



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

Patrol Operations Manual **2026/27**

Revision 3: September 28, 2026

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 on Ch. 3 (SurfCom)
- 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 qualified RWC Operators are to operate the RWC
- 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
- Council ATV must be booked out and in using Watchtower (see p10)
- 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.

Contents

Contents		Safe use of vehicles, plant and equipment	26
Child Safety Statement	4	Flexible Patrolling Options	
Inclusion and Diversity Statement	5	Patrol Types	
DRSABCD	6	Full Patrol	27
Protection from Infection	7	Partial Patrol	29
Injuries and Accidents	8	Low Patronage Patrol	30
Powercraft Code of Conduct	9	Surveillance /	
Watchtower (Council ATV Procedure)	10	Inclement Weather Patrol	31
Life Saving Agreement	11	Procedures	33
Communication		Options	34
SLS & Emergency Services	11	Daily Patrol Procedures	35
Club Details	12	Nippers / Water Safety	36
Club Contacts	12	Emergency Operations Plans	
ECOT (Emergency Call Out Team)	13	Emergency Beach Closure	37
Coastal Radio Network Changes	14	Lost / Missing Persons	39
Radio Procedures	15	Requesting and Ambulance	41
Roles and Call Signs	16	Lightning	42
Duty Officers	17	Public Order Incident	43
Hazard/Risk Management	18	Whales, dolphins, seals,	
Patrol and Response Areas	19	turtles and sea snakes	45
Patrol and Response Areas Map	20	Shark Sightings and Incidents	49
Work Health and Safety	22	Coastal Fire	55
Fitness for Duty - Smoking, Alcohol, Drugs and Medication	24	Debriefs	56
Environmental Exposure, Hydration and Fatigue	25	Member Welfare	58
		Member Welfare Guide	60

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



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

SLSA Inclusion & Diversity Statement | May 2022

To be revised as required. Updated 2026

Page 1 of 1

Page 5

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



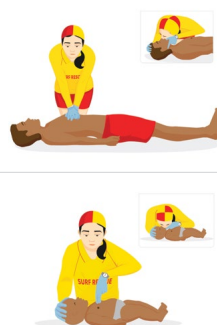
BREATHING

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

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

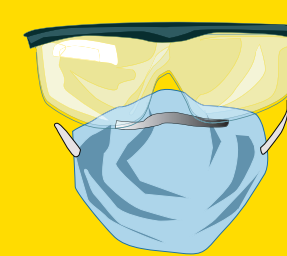
8.



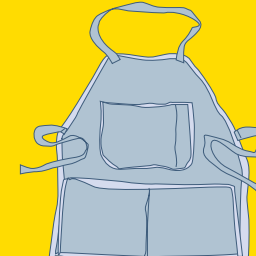
Rinse and dry



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

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: **David Murphy** Phone: **0404 007 674**

Incident Step 3

Follow up with a debriefing if required

Initial debriefing contact:

David Murphy **0404 007 674**
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:

David Murphy **0404 007 674**
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.



Watchtower Digital Command Centre



Username: killcare@slscc.com.au
Password: #Killcareslsc26
ATV Asset: A27005

Sign-On Procedure

- Open Watchtower - Digital Command Centre
- Log in using the details above
- Select:
 - Responder: Killcare SLSC
 - Assignment: Killcare SLSC
- From the Home Page, select Today's Work to view the preloaded workflows
- Click START on the ATV Checklist
- Under Select Resources, select ATV – A27005
- Complete the checklist
- Upload photos if any damage, defects, or operational issues are identified
- Click SUBMIT

End of Day Post Operations

At the conclusion of patrol operations, complete the following:

- ATV End of Day Checklist
- Record and photograph any damage or maintenance issues
- Submit all checklists before signing off

Lifesaving Service Agreement 2026-2028



Club Name: Killcare **Branch:** CC

Patrol Times: 2026/2027			
Period	Date	Saturdays	Sundays + Pub Hol
1	26/9/2026 to 25/10/2026	11am to 4pm	11am to 4pm
2	26/10/2026 to 6/12/2026	10am to 4pm	10am to 4pm
3	7/12/2026 to 31/1/2027 1/2/2027 to 21/2/2027	9am to 6pm 9am to 5pm	9am to 6pm 9am to 5pm
4	22/2/2027 to 29/3/2027	10am to 5pm	10am to 5pm
5	30/3/2027 to 26/4/2027	11am to 4pm	11am to 4pm

Patrol Times: 2027/2028			
Period	Date	Saturdays	Sundays + Pub Hol
1	25/09/2027 to 24/10/2027	11am to 4pm	11am to 4pm
2	25/10/2027 to 5/12/2027	10am to 4pm	10am to 4pm
3	6/12/2027 to 30/1/2028 31/1/2028 to 27/2/2028	9am to 6pm 9am to 5pm	9am to 6pm 9am to 5pm
4	31/1/2028 to 26/03/2028	10am to 5pm	10am to 5pm
5	27/03/2028 to 25/04/2028	11am to 4pm	11am to 4pm

Patrol Flexibility

- 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

Patrol Variation

Nil

Minimum requirements for patrols

- Approved and inspected equipment as outlined in the Public Safety Standard Operating Procedures.
- Qualified patrolling members as outlined in the Public Safety Standard Operating Procedures Obligations & Standards.

Communication

Surf Life Saving & Emergency Services

SurfCom		
Service	Phone	Email
State Operations Centre Branches Covered; • Far North Coast • North Coast • Mid North Coast • Lower North Coast • Hunter • Central Coast • Central Sydney • Sydney • Illawarra	02 9471 8092	soc@surflifesaving.com.au
Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife 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	David Murphy	0404 007 674	lifesaving@killcaresurfclub.com.au
Vice Club Captain	Michael Warnock	0429 621 539	vicecaptain@killcaresurfclub.com.au
Youth Club Captain	Jamie Ansell	0491 613 063	youthclubcaptain@killcaresurfclub.com.au
Chief Trainer	Stephen Pearson	0423 231 305	education@killcaresurfclub.com.au
IRB Captain	John Cvetko	0413 905 174	irb@killcaresurfclub.com.au
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**

COASTAL RADIO NETWORK (CRN) CHANGES

2026/27 SEASON

**ALL CRN RADIOS MUST BE REPROGRAMMED
FOR THE 2026/27 SEASON**

⚠ COMPATIBILITY WARNING

REPROGRAMMED AND UNPROGRAMMED RADIOS WILL NOT COMMUNICATE
WITH EACH OTHER ON **CHANNEL 1**, **CHANNEL 2** OR **TRAINING 1-4**.



CHANNEL 3 AND REPEATER CHANNELS REMAIN UNAFFECTED

1 ALL CHANNELS DIGITAL

All CRN radio channels are being **digitalised** for the 2026/27 season.

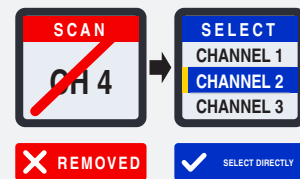
Radios must be reprogrammed before operational use.



2 SCAN CHANNEL 4 REMOVED

Scan Channel 4 has been **removed**. There is no scanning.
Select and monitor the required operational channel directly.

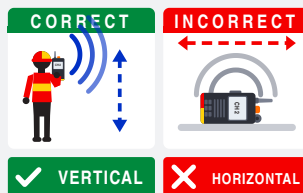
You will only hear the channel you have selected.



3 KEEP YOUR RADIO UPRIGHT

Portable radios use **vertical polarisation**. For the best coverage and performance:

- Hold or wear the radio upright
- Keep the antenna vertical
- Avoid operating the radio while it is lying flat



4 RADIO LOCATION TRACKING

All **TAIT** and **Hytera** radios can be location tracked when:

- The radio is switched on
- The radio is within CRN repeater range

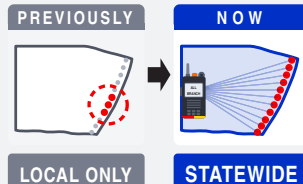
Location reporting depends on coverage and network availability.



5 ONE STATEWIDE RADIO PROFILE

Radios now contain channels for **every SLSNSW branch**. Previously, radios generally contained only the local branch and neighbouring branches.

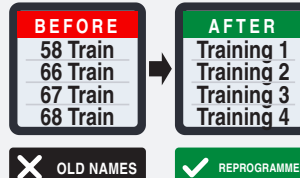
Select the correct branch and operational channel before transmitting.



6 IDENTIFY A REPROGRAMMED RADIO

A reprogrammed radio will display **Training 1, Training 2, Training 3 and Training 4**.

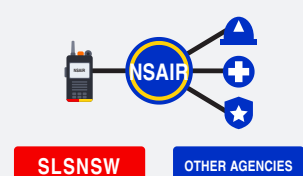
These replace the previous channel names 58 Train, 66 Train, 67 Train and 68 Train.



7 NSAIR NOW INCLUDED

All NSAIR-capable radios now include **NSAIR** — the statewide emergency-services interoperability channel.

NSAIR is for authorised operational use.



8 CHANNEL 3 – ALLOW 60 SECONDS

When you select Channel 3, the radio can take **up to 60 seconds** to find the right repeater.

Give it time to connect before you transmit.



FINAL CHECK — BEFORE PATROL OR OPERATIONAL USE

- ☐ Check Training 1-4 appear — the radio is reprogrammed
- ☐ Select the correct branch and operational channel
- ☐ Hold the radio upright when transmitting
- ☐ Allow up to 60 seconds when you select Channel 3
- ☐ Complete a radio check

SIGNING ON AND OFF - EACH PATROL

SurfAssist (<https://surfassist.sls.com.au>) is the preferred mode for signing on and off patrol

- 10 minutes before sign on, SurfCom will remind clubs to sign on via SurfAssist
- Clubs without access to the app will sign on WHEN CALLED TO via SurfCom
- If signing on via SurfCom, state number of bronze, beach status and IRB status
- If signing on via SurfAssist, SurfCom will ask for a radio check

When using SurfAssist, each patrol must SIGN ON and SIGN OFF on the day. Afternoon PC's will have the ability to sign off the morning patrol.

- 10 minutes before SIGN OFF SurfCom will remind clubs to sign off via SurfAssist
- Clubs who are unable to use SurfAssist will sign off via SurfCom WHEN CALLED
- Sign off with rescue statistics only
- Patrols wishing to extend patrol times should notify SurfCom 15 minutes before scheduled sign off and provide estimated revised finishing time

Always contact SurfCom if your patrol status changes (IRB or ATV non-operational, Bronze numbers below 3 or beach closed / re-opening)

RADIO CHANNELS

Channel 1

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

Channel 2

- Patrol 'chat' channel
- Line of sight only
- Internal patrol comms between beach assets

Channel 3

- Primary repeater channel
- For all comms with SurfCom

Training Channels

- Labelled as Training 1, Training 2, Training 3 and Training 4

Scan Channel 4 has been removed. There is no scanning.

CONTACTS

State Operations Centre (SOC)

- Call Sign: SurfCom
- Phone 9471 8092
- Operates 7 days a week

SurfCom operates during daylight hours. For after hours emergencies cal 000 and ask for police.

Note that transmissions on Channel 3 are recorded 24/7.

CLUB RADIO PROCEDURES

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. Only qualified Driver & Crew (with radio) Patrol Life Jackets and wetsuits (if required) 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" Toowoona Bay "RWC 2", "SMAR 2" Terrigal "RWC 3" Avoca "RWC 4" Killcare "RWC 6", "SMAR 6" 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

The Duty Officer responsible for the Southern area of operations will utilise Central Coast 10 (CC10), while the Duty Officer responsible for the Northern area of operations will utilise Central Coast 11 (CC11).

Where multiple Duty Officers attend an incident, the Duty Officer exercising overall command of the incident will utilise the designated command call sign, being CC10 for incidents within the Southern area or where managing the entire Coast, and CC11 for incidents within the Northern area. Any additional Duty Officers attending in a support capacity will continue to utilise their individually assigned call signs.

Hazard/Risk Management Plan

Hazard/Risk	Risk	Management Plan
Rip Currents and Holes	Persons caught in rips, particularly at unpatrolled parts of the beach	- Identify rips - position flags appropriately - Lifesaver at waters edge (flag duty) whenever people are swimming - Position safety signage in front of rips/key access ways - Constant surveillance of flags areas - Consistent surveillance of adjacent areas with binoculars - Regular ATV patrols North and South - Preventative actions as required
Shore Dump	Danger of being held under and becoming unconscious Dislocations Spinal Injury	'Spinal' qualified lifesaver on every patrol with equipment available - Identify swells and position flags appropriately - Lifesaver at waters edge (flag duty) whenever people are swimming - Constant surveillance of flags area - Consistent surveillance of adjacent areas with binoculars - Regular ATV patrols North and South - Preventative actions as required
Submerged Rocks	Slips Falls Cuts Head Injury	- Maintain surveillance of rocky areas - Identify submerged rocks and position flags appropriately - Position signage in front of submerged rocks - Regular roving patrols to areas and advise of safe places to swim - Preventative actions as required - First aid as required
Blue Bottles	Injury (minor) Anaphylactic reaction (severe)	- Erect warning signs if significant number of blue bottles seen in surf zone - Provide access to hot showers for persons stung (if treating a minor ensure parent or witness is present) - Assess history of allergic reactions to bee stings etc. - Assess any patients significantly stung around face, chest, neck and - Prepare for DRSABCD - Monitor breathing and level of consciousness - Request ambulance via Surfcom for any breathing difficulties / lowered level of consciousness

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



PSS 1.1 WORK HEALTH AND SAFETY

BOARD STATEMENT

Health and safety is integral to every Surf Life Saving activity. SLSNSW is committed to providing, so far as is reasonably practicable, safe environments, equipment and systems of work that protect the physical and psychological health of members, workers, visitors and the community.

Everyone involved in Surf Life Saving must contribute to identifying and managing risks, reporting hazards and incidents, following safe work practices and promoting a culture where Safety comes first.

PURPOSE

To establish the health and safety responsibilities and minimum safety expectations applying to all authorised Surf Life Saving activities.

POLICY

SLSNSW, Branches, Clubs and all personnel must comply with applicable WHS legislation and SLISA and SLSNSW requirements.

All personnel must:

- Take reasonable care of their own health and safety and that of others.
- Follow reasonable safety instructions, policies, SOPs and codes of conduct.
- Only undertake activities for which they are qualified, proficient, inducted, authorised and fit.
- Use required PPE and safety equipment.
- Report hazards, near misses, injuries, illnesses, incidents and equipment failures.
- Participate in consultation, training, briefings and risk assessments.
- Stop or modify an activity where an unacceptable risk cannot be adequately controlled.

SLSNSW and relevant Surf Life Saving entities will provide, so far as is reasonably practicable, safe systems, equipment and facilities and appropriate information, training, supervision, consultation and reporting processes.

PROCEDURE

Risks must be assessed before and throughout an activity, particularly when conditions, personnel, equipment or operational circumstances change. Where a hazard is identified, personnel must make the area or activity safe where possible, warn those at risk, notify the person in charge and report the matter through the approved process.

Members must operate within their qualifications, experience and assigned role and advise the person in charge if they are not fit, competent or adequately equipped to undertake a task safely.

REPORTING

Physical and psychological hazards, including bullying, harassment, discrimination, violence, fatigue and exposure to traumatic incidents, must be reported and addressed. Members are encouraged to raise safety concerns and may cease an activity where they reasonably believe it presents a serious and immediate or imminent risk.

Prompt reporting allows hazards to be controlled, injured persons to be supported and SLSNSW to meet its legal and organisational obligations. Providing first aid, contacting emergency services and making the area safe must always take priority.

INTERNAL REPORTING

All hazards, near misses, injuries, illnesses, equipment failures and incidents arising from Surf Life Saving activities must be reported as soon as practicable to the Patrol Captain, Duty Officer, activity supervisor or other person in charge and recorded through the approved SLS incident-reporting process.

Serious or major operational incidents, including any incident that may require notification to SafeWork NSW or Transport for NSW, must be immediately escalated through to the SLSNSW State Operations Centre/State Duty Officer via SurfCom. If uncertain whether an incident is reportable, escalate it immediately and seek advice.

SAFework NSW

A work-related incident must be notified to SafeWork NSW immediately where it involves:

- The death of a person.
- A serious injury or illness.
- A dangerous incident that exposed a person to a serious risk, even where no injury occurred.

The relevant member, Club or Branch must ensure notification is made to SLSNSW State Operations Centre/State Duty Officer who will make the notification to SafeWork NSW. Responsibility for notification must be confirmed immediately and must not delay the report.

The incident site must, so far as reasonably practicable, be preserved until released by SafeWork NSW, except where disturbance is necessary to assist an injured person, remove a deceased person, make the site safe or comply with a direction from Police or a SafeWork NSW inspector.

TRANSPORT FOR NSW – MARITIME

Any incident involving a Surf Life Saving vessel or craft, including an IRB or RWC, must be immediately reported internally and escalated to SLSNSW State Operations Centre/State Duty Officer. They will then advise if the skipper must submit a Vessel Incident Report to Transport for NSW which must be completed within 24 hours where the incident results in:

- Death or injury.
- More than \$5,000 damage to a vessel or other property.
- Damage, or a risk of damage, to the environment.

The skipper must stop, provide assistance where required and provide relevant identification and vessel details to Police, authorised officers and other persons involved.

Different and potentially shorter reporting periods apply to vessels classified as domestic commercial vessels. Where there is any uncertainty about the vessel classification or reporting requirements, the SLSNSW State Operations Centre/State Duty Officer and Transport for NSW must be contacted immediately for advice.

PSS 1.2 FITNESS FOR DUTY – SMOKING, ALCOHOL, DRUGS AND MEDICATION

PURPOSE

To establish fitness-for-duty requirements and manage risks associated with smoking, vaping, alcohol, prohibited drugs and impairing medication.

POLICY

Personnel must present fit for duty and must not undertake Surf Life Saving activities while affected by alcohol, drugs, medication, fatigue, illness or any other condition that may impair safe performance.

PROCEDURE

Smoking and vaping are prohibited during operational duties, while wearing an operational uniform, and within Surf Life Saving buildings, vehicles, craft and designated smoke-free areas. Smoking or vaping must never occur near oxygen equipment, fuel, batteries or flammable substances.

Alcohol must not be consumed during operational duties or emergency responses. SLSNSW applies a blood alcohol concentration requirement of 0.00% to personnel undertaking patrols, emergency responses or search and rescue operations, or operating vehicles, craft, plant or equipment.

The possession, supply or use of prohibited drugs during Surf Life Saving activities is prohibited.

Prescription and non-prescription medication may be used lawfully, but members must not undertake duties where medication may impair their ability to work safely.

Members must advise the person in charge of any relevant limitation affecting their fitness for duty but are not ordinarily required to disclose a diagnosis or specific medication.

A person reasonably suspected of being unfit must not commence or continue duties. The person in charge must manage the immediate risk, arrange assistance or safe transport where required, notify the appropriate officer and record or escalate the matter in accordance with SLSNSW procedures.

PSS 1.3 ENVIRONMENTAL EXPOSURE, HYDRATION AND FATIGUE

PURPOSE

To manage risks arising from sun and UV exposure, heat, cold, severe weather, dehydration, prolonged exertion and fatigue.

POLICY

Environmental and fatigue risks must be considered when planning and conducting Surf Life Saving activities. Activities must be modified, postponed or ceased where an unacceptable risk cannot be adequately controlled.

PROCEDURE

Appropriate controls include:

- Monitoring weather, temperature, UV levels and changing conditions.
- Providing access to shade, drinking water and rest breaks.
- Rotating personnel during prolonged or physically demanding activities.
- Wearing appropriate clothing, hats, sunglasses, sunscreen and other required PPE.
- Carrying adequate water during powercraft, mobile, remote or prolonged operations.
- Monitoring members for signs of dehydration, heat illness, cold stress and fatigue.

Personnel must report symptoms or concerns affecting their ability to work safely. Anyone affected must stop the activity, receive appropriate first aid and be referred for medical assistance where required.

PSS 1.4 SAFE USE OF VEHICLES, CRAFT, PLANT AND EQUIPMENT

PURPOSE

To ensure Surf Life Saving vehicles, craft, plant and equipment are safe, fit for purpose and operated by competent and authorised personnel.

POLICY

Vehicles, SSVs, e-bikes, IRBs, RWCs, UAVs, vessels, plant and other equipment may only be operated by personnel who are qualified, proficient, inducted, authorised and fit for duty.

PROCEDURE

Personnel must:

- Complete required pre-operational inspections and safety checks.
- Operate equipment in accordance with legislation, manufacturer instructions and Surf Life Saving procedures.
- Use required PPE and safety equipment.
- Operate within the limits of their competency, the equipment and prevailing conditions.
- Report faults, damage or missing safety equipment immediately.
- Remove defective equipment from service until inspected and cleared by an authorised person.
- Not modify, misuse or interfere with equipment or safety devices without approval.
- Prevent unauthorised persons from operating equipment.

REFERENCES

- *Work Health and Safety Act 2011 (NSW)*
- *Work Health and Safety Regulation 2025 (NSW)*
- *Relevant NSW approved Codes of Practice*
- *Smoke-free Environment Act 2000 (NSW)*
- *Drug Misuse and Trafficking Act 1985 (NSW)*
- *SLSA Guidelines for Safer Surf Clubs*
- *Relevant SLSA and SLSNSW policies, SOPs and codes of conduct*
- *SafeWork NSW guidance*
- *Cancer Council SunSmart, Bureau of Meteorology and SLSA Beachsafe guidance*

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

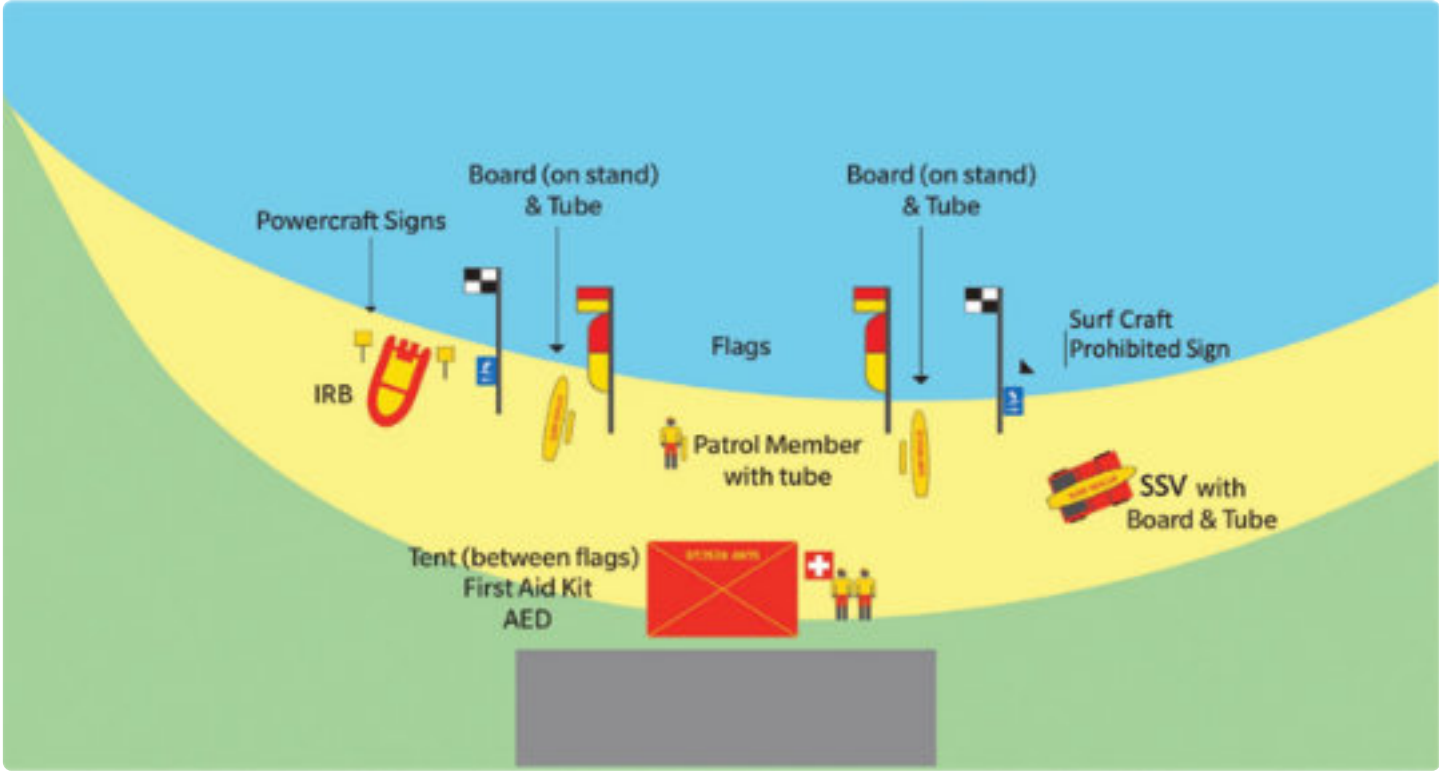
Lifesaving equipment must be complete, functional, available for immediate use (rescue ready) and in position at the scheduled patrol start time. It must remain rescue ready for the duration of the operational hours.

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 David Murphy, lifesaving@killcaresurfclub.com.au, 0404 007 674, 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 David Murphy (0404 007 674) or Craig Sheppard (0407 994 177) for confirmation
- Phone the Duty Officer on the number provided in the weekend brief/newsletter. If that is not to hand radio "Central Coast 10" on Ch 3 and get the number. This step is to advise, not get permission. Unless the D.O. has reasons to disagree, the Captain has the authority to execute.
- 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 David Murphy (0404 007 674) or Craig Sheppard (0407 994 177) to discuss.

Which Option Can I Use?

A decision tree can be found in killcare.flexipatrol.au or at killcaresurfclub.com.au under the Lifesaving menu item.

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 weather is good, i.e. hot, dry, little wind

- Full Patrol

If the weather is not favourable (but not necessarily inclement)

- 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/scheduling/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	- Heavily Dumping Surf - Large Surf - Rips/Strong Currents - Debris
Marine Life	- Sharks - Excessive Stingers
Human Hazard	- Powercraft Hazards - Uncontrollable Surf Craft Infringements
Civil Disturbance (public unrest, criminal activity etc.)	
Equipment in Surf/Swimming Area (lines, netting, buoys, etc.)	
Environmental/Weather	- Lightning - Cyclonic conditions - Tsunami warning
Chemical/Biological Hazard	- High pollution levels - Chemical spill - Oil/petrol spills - Biological agent(s)
Other	- Biological agent(s) - Dangerous objects (such as munitions) - Suspicious packages

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 club CCTV) 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 the SO has 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.

Whales, Dolphins, Seals, Turtles and Sea Snakes

PURPOSE

To assist SLS personnel by providing guidelines for operating close to Whales, Dolphins, Seals, Turtles and Sea Snakes (collectively referred to here as 'marine wildlife').

POLICY

This policy outlines the management framework for wildlife approach distance compliance, responses to healthy animals engaged in natural behaviours, whale and dolphin strandings, shore-based seal resting behaviour, turtle nesting events, entanglements, sick or injured animals, carcass management, and other public safety matters relating to these species.

The first and highest priority for SLSNSW in any marine wildlife event or interaction, is human safety.

SLS personnel may provide support to trained staff of the National Parks and Wildlife Service and/or licensed rescue organisations (e.g. ORRCA), where that support is consistent with this policy, appropriate risk controls are in place, and SurfCom has been advised.

RISK FACTORS

Marine wildlife incidents can present significant risks to responders and the public. These events often attract public attention and may lead to interference or disputes from untrained bystanders.

SLS personnel should notify the appropriate authorities (i.e. NPWS or a licensed partner organisations) through SurfCom in the first instance, provide public safety messaging where appropriate, and withdraw if situations become hostile.

Stranded, injured or deceased marine wildlife may also increase shark activity, requiring risk-mitigating actions such as surveillance or beach closures.

Physical risks from marine wildlife include bites, being struck by tail or flippers, crush injuries if larger animals are moving unrestrained, entanglement in ropes or nets tangled on the animal, and drowning if a rescuer is injured in the water (particularly in surf conditions), and envenomation from sea snakes. Marine wildlife may also carry parasites or diseases, so health and safety precautions should always be followed.

In all cases, personal safety must be prioritised, exclusion zones for observers not authorised for rescue activities maintained, and expert advice followed.

PROCEDURES

The first and highest priority for SLS in any marine wildlife event or interaction is human safety, including for both SLS personnel and members of the public.

If during SLS duties, personnel are required to operate close to a whale, dolphin, seal, (in water or on shore), or a turtle or sea snake washed up on shore, or in distress in the water, SLS personnel should advise SurfCom as soon as practical and ask SurfCom to contact the NPWS and/or a licensed rescue organisation who can advise on precautions for particular species or situations, and can arrange assessment, address animal welfare, undertake capture/rescue, or other response actions.

The most immediate way for SLS personnel to protect human safety in any marine wildlife event or interaction, is to establish an ‘exclusion zone’ around the animal, until trained staff from NPWS and/or a licensed rescue organisation (see references below) arrives, who will conduct an assessment and determine appropriate actions.

NPWS and/or a licensed rescue organisation may seek practical direct support from SLS personnel, however this would be subject to consultation and approval from SurfCom.

1. Approach Distances and Public Safety Exclusion Zones

Interfering with or harming marine wildlife and reptiles is prohibited under NSW law. This includes compliance with approach distances particularly for free swimming whales, dolphins, and seals.

If during SLS duties personnel are required to operate close to a whale, dolphin, seal (in water or on shore), or a turtle or sea snake washed up on shore, SLS personnel should:

- notify Surf Com who will alert NPWS asap,

then

- establish a public safety exclusion zone (based on the table below), and
- note the following approach distances and public safety exclusion zones, which can be applied (unless advised otherwise by NPWS):

Public Safety Exclusion Zone	Any Stranded Whale or Dolphin on shore	Any Seal on shore	Any Turtle or Seas Snake on shore
All public other than rescuers or personnel under specific authorised instruction	Not within 10 metres	Not within 40 metres	Not within 10 metres

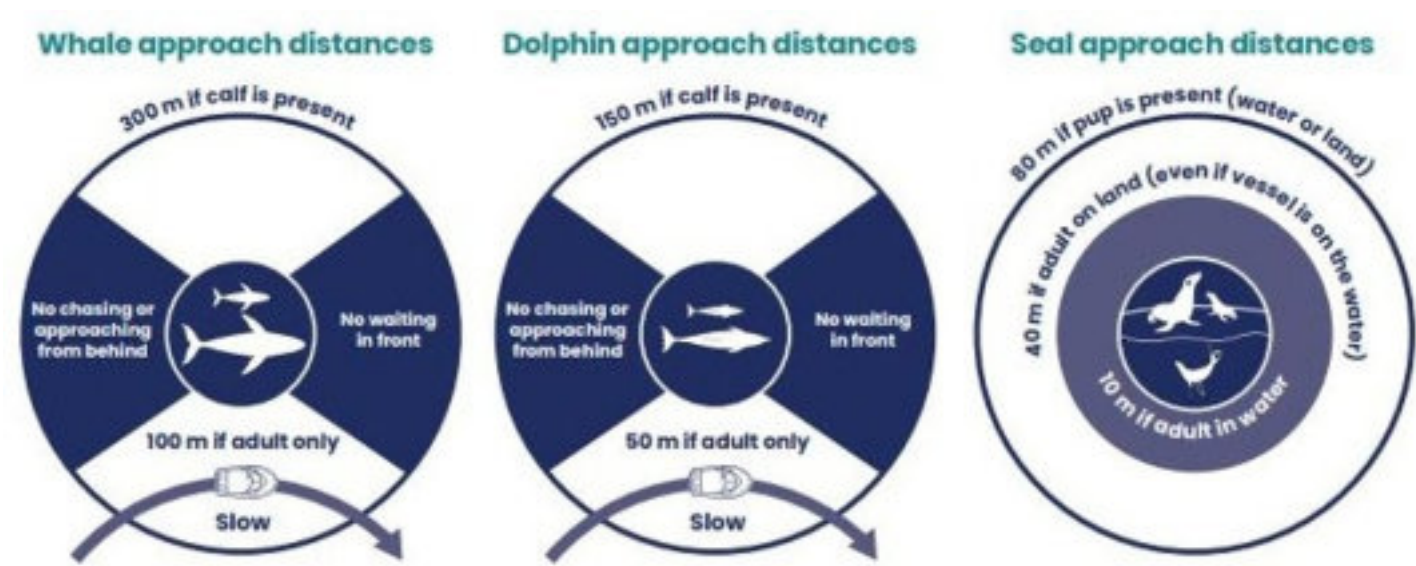
Table 1: Species Public Safety Exclusion Zones

Exclusion Zone	Free Swimming Whale	Free Swimming Dolphin	Free Swimming Seal
Vessels and Surfcraft	Not within 100 metres	Not within 50 metres	Not within 10 metres
Swimmers	Not within 30 metres	Not within 30 metres	Not within 10 metres
UAV’s	Not lower than 100 metres above animal		

Table 2: General Species Exclusion Zones

Caution Zone	Free Swimming Whale	Free Swimming Dolphin	Distance to Seal
Vessels - slow speed only, no waiting in front or follow behind	Within 300 metres	Within 150 metres	n/a

Table 3: Caution Zones



2. Whale or Dolphin Events

Strandings

If during SLS duties, personnel become involved in assisting with a whale or dolphin stranding, SLS personnel should:

- notify SurfCom who will alert NPWS asap, then
- attempt to establish a public safety exclusion zone (based on the table in 1 above), and
- only when specifically authorised and briefed by NPWS or a licensed rescue organisation, AND approved by SurfCom, should any SLS personnel attempt to provide marine wildlife with situation-specific assistance until trained responders arrive to take charge.

Any assistance is subject to SurfCom approval.

Entanglements

In the event of a dolphin or whale entanglement, SLS personnel should:

- notify SurfCom who will alert NPWS asap, then
- attempt to establish a public safety exclusion zone (based on the table in 1 above), and
- only when specifically authorised and briefed by NPWS or a licensed rescue organisation, AND approved by SurfCom, should any SLS personnel attempt to provide marine wildlife with situation-specific assistance until trained responders arrive to take charge

SLS personnel, vessels and/or equipment shall not directly undertake marine wildlife disentanglement operations, or remove any tangled marine wildlife carcasses from shark nets, drumlines or fishery equipment entanglements.

SLS personnel may still be asked for assistance with specific tasks. SLS personnel may assist NPWS officers and/or personnel of a licensed rescue organisation with:

- ongoing public safety for beach users, SLS personnel, and marine wildlife rescuers,
- UAV support to gather situation information and monitoring of any response (especially shark risk/presence),
- advice on options for beach access, boat ramps and/or beach launching locations,
- using SLS vehicles (e.g. SSV) to assist with access and on-beach transport

Any assistance is subject to SurfCom approval.

3. Seals, Turtles, and Sea Snakes

If during SLS duties personnel become aware of a sea snake, seal (in water or on shore), or turtle (including turtle tracks or nests), SLS personnel should:

- notify Surf Com who will alert NPWS asap, then
- attempt to establish a public exclusion zone (based on the table in 1 above),

Other Considerations

- Do not attempt to handle or move a turtle or sea snake (dead or alive)
- Do not walk on or obscure the turtles tracks or the nest excavation site
- If the turtle is still there and/or still laying eggs;
 - o Do not approach the turtle (minimum 10m)
 - o Do not use any flash photography
 - o Stay behind the turtle’s head (out of line of sight) and stay low to the ground

4. Marine Wildlife Carcasses

If during SLS duties personnel become aware of a marine wildlife carcass (particularly on the beach or in close proximity to popular swimming areas, SLS personnel should:

- follow procedures consistent with detection of elevated shark risk to swimmers, including increased UAV, IRB and/or jetski surveillance (and follow PSS 8.1 Emergency Beach Closure and Evacuation and 8.5 Shark Incidents if appropriate)
- notify Surf Com who will alert NPWS asap, then
- attempt to establish a public exclusion zone (based on table 1 above)

SHARK SIGHTINGS AND INCIDENTS

PURPOSE

This guideline is an aid to recognising and reducing risks associated with sharks. It recognises the role of lifesaving services in managing an environment that sharks inhabit and incorporates shark detections made by lifesaving personnel, members of the public and approved surveillance technologies, including Uncrewed Aerial Vehicles (UAVs).

This guideline:

- Assists in identifying existing and potential health and safety issues;
- Raises the overall awareness of hazard identification and risk reduction
- Assists in establishing risk management procedures for shark sightings and incidents at patrolled and unpatrolled locations.
- Provides a consistent risk-based response while recognising the different controls available at patrolled and unpatrolled locations.

POLICY

SLSNSW requires lifesaving services and approved UAV surveillance services to follow these guidelines regarding shark sightings and shark incidents.

PROCEDURE

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 white sharks.

The procedure applies a dynamic risk assessment based on the reliability of the sighting, size and species where known, shark behaviour, proximity to water users, environmental conditions and the controls available at the location.

DEFINITIONS

Shark Alarm	Where a civilian or lifesaving person has seen an object in the water that they believe to be a shark. Action is taken to protect the public through a water evacuation and confirm the identity of the object.
Shark Sighting	The presence of a shark has been confirmed, commonly following detection by an approved surveillance asset.
Shark Incident/ Shark Bite	Death or injury caused by a marine animal, presumed to be a shark, or property damage where it is apparent that the damage was caused by the same.
Shark Net	A 150m net set by contractors as part of the Shark Meshing (Bather Protection) Program managed by the Department of Primary Industries and Regional Development.

Lower Risk Sighting	A sighting assessed as presenting a lower immediate risk based on shark size, behaviour, location, direction and speed of travel, proximity to water users and environmental context.
Higher Risk Sighting	A sighting assessed as presenting an elevated or immediate risk due to shark size, species where known, behaviour, swimming speed, feeding activity, location or proximity to water users.
UAV Surveillance Asset	An approved UAV operated by trained personnel for shark detection, monitoring, tracking, recording and, where fitted, public warning.
SOC/SurfCom	The statewide communications centre responsible for receiving reports, coordinating notifications and recording operational information.
Department of Primary Industries and Regional Development (NSW DPIRD)	The NSW Government agency responsible for overseeing the NSW Shark Management Program

RISK FACTORS

Lifesaving and UAV surveillance services should maintain heightened alertness and apply an appropriate level of response when relevant risk factors are present. Sharks may be present at any time. Factors that may increase the risk of an encounter include:

- Twilight hours, including dawn and dusk, overcast conditions and other low-light periods including night.
- Locations where saltwater meets fresh water, including river mouths, estuaries and harbours, particularly where the water is dirty, silt-laden or contains debris, especially after heavy rainfall.
- Large schools of fish in the vicinity, including seabirds diving as an indicator of baitfish.
- A recent shark incident in the area.
- Swimming near steep drop-offs and between sandbars.
- Presence of a whale carcass in the water or on the beach

PERSONAL SAFETY AND PUBLIC ADVICE

The following advice should be promoted to the public to reduce the risk of incidents involving sharks and humans:

- Swim at a patrolled beach and between the red and yellow flags.
- Leave the water immediately and calmly if a shark is sighted.
- Leave the water when a siren or public address warning is issued and do not enter the water when the patrolled area is closed.
- Do not swim or surf alone.
- Avoid swimming in low light conditions including night or during dawn and dusk.
- Avoid dirty or murky water.
- Do not swim or surf near schools of fish.
- Avoid canals, channels, river or creek mouths, drainage outlets and locations where fish are being cleaned.
- Exercise caution when swimming in rivers and harbours near steep drop-offs and between sa

SUSPECTED/UNCONFIRMED SHARK SIGHTING

Receive the report: A report may be received from a lifeguard, lifesaver, UAV Operator, SOC / SurfCom, member of the public, or another authorised source.

Record essential information: Obtain the location, time, source, approximate size, number of sharks, species if confidently identifiable, behaviour, direction of travel, proximity to shore and water users, and prevailing conditions.

Establish surveillance: Use available elevated observation, UAV, other aerial assets or watercraft (IRB/RWC) to confirm and monitor the sighting without placing personnel at unnecessary risk.

Treat an unconfirmed report as a shark sighting: Take reasonable public safety precautions while attempting to confirm the object and its location. If those precautions include evacuating the water, then also advise SOC/SurfCom to post an alert to the SharkSmart app, and again if a shark has not been sighted after 30 minutes.

LOWER RISK CONFIRMED SHARK SIGHTING – PATROLLED & UNPATROLLED BEACH

A lower risk response may be appropriate when the available information indicates no immediate threat.

Indicators include:

- No water users are immediately present in the vicinity.
- A single shark is less than 2 metres in length.
- Multiple or schooling sharks are less than 1.5 metres in length.
- The shark is moving away from the area or holding position away from water users, including off a headland.
- No feeding, aggressive or unusual behaviour is observed.

Response actions in a lower risk response may include:

Monitor: Continue to observe the shark, its behaviour and direction of travel.

Report and update: Provide the sighting and relevant updates to SOC / SurfCom and the responsible patrol or lifeguard personnel. SOC/SurfCom are not required to update the NSW DPIRD SharkSmart App unless the risk assessment changes.

Where the beach is unpatrolled the same process is undertaken with SOC/SurfCom only.

Maintain heightened surveillance: Continue UAV and/or visual surveillance and reassess the risk if the shark changes direction, behaviour or proximity to water users.

Apply proportionate controls: Water evacuation, alarm activation, patrol closure and signage are not normally required unless the risk assessment changes.

Record: Record the sighting in accordance with operational reporting requirements (patrol log/ operations app).

HIGHER RISK CONFIRMED SHARK SIGHTING – PATROLLED BEACH

A higher risk response is required where the sighting presents an elevated or immediate risk. Indicators include:

- The shark is confidently identified as a White, Tiger or Bull shark and greater than 2 metres in length.
- The shark species is unable to be identified but is greater than 2 metres in length.
- The shark is within or approaching a patrolled swimming area.

- A target or unknown species of shark greater than 2 metres in length and is within 300 metres of water users.
- A feeding shark/s are within 500 m of water users.
- Aggressive or unusual behaviour is observed.

Immediate response actions include:

Warn water users to evacuate the water: Use the available emergency evacuation alarm, public address system, UAV siren and/or UAV loudspeaker. Clearly direct people to leave the water quickly and calmly. Deploy lifesaving personnel to reinforce the evacuation where available and safe.

Close the patrolled area where required: The Patrol Captain or Lifeguard determines whether to close the patrolled area. Lower and remove the red and yellow patrol flags and any other patrol flags in use.

Install signage: Post Swimming Not Advised and Shark Hazard signs at identified beach access points within the vicinity of the patrolled area.

Notify: Report the sighting and current risk status to SOC / SurfCom and the responsible Patrol Captain, Lifeguard.

Track and update: Continue tracking the shark and provide regular updates on location, behaviour and direction of travel.

Apply location-specific controls: Implement the applicable controls to support the water evacuation through watercraft (IRB/RWC), ATV and ongoing Aerial Surveillance.

Do not interfere with the shark: Do not attempt to kill, capture, harass or injure the animal.

Consider adjoining beaches: Notify or apply controls to adjoining and neighbouring beaches where the shark movement or risk assessment indicates this is necessary.

Maintain public information: Provide clear, factual and consistent safety information to beach users.

Reopening of patrolled area: When the water is clear and the risk has abated beach/water users in the vicinity should be informed via public address system/loudhailer with the red and yellow patrol flags and any other patrol flags in use being once again erected. The SOC/SurfCom should be informed once the flags have been erected. An alert should be posted to the NSW DPIRD SharkSmart app advising that the beach has been reopened/that a shark has not been sighted for the last 30-minutes

Record the event: Complete the required shark sighting in operational records (patrol log/ operations app). SOC/SurfCom will update the NSW DPIRD SharkSmart App to inform broader public of the shark presence.

HIGHER RISK CONFIRMED SHARK SIGHTING – UNPATROLLED BEACH

A higher risk response is required where the sighting presents an elevated or immediate risk. Indicators include:

- The shark is confidently identified as a White, Tiger or Bull shark and greater than 2 metres in length.
- The shark species is unable to be identified but is greater than 2 metres in length.
- A target or unknown species of shark greater than 2 metres in length and is within 300 metres of water users.
- A feeding shark/s are within 500 m of water users.
- Aggressive or unusual behaviour is observed.

Immediate response actions include:

Warn water users to evacuate the water: Use the available emergency evacuation alarm, public address system, UAV siren and/or UAV loudspeaker. Clearly direct people to leave the water quickly and calmly.

Notify: Report the sighting and current risk status to SOC / SurfCom. Consider requesting additional support, through the SOC/SurfCom, from Duty Officers and/or Lifeguard Supervisors if water users fail to heed emergency evacuation.

Install signage: Post Shark Hazard signs at identified beach access points within the vicinity of the Surf Club, UAV site etc.

Track and update: Continue tracking the shark and provide regular updates on location, behaviour and direction of travel.

Consider adjoining beaches: Notify adjoining and neighbouring beaches where the shark movement or risk assessment indicates this is necessary via radio and/or SOC/SurfCom.

Maintain public information: Provide clear, factual and consistent safety information to beach/ water users in the vicinity.

Safe to Return: When the water is clear and the risk has abated inform the SOC/SurfCom via radio and beach/water users in the vicinity should be informed via public address system/loudhailer.

Record the event: SOC/SurfCom will update the NSW DPIRD SharkSmart App to inform broader public of the shark presence. An alert should be posted to the NSW DPIRD SharkSmart app advising that the beach has been reopened/that a shark has not been sighted for the last 30-minutes

ACTIONS IN THE EVENT OF A SHARK INCIDENT / BITE

In the event of an apparent shark incident or bite, the following procedure must be undertaken:

Recover and treat the patient: Undertake rescue, casualty recovery, first aid and resuscitation in accordance with normal emergency procedures that do not expose rescuers to unreasonable risk.

Notify SOC/SurfCom: Immediately notify SOC/SurfCom. The State Duty Officer coordinates advice to the appropriate authorities to support activation of the NSW Shark Incident Response arrangements.

Close the affected area and adjacent beaches: Immediately evacuate the water, close beach and implement warnings/closures for adjoining beaches.

Preserve and record information: Record as much detail as possible, including times, locations, witness information, patient details where authorised, shark description and last known location.

Mark relevant locations: Where operationally appropriate, consider deploying marker buoys at the incident site and the last-seen locations of the patient and shark.

Support personnel: Implement critical incident debriefing and peer support processes.

Complete reporting: Complete all required incident, patient and shark reporting documentation.

STATE DUTY OFFICER’S ROLE (SDO)

- Contacts NSW Shark Incident Response agencies and relevant land manager to advise of the incident.
- Contacts relevant lifesaving personnel through a SurfCom incident notification.
- Ensure the Rescue Coordinator at the relevant police radio communications centre (VKG) has been advised.
- Coordinates SLSNSW notifications and support interagency liaison.

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 to SLSNSW Media Team or an authorised SLSNSW spokesperson.

RE-OPENING AFTER A SHARK ATTACK

The decision to reopen beaches after a shark incident should be made through the relevant joint agency working arrangements involving NSW DPIRD, SLSNSW, NSW Police and relevant land manager. Steps to consider as part of the reopening process include:

- The beach where the incident occurred should remain closed for at least 24 hours following the incident.
- A documented risk assessment should be completed before reopening and/or aerial surveillance undertaken to ensure relevant risks have decreased from the time of the incident.
- If risk factors remain high, the beach should remain closed for a further agreed period (normally an additional 24 hours) and an appropriate beach safety warning should be issued.
- The reopening decision, notification and public messaging must be recorded.

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. The IMT will 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 the NSW State 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)

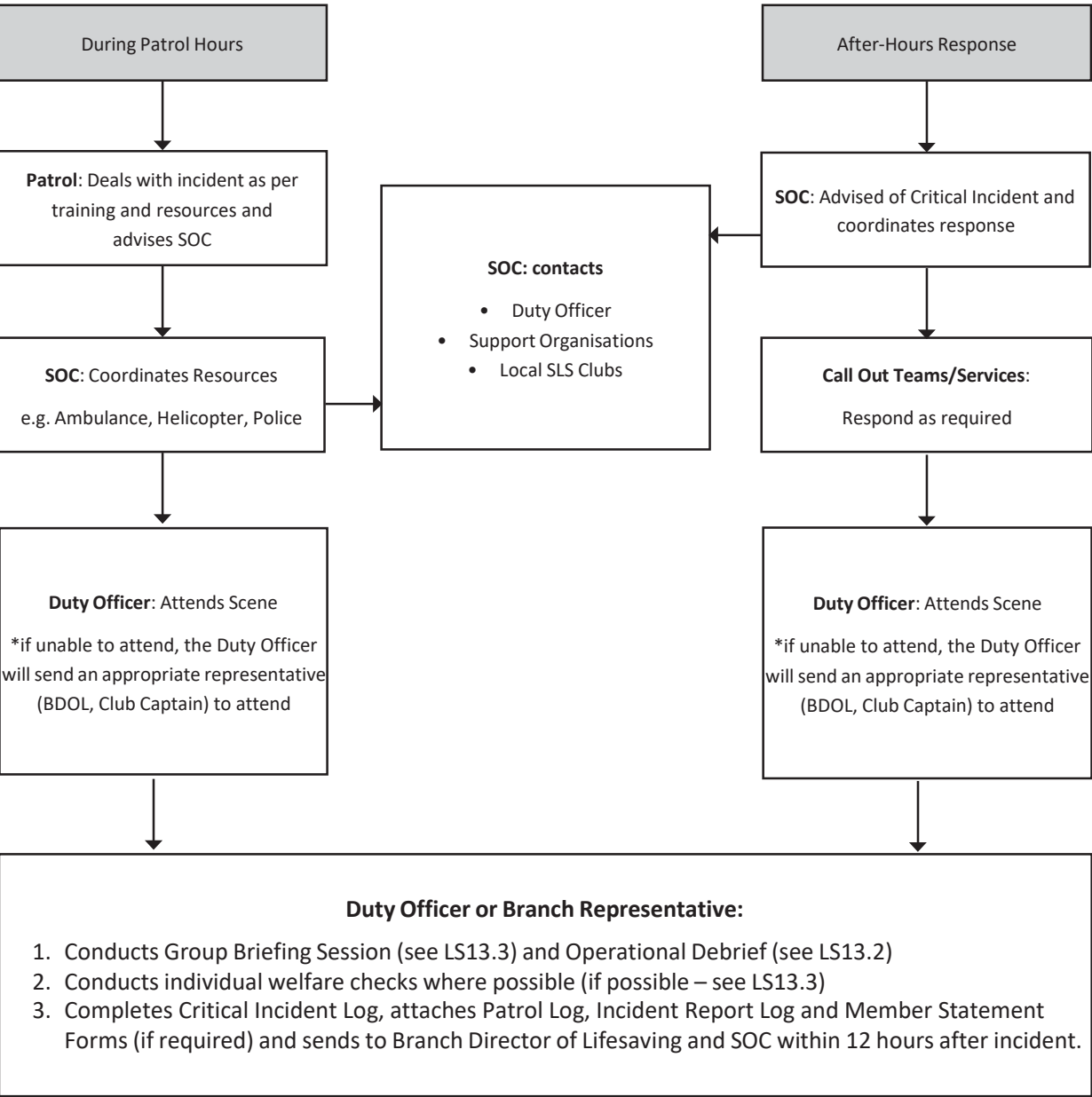
- Under NO CIRCUMSTANCES are any independent local deployments of any kind permitted.*
- Deployments will only occur following tasking through the SLSNSW State IMT.*

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

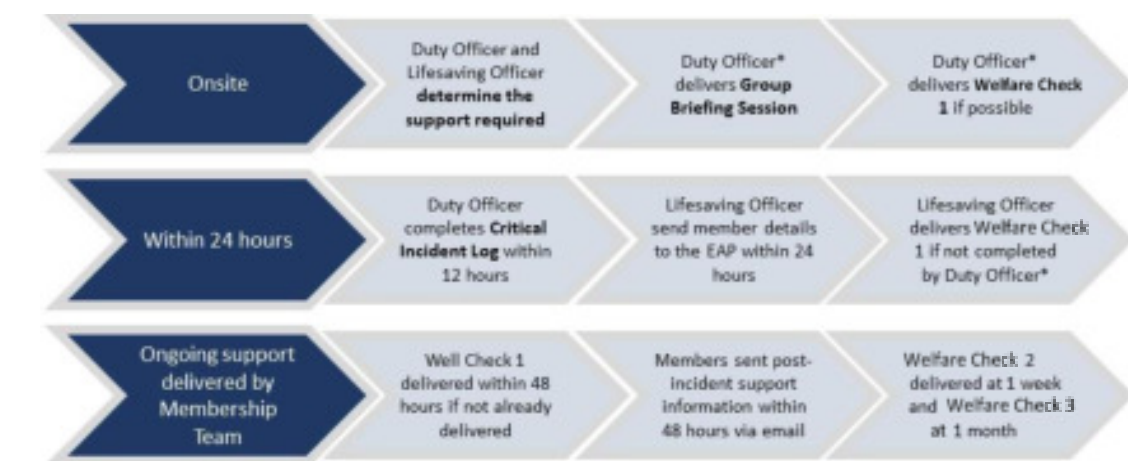
The environment in which surf lifesaving operates has the potential for members to be involved in incidents of a traumatic nature. Such incidents could include the loss of life, the provision of emergency care, search and rescue operations, or a serious incident involving fellow members. SLSNSW has implemented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

What You Can Expect

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

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

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

Welfare Checks

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

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

Where To Go For Support

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

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

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

SLSNSW Member Welfare Officer

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

Assure Programs

1800 808 374

Assure Program

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

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

Phone: 1800 808 374

www.assureprograms.com.au

Reactions Following An Incident

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

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

Coping Strategies

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

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

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

Lifeline

131114

MensLine Australia

1300 78 99 78

Kids Helpline

1800 55 1800

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