Services

| SurfCom | | | | |
|---|--------------|--|-----------------------|----------------------|
| Service | Phone | Email | | |
| State Operations Centre | 02 9471 8092 | soc@surflifesaving.com.au | | |
| Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife Services and the NSW Department of Fisheries should be requested via SurfCom | | | | |
| Surrounding Surf Life Saving Assets | | | | |
| Club/Service | Contact | Distance | Response Time (Water) | Response Time (Land) |
| Hunter Branch President – Henry Scruton | 0412 495 798 | 76km | 120 minutes | 60 minutes |
| Hunter Branch – Jenny Hicks | 0424 027 720 | 76km | n/a | 60 minutes |
| Branch Director of Lifesaving – Steve Foggett | 0417 313 589 | 86km | n/a | 75 minutes |
| Branch Duty Officer | 0419 965 570 | Duty Officer with under 10-minute response time will be contacted in emergency | | |
| Club President – Andrew Eden | 0497 003 595 | 8km | n/a | 14 minutes |
| Secretary – Jackie Bower | 0437 978 882 | 82km | n/a | 75 minutes |
| Club Captain – Craig Young | 0418 860 107 | 75km | n/a | 75 minutes |
| IRB Captain – Kris Macklin | 0400 957 049 | 45km | n/a | 60 minutes |
| Gear Steward – Craig Shelton | 0429 905 357 | 5km | n/a | 15 minutes |
| JAC – Amanda Osmond | 0422 231 435 | 100km | n/a | 90 minutes |
| Other Stakeholders | | | | |
| Assure Programs (Counselling) | | 1800 808 374 | | |
| NSW Poisons Info | | 131 126 | | |
| Hunter Branch Counselling Coordinator | | 4961 4533 | | |

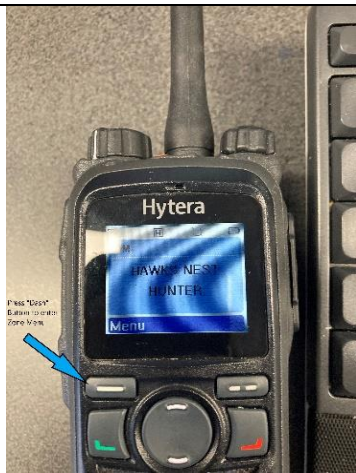
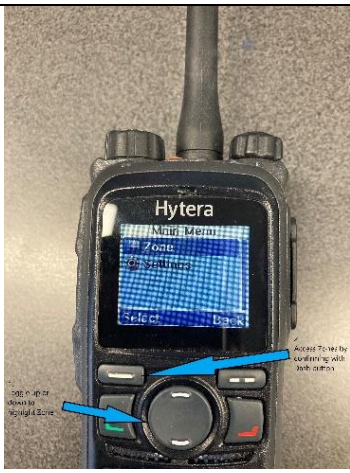
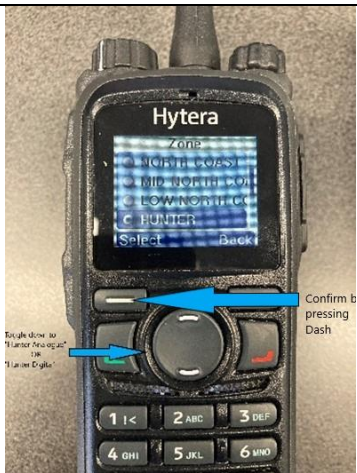
2.2 Club Callout Team

| Search & Rescue Callout Team | | | |
|------------------------------|--------------|-----------------|------------|
| Point of Contact | Phone Number | | |
| Debbie Booth | 0402820831 | Brad Love | 0418760998 |
| Jackie Bower | 0437978882 | Kris Macklin | 0427442410 |
| Wayne Bower | 0408430349 | Amanda Osmond | 0422231435 |
| Andrew Eden | 0497003595 | Stephen Tranter | 0431524293 |
| James Fitzpatrick | 0435084136 | Peter Weir | 0418664762 |
| | | Craig Young | 0418860107 |

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

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

2.3 Club Radio Procedures

| Locating the Correct Zone for your Club | | |
|---|---|--|
| <ul style="list-style-type: none"> Note: Hunter Branch is now on the digital network. The analogue settings should not be used To access the digital network, you need to ensure you are on the correct ZONE. Each Branch has a specific Zone. | | |
|  <p>Press "Dash" button to access Zone Menu.</p> |  <p>Press "Dash" button to confirm Zone.</p> |  <p>Toggle down to access "Hunter New aspect" or "Lancaster Digital". Confirm by pressing Dash.</p> |
| Turn on Radio and Press Dash button to access Zone Menu. | Once the Zone menu is highlighted, Press the Dash to confirm. | Toggle down to access - Hunter Digital – Press Dash to confirm |
| Differences in Analogue and Digital Zones | | |
| <u>Analogue</u> <ul style="list-style-type: none"> Operator needs to specify which repeater to use 2 Training Channels (25 & 26 or 58 & 66) | <u>Digital</u> <ul style="list-style-type: none"> Leave radio on Channel 3 and it will search for strongest signal. 4 Training Channels (58, 66, 67 & 68) | |

| FEATURE | FEATURE EXPLAINED |
|---------------------------|--|
| Display Caller ID | Receiving radios will see the transmitting radio caller ID on the screen E.g. 'Redhead SLSC' or 'Surf Rescue 50' etc |
| Scan TRANSMIT mode | When the radio is placed on scan it will display priority Channel (SurfCom) |

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

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

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

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

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

Channel 1 (only use when requested)

- 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 the strongest signal

Channel 4

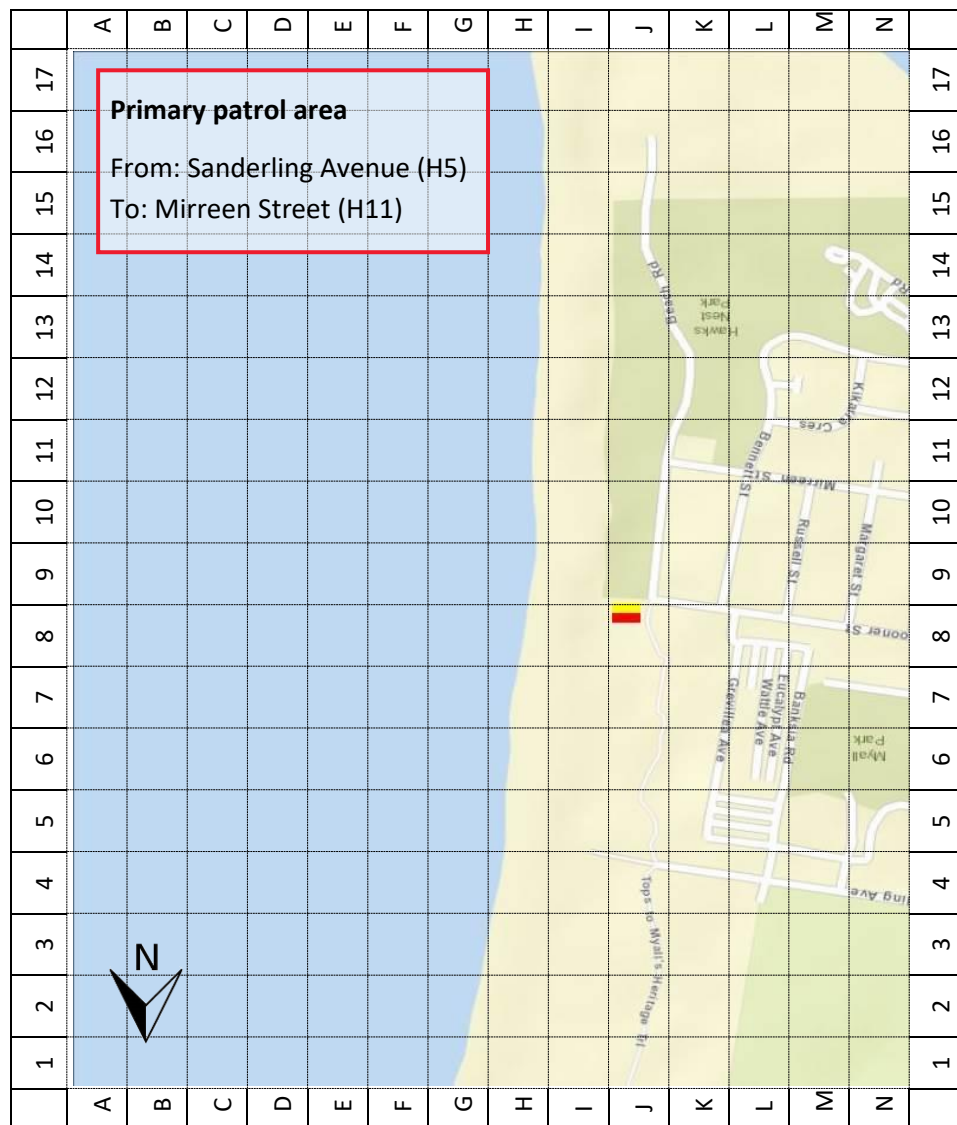
- Scanning Channel only
- Receives all traffic on channels 1, 2 & 3 and secondary repeaters within range.
- Please note: If a response is made within 5 seconds, the message will be transmitted on the receiving channel, otherwise the radio will transmit on channel 2.

State Operations Centre (SOC)

- **0700 hrs to 1900 hrs**
- Call Sign: SurfCom New South Wales
- Phone Number 02 9471 8092

3 Hazard/Risk Management

3.1 Hazard/Risk Map



3.2 Hazard/Risk Management Plan

| Hazard/Risk | Location (Grid Ref) | Management Plan |
|---|---------------------------|--|
| Example Jump Rock – rock jump into shallow water and difficult exit from water | Example Jump Rock (D4) | Example <ul style="list-style-type: none"> Monitor area from patrol tower with binoculars Roving patrol to area every 30min to 60min Equipment: Tube, Radio, Binoculars Response: IRB or tube rescue from rocks |
| Outside Patrol Hours | As Required | Equipment Fully equipped IRB/RWC/ATV on standby Response Callout team |

3.3 Northern Emergency Response Area

| | |
|-----------------------------|--|
| Area | Up to 3km north of Patrol Area |
| Equipment | Fully equipped IRB/RWC/Fully equipped ATV on standby |
| Response | Patrol/Callout Team |
| Response Time (water - IRB) | 5 minutes (patrol hours) 30 minutes (call out minimum) |
| Response Time (land - ATV) | 5 minutes (patrol hours) 30 minutes (call out minimum) |
| Access (boat ramps etc) | Nil |

3.4 Southern Emergency Response Area

| | |
|-----------------------------|--|
| Area | Up to 2km south of Patrol Area |
| Equipment | Fully equipped IRB/RWC/Fully equipped ATV on standby |
| Response | Patrol/Callout Team |
| Response Time (water - IRB) | 3 minutes (patrol hours) 30 minutes (call out minimum) |
| Response Time (land - ATV) | 3 minutes (patrol hours) 30 minutes (call out minimum) |
| Access (boat ramps etc) | Nil |

4 Beach Management

4.1 Minimum Patrol Requirements

Personnel

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

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

Equipment

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

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

4.2 Patrol Types

For detailed descriptions of the various patrol types that can be conducted, please refer to the Standard Operating Procedures, [LS3.3 Club Patrol Requirements](#).

4.3 Patrol Swaps

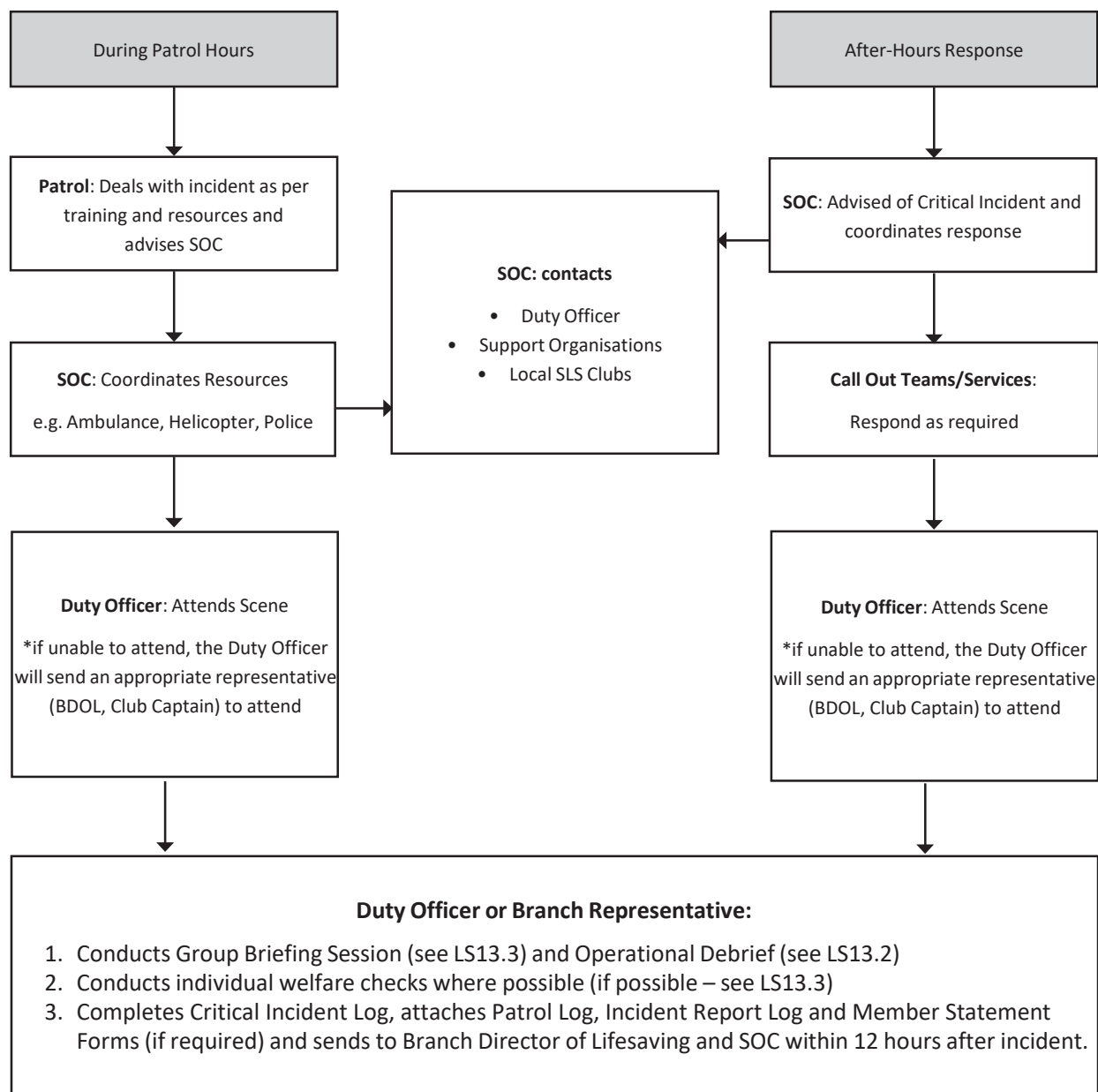
Members are encouraged to use the Member Portal when swapping patrols with other members. This will ensure that the swap is recorded in SurfGuard and the patrol roster. Alternatively, you may use your club's recognised mode of communication.

4.4 Media

If patrols are approached by media representatives because of an incident, it is important that patrol members refer them to the Duty Officer or Branch Director of Lifesaving.

If patrols are approached by media for a general comment, patrol members may use this as an opportunity to promote their beach and club.

4.5 Debriefs



PROCEDURE

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

is undertaken to ensure that:

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

What incidents require an operational debrief?

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

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

When/where should the operational debrief be undertaken?

Best practice states that the operational debrief takes place 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. In some cases, 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

4.6 Member Welfare

POLICY

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

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

PROCEDURE:

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

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



Referrals

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

Major Incident Support

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

Additional Support

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

Member Welfare Guide

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

What You Can Expect

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

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

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

Where To Go For Support

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

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

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

SLSNSW Member Welfare Officer

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

Assure Programs

1800 808 374

Welfare Checks

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

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

Assure Program

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

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

Phone: 1800 808 374

www.assureprograms.com.au

Reactions Following An Incident

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

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

Coping Strategies

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

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

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

Lifeline

131114

MensLine Australia

1300 78 99 78

Kids Helpline

1800 55 1800

4.7 Daily Patrol Procedures

Start of patrol

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

End of patrol

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

Patrol uniforms are to only be worn at the beach during rostered times and removed upon completion of operations/duties.

Equipment Location

| Item | Location |
|-----------------------|---------------------------|
| IRB | In Gear Shed at Surf Club |
| Radios | In Gear Shed at Surf Club |
| Patrol shade (tent) | In Gear Shed at Surf Club |
| Rescue boards | In Gear Shed at Surf Club |
| Rescue tubes | In Gear Shed at Surf Club |
| Defibrillator | In Gear Shed at Surf Club |
| Oxy resuscitation kit | In Gear Shed at Surf Club |
| First aid kit | In Gear Shed at Surf Club |
| Spinal board | In Gear Shed at Surf Club |
| Binoculars | In Gear Shed at Surf Club |
| Patrol flags/signage | In Gear Shed at Surf Club |

4.8 Nippers/Water Safety

The Patrol Captain is to have 'control' over all Nipper activities and may delegate to a Nipper Coordinator. Nipper activities cannot be undertaken on a closed beach.

4.9 Club Rules

- Full patrol uniform must always be worn on patrol
 - Uniforms are not to be worn outside this time.
- At least one (1) patrol member to always be watching the water
- At least one (1) patrol member always monitoring the radio (channel 2 and channel 3)
- The Patrol Captain is to always be made aware of all member locations/activities
- At least one (1) patrol member at the water's edge with a tube and radio when swimmers are in the water
- Rescue tubes are to always be carried by patrol members when on the beach
- Rescue tubes should not be tied to flag poles
- Members should not text, sun bathe or engage in any unprofessional behaviour (in uniform) in public view

Patrol Captains can promote an enjoyable experience for their patrol members by facilitating the development of skills and knowledge. This could be achieved by:

- Introducing training for new awards
- Introducing scenarios to practice lifesaving skills

- Only qualified IRB driver and crew are to operate the IRB
- Only licensed and inducted drivers to operate the ATV
- The ATV should always be left facing the water (out of gear and in neutral)
- ATV should always be driven at a low speed (unless in an emergency)
- No passengers are allowed in the tray of the ATV (unless in an emergency)
- The Club Captain or relevant officer should be notified immediately of any equipment damage/issues
- Patrol will adhere to full start and end of patrol procedures
- All paperwork is to be completed for each patrol (including patrol log, incident log and Powercraft log)

4.10 Local Government By-Laws

| | |
|--|-----------------|
| Mid-Coast Council Australian Lifeguard Service | Monday - Friday |
| Port Stephens Council Australian Lifeguard Service | Monday - Friday |
| Newcastle City Council Lifeguards (2) | Everyday |
| Lake Macquarie Council Lifeguards (2) | Everyday |

4.11 Patrol Improvement Notices

SLS NSW and HSLS operate a system of "Improvement Notices" which are issued to clubs where it has been identified the club has not been able to meet its obligations as noted in the SLS NSW Life Saving Agreement (LSA). This may include, but is not limited to, issues such as falling below the designated patrol numbers and/or award types or unavailability of required equipment during any patrol. The purpose of an **Improvement Notice** is to identify to all parties where a club needs to prioritise efforts to rectify any areas which may impact on their ability to effectively undertake their patrol requirements. Where SLS NSW and HSLS agree a club is exhibiting a pattern of behaviour that is contrary to the LSA, they will be put on notice that any further failure to comply with the LSA will result in a Formal Breach

Notice being issued. SLS NSW inform Hunter Branch of patrolling requirements not being met. Hunter SLS will inform the Club Captain, President and Secretary of a pending **Improvement Notice** and request explanation for this action on a letter head addressed to the Executive Officer via email: jenny.hicks@hsls.org.au. HSLS will pass this explanation onto SLS NSW on your behalf and inform you of the outcome. On the occasion of repeated failure to meet the LSA i.e., if a club receives three [3] **Improvement Notices**, this will result in the club receiving a Breach Notice.

5 Emergency Operations Plans

***Note: This following information may vary between different local council policies and procedures*

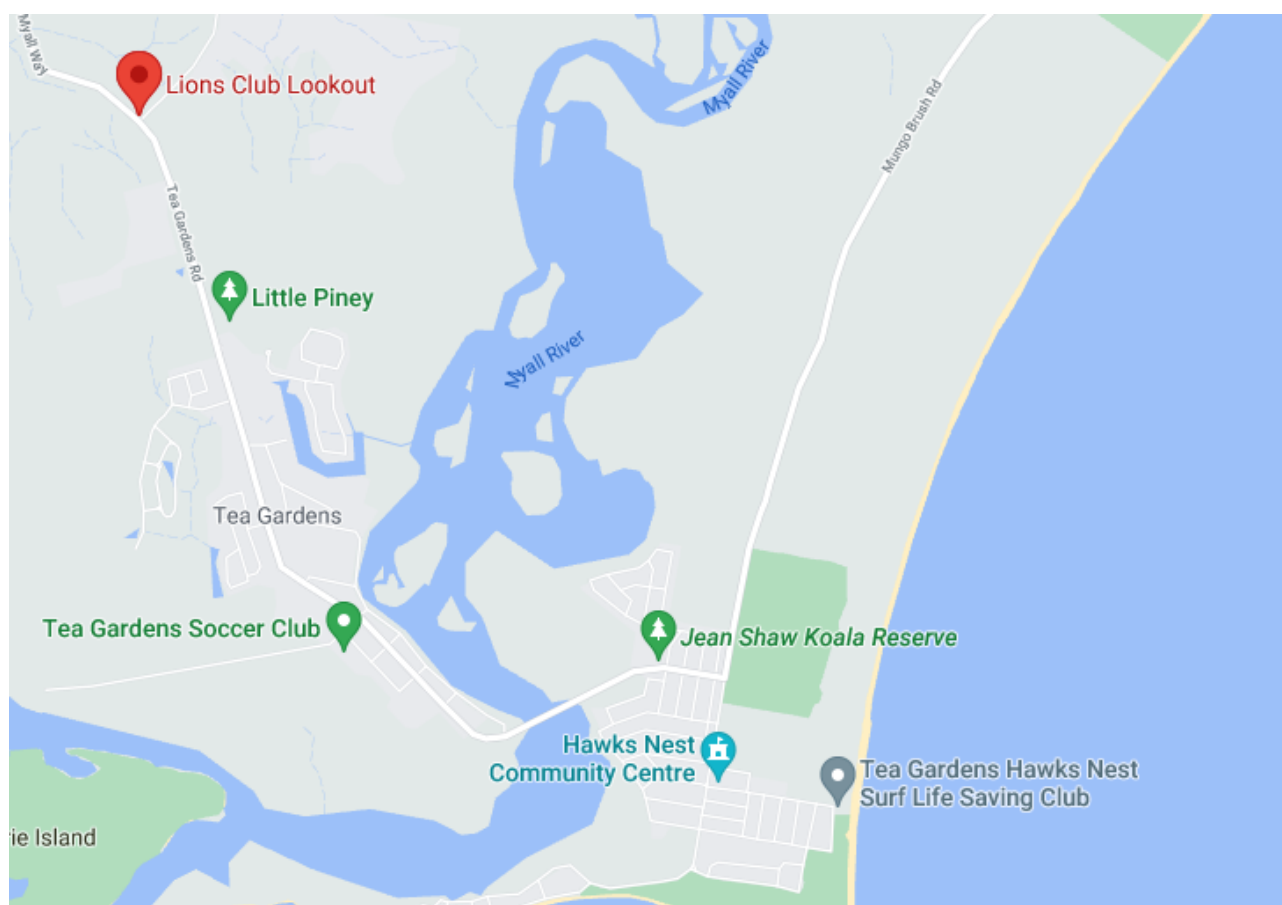
5.1 Emergency Beach Closure

Patrol Captains should consider the 'closure' of a beach at any time that there is an unacceptable/unmanageable risk to the public of the lifesaving service being unable to safely perform water safety tasks. For a detailed procedure, refer to Standard Operating Procedure '[LS 8.1 Emergency Beach Closure](#)'.

Examples include;

- Dangerous surf conditions
- Sharks
- Excessive stingers
- Powercraft hazards
- Lightning (30/30 rule)
- Tsunami/flood warning
- Storm pollution
- Chemical/fuel spill

5.2 Emergency Rally Point



Emergency rally point location: Lions Lookout, Myall Street, Tea Gardens

5.3 Helicopter Landing Zone

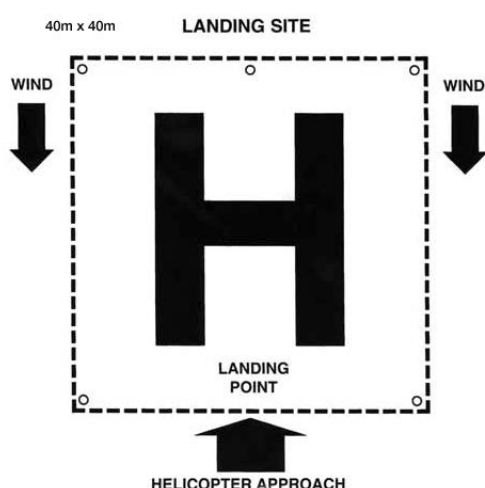
During major incidents, rescue helicopters may be required to land on the beach or near the beach to assist treating the patient and possibly transporting the patient to hospital. Ultimately, the decision of where to land is made by the pilot of the aircraft based on weather conditions, the nature of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

Things to consider when establishing a helicopter landing zone;

- 40m x 40m area (minimum)
- Flat and cleared of hazards (loose objects, power lines, trees, etc)
- Helicopter will approach the landing zone against the wind

Helicopter Landing Zone procedure;

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



Important:

- Helicopters produce a large amount of downward thrust (approximately 7.5 tonnes)
- Radios will not be functional underneath the helicopter. Ensure Radio Operator is at approximately 2 o'clock from the helicopter's perspective

6 Standard Operating Procedures

For detailed information on Lifesaving procedures and policies, refer to the Standard Operating Procedures on the [Surf Life Saving New South Wales website](#).