
LS11

SURFCOMS

SURF LIFE SAVING
NEW SOUTH WALES



LS11.1 OVERVIEW OF SURFCOM OPERATIONS



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Date: 20th September 2016

PURPOSE

To provide an overview of SurfCom operations within Surf Life Saving NSW (SLSNSW).

POLICY

SLSNSW provides the following guidelines and requirements to ensure the ongoing effectiveness of SurfCom in the support of lifesaving operations.

PROCEDURE

Introduction

The purpose of a SurfCom is to assist the Incident Commander (Patrol Captain, Lifeguard, and Duty Officer) to carry out their roles. SurfCom provides support/coordination between lifesaving services and emergency services.

SurfCom Authorisation

Only SLSNSW authorised 'SurfComs' may utilise SLSNSW radio frequencies and fulfil the 'SurfCom' type function. Other agencies/services/groups within Surf Life Saving and externally shall seek written permission from SLSNSW to utilise radio frequencies and undertake SurfCom type roles (temporary or ongoing) for their own services and/or with lifesaving/other services.

SurfCom Objective

To provide communications and coordination support to lifesaving services/emergency services.

Scope of Operation – Days/Hours

The SurfCom operational timeframes shall be determined based upon the SLSNSW minimum lifesaving season and lifesaving service agreement.

SurfComs shall operate from at least 15mins prior to the first patrol start time in their area of coverage, until 15mins after the last patrol closes on any given patrol day (if patrols extend hours, SurfCom shall extend its hours to match, unless coverage is delegated to other Regional SurfCom).

No Surf Life Saving patrol/service should be operating scheduled patrols without the support of a SLSNSW endorsed SurfCom.

Scope of Operation – After-Hours Capacity

SurfCom should hold the capacity to be activated after-hours/out-of-season for specific events and emergency incidents.

SurfCom Key Duties

- Patrol/service sign-on/offers + key data/stats;
- Provide key planning information – weather/warnings/tides/other;
- Coordinate resources to support lifesaving services;
- Coordinate emergency service support to aid lifesaving services;
- Information management – this relates to the necessity of SurfCom to maintain records and collect, interpret and disseminate relevant information.

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SurfCom Elements and Activities

SurfCom is key to effective emergency management, with the following elements which are generally common to all operations centres.

SurfCom generally carries out sections 2), 3), 4).

1. Management – Management of operations is the responsibility of the Incident Commander. In most situations this is the on-scene Patrol Captain/Senior Lifeguard or Duty Officer/Supervisor. This person is responsible for decisions made in respect to the conduct of operations. The Incident Commander is supported in this role by the operations element (SurfCom).
2. Operations – This element supports the decision making responsibilities of the Incident Commander and carries out:
 - a) Processing of Information.
 - b) Coordination of the acquisition and deployment of resources.
 - c) Deployment of operational plans.
 - d) Liaison with representatives of other organisations.
3. Communications – This element provides the communication necessary to support the command, operations and administrative elements. It is a central part of the planning process and must anticipate the increased need for information transmission, in both technological and personal terms. It must provide for sufficient capability to achieve reliable and effective communications.
4. Administrative Support – Like any office, SurfCom creates administrative demands through its own activities. These demands are met by an administrative support element.

SurfCom Roles/Positions

- **SurfCom Advisor:** State appointed officer responsible for overall SurfCom function.
- **SurfCom Supervisor:** Senior SurfCom Operator on-shift (in-charge) on any given day.
- **SurfCom Operator:** Standard SurfCom role.
- **Probationary SurfCom Operator:** New operator, who has completed training, and is undertaking initial shifts under supervision.

SurfCom Operator Pre-requisites

Minimum:

- 13 years of age (at commencement of duties)
- SLSA Financial Member
- SLSA Radio Operators Certificate (or Bronze Medallion)*
- Computer/internet capable (mod-high level of competency)

Desired:

- Bronze Medallion
- Radio Operator Certificate

*exemption has been granted for existing SurfCom Operators who may not hold these awards (at September 23 2011).

SurfCom Operator Training/Induction (ref SOP/Training Package)

Training must be successfully completed before an SurfCom Operator may commence duties in a SurfCom.

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Training (in addition to the pre-requisites) shall include:

1. Pre-learning components (SOP/s, Operations Manual, Club/Service Geography).
2. 1 day (at least 4 hours) training/induction workshop on SurfCom role/function and supporting systems.
3. 1 day (at least 4 hours) scenario based training session.
4. Probationary period under supervision of at least 20hrs, before performance review.

Probationary Period/Process

Having met the role pre-requisites, completed the required pre-learning and successfully completed the Training/Induction a member will achieve 'Probationary SurfCom Operator' status.

A Probationary SurfCom Operator shall not undertake the SurfCom role independently (solo).

- The 'probationary period' will last until deemed competent and endorsed by the SurfCom Advisor.
- The Probationary SurfCom Operator must undertake shifts under direct supervision of a qualified SurfCom Operator during this time (they shall not undertake active duties solo).
- The probationary operator must complete at least 20 hours of active duty, before being able to be considered for 'full status.'
- Following at least 20 hours of duty, the Probationary Operators conduct must be reviewed by the SurfCom Advisor with any relevant SurfCom Duty Officers/Operators and the member themselves.

Note: The probationary process shall be required for all new SurfCom Operators, regardless of what previous experience they may have in radio communications in SLS or other emergency services.

SurfCom Personal Uniform/Equipment

SurfCom Operators shall wear the following uniform as a minimum:

- Generic red SLS Polo Shirt with SLS Roundel on left chest.
- Generic SLS SurfCom name-badge on right chest – with 'SURFCOM', person's name and SLS roundel.
- Enclosed shoes
- Tidy dress shorts or pants.

Note: All relevant workplace health and safety requirements shall apply to a SurfCom facility/personnel

Key SurfCom Daily Activities

1	Equipment/Systems Checks and Setup
2	All Stations Broadcast – "SurfCom on-the-air"
3	Radio checks (as required)
4	Patrols 'Sign-on' + information Identify, rectify, communicate any deficiencies with radio network or service provision
5	Issue Regional Weather/Tide/Swell forecasts and Operational Updates
6	Data-Entry/Paperwork (as required)
8	Afternoon Shift (where appropriate) – Patrols Sign-on
7	Data-Entry/Paperwork (as required)
9	Patrol 'Sign-offs' + stats
10	Data-Entry/Paperwork (as required)

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11	All Stations Broadcast –“ SurfCom off-line”
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Summary of Emergency Duties

1	Coordinate the call and dispatch of Ambulance/Fire/Police to lifesaving services
2	Coordinate the provision of support of helicopters and other lifesaving services (support operations etc)
3	Provide accurate and effective supporting information (locations/ETAs/addresses)
4	Collect/provide key Situation Reports (SITREPs) to services
5	Maintain accurate incident logs and information
6	Provide relevant officers/services SITREPs (Duty Officers/Media Officers)
7	Manage 'non-emergency' use of radio network during 'active' incidents(limit/eliminate)
8	Facilitate confirmation of 'all-clear' and 'safe' status of all services
9	Communicate outcomes to key personnel (Duty Officers/Media Officers)
10	Assist required/requested by Duty Officers in the facilitation of CID (include Counselling services)
11	Ensure completion of accurate logs/paperwork (SurfCom Management System)
12	Reopen radio network for non-emergency communication

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Definitions

Title	Description
Radio Checks	Activity to test radio link to SurfCom-Patrol/Service and advise 'on-air'
Patrol Sign-on Reports	Communicates patrol on-duty and provides basic patrol strength information (beach open/closed, bronze numbers, IRB/vessel operational)
Patrol Sign-off Reports	Communicates soon to be off-duty and reports basic patrol statistics for the day (rescues) & if patrol is being extended
Operational Update	Authorised information/notification from SurfCom to all stations
All Stations Broadcast	General communication to all patrols/services in a region

REFERENCE

SurfCom Operations Manual (updated annually)

LS11.2 SURFCOM FACILITIES & EQUIPMENT



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PURPOSE

To outline minimum equipment and capacity requirements for a SurfCom Operations Centre.

POLICY

To ensure the effectiveness of SurfCom operations, Surf Life Saving NSW (SLSNSW) has established minimum hardware and logistics requirements in which it expects all SurfCom Operations Centres to comply with.

PROCEDURE

A SurfCom should carry the following equipment and capacities as a minimum:

Minimum Hardware

- 1 independent phone line for each radio/operator console or 1 phone line with call-waiting or call divert functionality
- 1 internet connected computer for each radio/operator console
- SLSNSW approved radio equipment per console
- Backup power supply for radio system (generator/battery)
- Whiteboard + markers
- Planning table

Minimum Logistics

- Access to SurfCom Management Program
- Access to SurfGuard program
- Access to www.beachsafe.org.au
- A SurfCom email address and access to email
- Appropriate forms/logs (hard copy) – in lieu of loss of SurfCom Management System
- Local and State contacts – hard copy and computer based
- Coastal Maps – in google-earth format (computer) and in hard copy
- Area emergency callout team contacts – hard copy and computer based
- External emergency service contacts – hard copy and computer based
- 24/7/365 activation capability

Desirable Hardware and Logistics

- Redundancy RF radio options (should VOIP system fail).
- Quick-dial phone options for clubs, emergency services etc (computer or phone based).
- Computer based phone system with all emergency services and key contacts loaded on quick dial and recognition.
- Radio headsets (wireless or connected) and transmit pedals.
- Voice recording capabilities – radio and phone.
- Television.

Note: All relevant workplace health and safety requirements shall apply to a SurfCom facility/personnel.

LS11.3 SURFCOM ADVISOR

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Title:	SurfCom Advisor
Reports to:	State Director of Lifesaving / State Lifesaving Manager
Responsible for:	SurfCom Supervisors/Operators
Role:	To represent volunteer SurfCom staff & assist SLSNSW staff in the overall function and service delivery of SurfCom, to minimum obligations/expectations

Operational Responsibilities

- N/A – unless operating in a SurfCom Operator or Supervisor role

Supervisory Responsibilities

1. To assist in the recruitment, training, retention, disciplinary requirements of SurfCom personnel.
2. To work with the SLSNSW staff to ensure the SurfCom roster achieves 100% attendance and punctuality.
3. To make regular contact with the SurfCom Supervisors/Operators to report on operational matters, such as staffing levels, rostering, equipment and procedures.
4. To oversee and assist with the internal training and probationary periods of new SurfCom Operators.
5. To ensure full adherence to SLSNSW SOPs and SurfCom protocols.
6. To maintain strong communication/cooperation with the State Director of Lifesaving.

*The SurfCom Advisor can only be endorsed by the State Board.

Term

12 months (before re-application)

SurfCom Advisor Pre-requisites

Minimum: As per SurfCom Operator (If fulfilling operational role)

Skills and Attributes

- Leadership and decision making qualities
- High level of professionalism
- Effective planning skills
- Personable and good communicator

Desirable Knowledge

- A background within Surf Life Saving or understanding of lifesaving operations
- An understanding of radio technology/equipment
- Strong understanding of SurfCom operations and SLSNSW SOPs

Liaisons:

- SurfCom Operators
- SurfCom Supervisors
- State Director of Lifesaving
- SLSNSW Staff
- Radio technicians/service agents

LS11.4 SURFCOM SUPERVISOR



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Title:	SurfCom Supervisor
Reports to:	SurfCom Advisor
Responsible for:	SurfCom Operators (daily)
Role:	Provide leadership and support to SurfCom function and SurfCom Operators on a daily basis

Operational Responsibilities

- Operational command of SurfCom function and SurfCom team.
- Establish effective lines of communication with on-duty State Duty Officers and Branch Duty Officers.
- Identify and facilitate resolutions to equipment/technology failures/issues.
- Other actions as per SurfCom Operator role.

Supervisory Responsibilities

1. To supervise the operations of a SurfCom on a daily basis.
2. To provide direction and support to on-duty Operators and Probationary Operators.
3. To assist the internal training and probationary periods of new Probationary Operators and record/communicate feedback and performance information.
4. To make regular contact with the SurfCom Advisor & Lifesaving Staff to report on operational matters, such as staffing levels, rostering, equipment and procedures.
5. To fully understand SLSNSW standard operating procedures and to ensure all SurfCom operators work within these protocols.

Term: 12 months (before re-application)

SurfCom Supervisor Pre-requisites:

Minimum:

- 18yrs of age (at commencement of duties)
- SLSA member
- Silver Medallion Communications Centre Operator Award

Skills and Attributes:

- Leadership and decision making qualities
- High level of professionalism
- Effective planning skills
- Sound communication skills
- Ability to multi-task
- Ability of work under pressure

* A SurfCom Supervisor can only be endorsed by the Director of Lifesaving or Lifesaving Manager.

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Desirable Knowledge:

- A background within Surf Life Saving or understanding of lifesaving operations
- An understanding of radio technology/equipment
- Strong understanding of SurfCom, Branch, SLSNSW SOPs

Liaisons:

- SurfCom Operators
- SurfCom Advisor
- Other Regional SurfCom Supervisors
- Branch Duty Officers
- State Duty Officers
- Branch Director of Lifesaving
- Lifeguard Supervisors
- SLSNSW Media Manager

LS11.5 SURFCOM OPERATOR



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Title:	SurfCom Operator
Reports to:	SurfCom Supervisor
Responsible to:	SurfCom Advisor
Role:	Provision of communication and coordination support to lifesaving services and external emergency services.

Operational Responsibilities

1. To provide effective communication support between lifesaving clubs, support operations, rescue helicopters, lifeguard services, local authorities, Police, Ambulance, Fire and other emergency services.
2. Gather, assess and disseminate information.
3. Monitor and operate the SLSNSW radio network.
4. Complete regular reporting and data collection activities.
5. Complete regular recording of all radio and phone communications and ensure the summaries of information are maintained/inputted into appropriate databases and forward to appropriate personnel.
6. Attend all rostered training sessions as directed by the SurfCom Advisor.
7. Maintenance of filing system for incident reports and daily logs.
8. Perform other administrative duties as and where required.
9. Strict adherence to all appropriate SurfCom, Branch, SLSNSW and SLSA Policies and Procedures.

Term: 12 months (before re-application)

SurfCom Operator Pre-requisites

Minimum:

- 13yrs of age (at commencement of duties)
- SLSA Financial Member
- SLSA Radio Operators Certificate (or Bronze Medallion)*
- SLSA Radio Controller (or SurfCom Award - in development)*
- Computer/internet capable (mod-high level of competency)

Desired:

- Bronze Medallion
- Radio Operator Certificate

*Exemption has been granted for existing SurfCom Operators who may not hold these awards.

Skills and Attributes:

- Sound communication skills
- Professionalism
- Customer orientated manner
- Sound Computer Skills
- Ability to multi-task
- Ability of work under pressure
- Leadership and decision making qualities

*A SurfCom Operator can only be endorsed by either the State Director of Lifesaving and / or the Lifesaving Manager.

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Desirable Knowledge:

- A background within Surf Life Saving or understanding of Surf Life Saving operations.

Internal Liaisons:

- Club Patrols & other Support Operations
- Rescue Helicopter Services
- Duty Officer/s & State Duty Officer
- Communication Officers/Staff
- Lifeguard Services
- SLSNSW Media Officer

External Liaisons:

- NSW Police, NSW Fire, NSW Ambulance, SES, BOM

LS11.6 SURFCOM EMERGENCY PROTOCOLS



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EMERGENCY REPORTED

Emergency has priority on radio network
All non-emergency transmissions to cease
(Stations to be informed of this if they attempt to transmit)



EMERGENCY INFORMATION

Before contacting emergency services you need the following information:

- Problem** – What is the emergency?
- Position** – Physical location/address?
- People** – Number, age and sex?
- Progress** – What response is being undertaken?
- Assistance** – What assistance is required?



Surf Com Requests (via 000)

- Police
- Ambulance
- Fire
- ✓ Call the required services via your landline 000
- ✓ Identify yourself as “Name – at SLS SurfCom”
- ✓ Deliver all key information (below)
- ✓ Provide your contact phone number
- ✓ Request a CAD # (incident number) from the service
- ✓ Obtain an ETA of that service response
- ✓ Record communication and resource response

Medical Emergencies

Call Ambulance Communications – 000

Request a “CASE/Incident number” – this can provide quick reference for any follow up calls to them

Advise:

- ✓ Patient Sex
- ✓ Patient Age
- ✓ Mechanism of injury (what happened)
- ✓ Chief Complaint (most serious injury)
- ✓ Conscious(Y/N)
- ✓ Breathing (Y/N)
- ✓ Chest Pain (Y/N)
- ✓ Severe Bleeding (Y/N)
- ✓ What treatment is being administered
- ✓ Incident address/road access point
- ✓ Where the lifesaving personnel will meet them
- ✓ Request ETA
- ✓ Provide your contact number (not the patrols)
- ✓ Provide ambulance an update if patients condition deteriorates

NOTE: In some situations all the above information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in CPR etc)

Note – ETAs

- Obtain an ETA from the responding service initially.
- Provide this to the lifesaving services.
- Refrain from communicate again with the emergency services unless there is a change to the status of the emergency or patient.
- Do not harass them for updated ETAs.
- Emergency services may be unable to provide an ETA depending on situation.
- Do not harass them for updated ETAs.
- Emergency services may be unable to provide an ETA depending on situation.

SurfCom Requests

- Duty Officer
- Lifesaving backup/Callout Teams
- Lifeguard assistance
- SLS Helicopters (via 13SURF)
- ✓ Call the required services via your radio or landline
- ✓ Deliver all key information
- ✓ Obtain an ETA of that service response
- ✓ Record communication and resource response

Rescue Emergencies

- In-water search/missing person
 - Major rescues/mass rescue
1. Contact: Police – 000
Request a “CAD number” – this can provide quick reference for any follow up calls to them
 2. Neighbouring SLS/LG Patrols
 3. Club Callout Lists/Support Operations
 4. Branch Duty Officer
 5. SLS Rescue Helicopters – via 13SURF

Advise:

Problem – What is the emergency

Position – Physical address/location

People – Number, Age, Sex, Description, Activity

Progress – What response is being undertaken

Assistance –What assistance is required

NOTE: In some situations highly detailed information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in mass rescue etc).

COMMON SENSE should always prevail regarding the time spent collecting additional specific details before help is requested.

LS11.7 CALL TAKING

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PURPOSE

To ensure that all verbal communication is clear, concise, accurate and in line with the needs of the operation.

POLICY

Surf Life Saving NSW (SLSNSW) expects professional and effective communication at all times and provides clear guidelines regarding the information that should be obtained when receiving a request for assistance.

PROCEDURE

A Request for Assistance (RFA) has four main sections:

- Callers Details
- Incident Location
- Incident Description
- Communications Log

* Note: Specific procedures should be referenced as well (i.e. lost/missing persons).

Caller's details

It is very important to obtain the caller's details so they can be contacted if information needs to be verified at a later stage (including Contact #, CAD/Incident #).

Incident Location

The most important information is the location of where assistance is required. Write down things such as the nearest access point, beach ID, beach name or anything that may be relevant

Incident Description

Problem	An overview of the problem including the severity of the situation and any likely consequences.
People	The number and details of the people involved, depending if search or medical.
Progress	The response being carried out, the current response situation. Progress updates should be provided to SurfCom as appropriate (milestones reached or changes occur).
Assistance	What assistance is required (either directly requested or appropriate to activate as per SOPs).

LS11.8 INFORMATION SYSTEMS

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PURPOSE

To ensure all information is managed correctly through SurfCom operations.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding SurfCom Information Systems.

PROCEDURE

In order to effectively manage operations, a system must be established for information flow. Where there are more than one SurfCom operator, personnel should be assigned their duties.

For any SurfCom Operator information flow should follow the below procedure in conjunction with the Standard Operating Procedures of an incident as detailed within this manual. These items are provided in detail in the following operating procedures.

- Information gathering.
- Information collating.
- Information assessment.
- Reaction to information.
- Dissemination of information.
- Filing of information.

LS11.9 INFORMATION ASSESSMENT

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PURPOSE

To provide guidelines regarding information assessment.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding information assessment for personnel to adhere to.

PROCEDURE

Once collated, information needs to be accessed and interpreted to convert it to intelligence by asking, among other things, the following:

- Is it relevant information, and does the relevance produce further information or change existing information?
- Is its source reliable? Information must not be accepted at face value without assessing reliability of the source and cross checking with other information. Do not discard what appears to be unlikely without sound reasons.
- Is confirmation required?
- Does the information have urgent implications?
- Is it significant? If the significance of an item of information is not recognised, the resulting response may be deficient. Significance is determined by what may need to be done in response to the information.

Reaction to Information Assessment

When information has been gathered collated and assessed, it is then possible to consider and plan appropriate responses. Actions to be considered include:

- Deploying resources and personnel to an incident.
- Activating Support Operations.
- Requesting other internal SLS assistance.
- Requesting emergency service support.
- Lifesaving service support.
- Peer support/welfare services.
- Recording - accurate recording of all actions and orders is essential to:
 - a) ensure accountability for the exercise of authority and the use of resources.
 - b) facilitate investigations including coronial and criminal.
 - c) maximising learning through debriefing and subsequent training.

LS11.10 DISSEMINATION OF INFORMATION



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PURPOSE

To outline the final process in information management – dissemination.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding dissemination of information.

PROCEDURE

The final process in information management is to ensure effective declaration of the results and actions. Information flow must be upwards to supervisors, downwards to personnel/services and outward to other agencies and the community.

This is achieved by the following:

- Orders (written or verbally).
- Situation Reports (SITREPS) – They may be formal written communications or telephone messages. Controversial issues should be advised to the next higher level (or as per the SOPs) as soon as possible, rather than waiting to be included in the next routine situation report.
- Public Warnings – A number of methods of distribution may need to be used at the same time to make sure that everyone who needs to be warned is warned. One method is to use the media (all public warnings must be logged).
- Media Releases – These are designed to ensure that the public is properly informed of the current situation and the organisations involvement (see the media section of this manual).
- Briefings – these give an overview of the situation and may contain operational, administrative, communications and media information.
- Debriefings – these are to be conducted at the level appropriate for the incident and given the suitable level of importance.

Outgoing information

Ideally all outgoing information should be written and a copy of the information filed digitally (and in hard copy if such exists).

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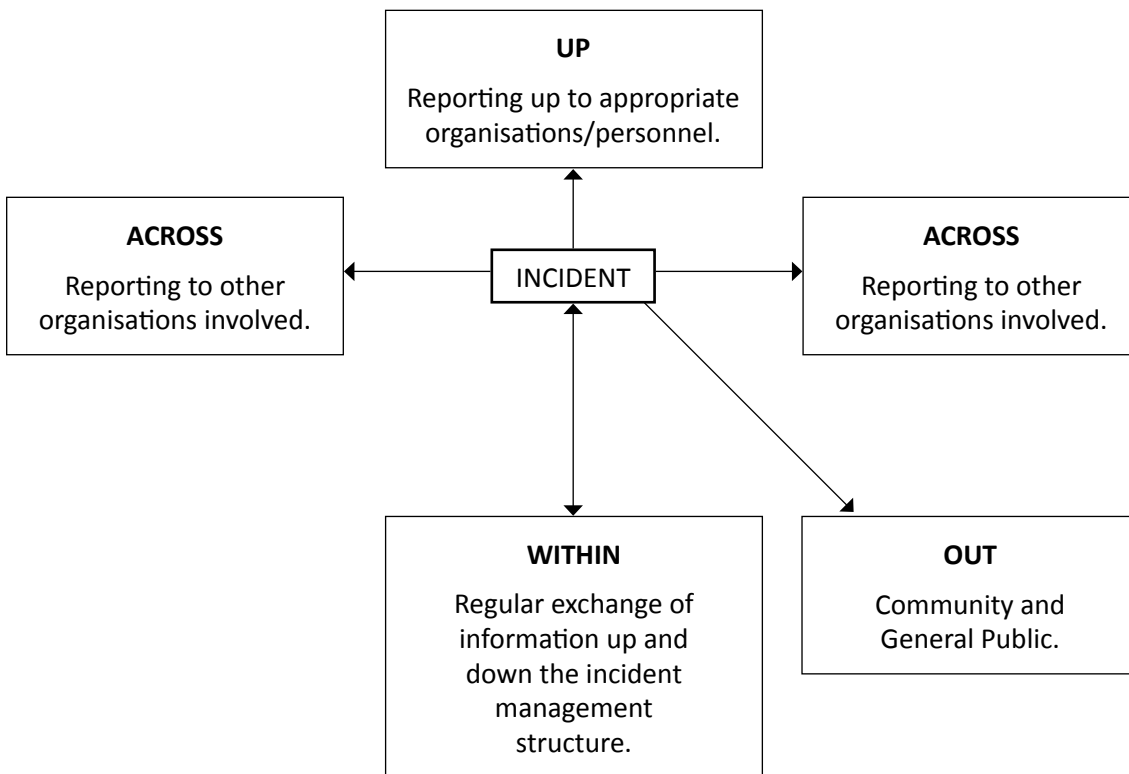
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Information Flow Chart

SurfCom Operators shall ensure that all information follows the below procedure:



LS11.11 INFORMATION FILING/STORAGE



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PURPOSE

To outline SurfCom record management requirements.

POLICY

All SurfCom information shall be consistent with the SLSNSW Records Management Policy.

PROCEDURE

A key responsibility of SurfCom (and Patrol Captains, Duty Officers) to ensure that all of the information generated at the incident is held indefinitely so that it is secure for future reference, and can be readily retrieved if required.

All SurfComs must maintain a filing system that is consistent with the below:

- All computer based systems must be backed up on appropriate disks and stored in a suitable environment to avoid corruption and loss of data.
- All paper based logs shall be maintained and stored appropriately.
- All rosters of SurfCom personnel must be maintained in SurfGuard.
- All incident reports must be inputted correctly in SurfGuard.
- All information must be recorded either digitally in the SurfCom Management System, SurfGuard and on the any radio log and other SLS logs/forms utilised.

All these records are retained to ensure that detailed records are available for any subsequent:

- Formal reports.
- Debriefings.
- Operational analyses.
- Coronial Inquests.
- Commissions on inquiry.
- Critical Incident Debriefing.
- Witness statements.

All records shall be collated using the following references (in order):

- Date.
- Location.
- Time.

REFERENCE

SLSNSW Records Management Policy.

LS11.12 CLOSING SURFCOMS (End of Day)



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PURPOSE

To outline the process of closing SurfCom at the end of the scheduled patrol day.

POLICY

The decision to close a SurfCom is made by the SurfCom Supervisor when the following has occurred:

- Normal operations have ceased (last patrol/service signed-off).
- Active incidents have ceased (incident is over and all responded lifesaving services safely back at base).

If there is still the likelihood of further activity, the SurfCom Supervisor may decide to keep a SurfCom operational however scale down the personnel.

PROCEDURE

Each individual SurfCom Operator has the responsibility to close down his/her own workplace at a SurfCom. Each member must also assist in de-activating communications, information recording and display and other processes with this SOP.

Each SurfCom will have its own local operating procedures for closing. As a guide this should include the following where applicable:

- a) Confirm all Surf Life Saving services have completed duties for the day (patrols/incidents). SurfCom shall not close while a patrol/service they are responsible for is on-duty or still involved in an incident;
- b) Confirm no outstanding/uncontactable clubs/services (i.e RWC not signed off);
- c) Ensure all relevant data is correctly inputted and finalised in SurfCom Management System and SurfGuard;
- d) Replenish any consumables;
- e) Restow maps and plans and logs/paperwork;
- f) Close down computer programs and computers;
- g) Contact SurfCom Manager and/or Director of Lifesaving to report any issues;
- h) Advise all lifesaving services and relevant emergency services of the closure "all stations";
- i) Reactivate the after-hours phone divert system (including answering machine, diverted numbers);
- j) Turn off or place on standby all electrical equipment; and
- k) Turn off lights, close and lock all external doors and windows.

LS11.13 VOICE RECORDING



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Date: 20th September 2016

PURPOSE

To outline the procedure for requesting voice recording files from the SurfCom communications server.

POLICY

All radio transmissions over the SLSNSW repeater channels are recorded at SLSNSW headquarters.

No recording will be released without permission from the SLSNSW Director of Lifesaving &/or Lifesaving Manager.

Recordings may be used for:

- Quality and training purposes
- Surf Life Saving and Coroner enquiries
- Monitoring the amount of radio traffic out of hours

PROCEDURE

The equipment records:

- All communications made on channel 3 (repeaters) - 24/7
- All communications made to and from SurfCom - 24/7

Clubs or Services who wish to access voice recording files must write to SLSNSW Director of the Lifesaving &/or SLSNSW Lifesaving Manager.

Surf Life Saving NSW would like to remind everyone that confidential, personal and identifying information (e.g. names, phone numbers, and addresses etc.) should not be transmitted over the radio and a phone call is suggested instead to the intended party.