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# LS3

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## OBLIGATIONS & STANDARDS



# LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS



NEW SOUTH  
WALES

Section: LS3 Obligations & Standards

Page: 1 of 3

Date: 20<sup>th</sup> September 2016

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## PURPOSE

Lifesaving Service Agreement and Lifeguard Contracts are documents that specify the operations for a particular beach/service or area to which a lifesaving service operates.

## POLICY

SLSNSW encourages all Clubs, Services and Support Operations to provide the most effective patrol service for the people visiting our New South Wales beaches, with a high focus on preventative methods, which enables us to reduce injury and death on New South Wales beaches.

## PROCEDURE

### Lifesaving Service Agreements

Lifesaving Service Agreements have been developed to allow an individual Club, Support Operations, Branch and SLSNSW to plan and implement the most appropriate lifesaving services required for their relevant area(s), taking into account the following conditions –

- History of incidents
- Beach visitation numbers
- Prevalent recreational activities
- Weather, climate conditions
- Surf conditions, i.e. High surf
- Existing hazards, i.e. Rock platforms
- State and Local Government/Council requirements

### Lifeguard Contracts

Lifeguard contracts are a commercial in confidence document between the Contract Manager and Surf Life Saving Services. Surf Life Saving Services manages all Lifeguard Contracts and its contents on behalf of the organisation.

All lifeguard services shall have a lifeguard contract or Memorandum of Understanding (MOU) for the provision of services. Lifeguard contracts are negotiated and agreed upon by the delegated staff member and the Chief Executive Officer.

All lifeguards and lifeguard supervisors shall operate within the parameters of the relevant lifeguard contracts at all times.

### Service Area Definitions

- **Primary Patrolling Area:** Main flagged patrolling area outlined in the Clubs Patrol Operation Manual (POM) and Lifesaving Service Agreement (LSA).
- **Additional Patrolling Areas:** Additional flagged patrolling area/s, i.e. Patrol area on either side of a spit (additional flagged patrols must meet minimum patrol requirements)
- **Emergency Response Area:** The emergency response area of a Club, is the tasking area in which a Clubs assets may attend an incident. Emergency response areas generally buffer response areas of neighbouring Clubs and response distances may be dependent on asset capabilities.

# LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS



NEW SOUTH  
WALES

Section: LS3 Obligations & Standards

Page: 2 of 3

Date: 20<sup>th</sup> September 2016

## LSA Dispute Process

If there is a dispute (no agreement) between the club, respective branch and Surf Life Saving New South Wales that cannot be rectified/resolved during the normal negotiation process, a dispute resolution process can be pursued where three independent Branch Directors of Lifesaving will form a panel to consider the signing of the existing Lifesaving Service Agreement or an amended agreement.

The dispute resolution process is separate to the granting of exemptions for Clubs and occurs during the Lifesaving Service Agreement Review every which is conducted every 3 seasons.

## Scope

Lifesaving Service Agreements shall be completed for the following services:

- ALS/Council Patrol times
- Club Beach Patrols
- RWC Operations
- ORB Operations
- JRB Operations
- Emergency Response Beacons
- Mobile Operations

## Lifesaving Service Agreements Policy

The Lifesaving Service Agreement is issued under Rule 44 of the SLSNSW Constitution by the SLSNSW Executive as Regulations for the proper advancement, encouragement, management and administration of SLSNSW. SLSNSW By-Laws are binding on all members of Surf Life Saving in NSW. As Regulations, the agreement comprises part of the rules framework of SLSNSW and all lifesaving services are obliged to execute this agreement.

Clubs, Support Operations and Branches that do not execute the agreement will have contravened SLSNSW Regulations. The agreement is subject to, and will be interpreted in accordance with, the SLSNSW Constitution.

Clubs and Support Operations whose Constitution do not comply with the relevant State Constitution and vary from the above, should take the necessary steps to ensure that the constitution does under the SLSNSW Regulations of Affiliation.

The Lifesaving Service Agreements shall be negotiated and endorsed by the respective Branch Director of Lifesaving and SLSNSW prior to the commencement of each patrolling season or extended agreed period (as appropriate).

The persons responsible for the negotiation of the Lifesaving Service Agreements on behalf of their relevant committee/executive shall be the Branch Director of Lifesaving and the Club/Service Captain (or equivalent) of the affiliating Club/Service in consultation with the SLSNSW Director of Lifesaving and Lifesaving Manager.

All Club, Service and Branch Lifesaving Service Agreements shall be sent to SLSNSW and received no later than September 1 of each year of review (agreements may be signed for a period beyond 1 year).

The Board of SLSNSW reserves the right to make alterations to minimum service requirements based on special and/or unforeseen circumstances, provided such is based on evidence or mandated requirements (i.e change in legislation).

# LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS



**NEW SOUTH  
WALES**

**Section:** LS3 Obligations & Standards

**Page:** 3 of 3

**Date:** 20<sup>th</sup> September 2016

---

## **Special Exemption/Alteration Requests**

In special circumstances clubs/services may request consideration of an exemption/alteration to specified requirements within a lifesaving service agreement. Such a request must be made in writing to the SLSNSW Director of Lifesaving no later than September 1st of the relevant year and have the signed endorsement of the Club President and Club Captain, Branch President and Director of Lifesaving. A request must be supported by clear evidence/need and include a specific plan and timeline to re-establish full capacity.

Note: Exemption/alteration allowances may have implications on a clubs surf sports competition involvement for the duration of the exemption period.

## **LSA Dispute Process**

If there is a dispute (no agreement) between the club, respective branch and Surf Life Saving New South Wales that cannot be rectified/resolved during the normal negotiation process, a dispute resolution process can be pursued where three independent Branch Directors of Lifesaving will form a panel to consider the signing of the existing Lifesaving Service Agreement or an amended agreement.

The dispute resolution process is separate to the granting of exemptions for Clubs and occurs during the Lifesaving Service Agreement Review every which is conducted every 3 seasons.

**Where a new signed agreement is NOT achieved by the start of the patrol season, the Lifesaving Service Agreement from the previous year will continue until a new Lifesaving Service Agreement is signed and endorsed by all parties.**

## **REFERENCE**

SLSNSW Lifesaving Service Agreements

SLSNSW Patrol Operation Manuals

SLSNSW Guide to dealing with breaches of minimum lifesaving standards

SLSS Lifeguard Contracts (Commercial in Confidence)

# LS3.2 LIFESAVING SERVICE REQUIREMENTS (minimum)



NEW SOUTH  
WALES

Section: LS3 Obligations & Standards

Page: 1 of 2

Date: 20<sup>th</sup> September 2016

---

## PURPOSE

To outline the lifesaving service requirements of Surf Life Saving NSW (SLSNSW).

## POLICY

### Lifesaving Regulations

Each lifesaving service shall be responsible for patrolling the beach(es) or water areas under its jurisdiction in accordance with their Lifesaving Service Agreement/contract, the SLSNSW Standard Operating Procedures and SLSA Policies.

Local operations may set minimum requirements that apply to their local area of operations over and above State and National minimum requirements. No lifesaving service may set minimum requirements beneath the minimums set by State and National bodies (unless endorsed by the SLSNSW Board).

## PROCEDURE

### Minimum Lifesaving Season - Surf Life Saving Clubs and Support Operations

SLSNSW affiliated Club/Services must provide lifesaving services on Saturdays, Sundays and Public Holidays from the first day of the Spring NSW public school holidays to the last Sunday of the Autumn NSW public school holidays (or ANZAC Day if it falls after and is endorsed by the NSW Board). The specific dates for the each season are dated in the individual Lifesaving Service Agreements.

Clubs are encouraged to operate over and above the minimum requirements of the official patrol season where local conditions and visitations demand and should confirm the best means to achieve this within their Lifesaving Services Agreement and Patrol Operations Manual.

Any alterations to a lesser minimum patrol season must be authorised by the SLSNSW Board. Extensions beyond the minimum patrol season must be authorised by the SLSNSW Board.

### Minimum Lifesaving Season – Lifeguard Services

Lifeguard services seasons are stipulated with each individual contract schedule. These vary from contract to contract, however all effort is made to ensure that times patrolled by volunteer lifesavers are consistent with that of lifeguard services.

Any alterations to the lifeguard contracted time must be dually authorised by the Lifeguard Manager and the Contractee in writing (unless in an emergency).

### Lifesaving Operational Times

Minimum lifesaving service times are determined by both the local level (i.e. Clubs, Branch/Council) in conjunction with SLSNSW, taking into consideration hazards/risks/beach patronage/recreational activities and prevailing environmental conditions etc. The specific times of patrolling for each season shall be listed in the Lifesaving Service Agreement/Contract and may be listed and agreed for a period in extension to 1 year (i.e 3 year).

Any reductions to patrol times set within the lifesaving service agreement must be approved by SLSNSW Board.

**Note:** It is pertinent that minimum start and finish times are applied as consistently as possible to all lifesaving services across regions, as it enables these to be advertised to the public and maximise public safety/communication around supervised swimming locations/times.

# LS3.2 LIFESAVING SERVICE REQUIREMENTS (minimum)



Section: LS3 Obligations & Standards

Page: 2 of 2

NEW SOUTH  
WALES

Date: 20<sup>th</sup> September 2016

---

## Lifesaving Personnel/Qualifications

All club patrols shall at a **minimum** have on-duty the following personnel with the following qualifications, for the duration of the base patrol.

- 3 x Bronze (Cert II) qualified members (proficient)
- 1 x IRB Driver (proficient)\*
- 1 x IRB Crew (proficient)\*
- 1 x ARTC (proficient) \*
- 1 x Silver Medallion Beach Management\*

*\*Note: These awards may be held by the 3 x Bronze holders.*

Branches and/or clubs may set minimum personnel number and qualification requirements above the SLSNSW minimums and such should be reflected in their specific Lifesaving Service Agreement and Patrol Operations Manual.

## REFERENCE

Lifesaving Service Agreement

Patrol Operations Manual

# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

Page: 1 of 7

Date: 20<sup>th</sup> September 2016



NEW SOUTH WALES

## PURPOSE

To outline the minimum types and placement of rescue equipment and lifesaving personnel for general operations.

## POLICY

Lifesaving services must operate one of the three core patrol types.

A sub-patrol type must only be established in addition to a core patrol and cannot operate independently of a core patrol.

There is no definition of a 'surveillance patrol' as this is not a recognised patrol type.

## PROCEDURE

### Patrol Types

The three core patrol types and the three sub-patrol types are:

Core Patrols	Sub-Patrols
1. Base Patrol	a) Roving Patrol
2. Foul Weather Patrol	b) Outpost Patrol
3. Beach Closed Patrol	c) Satellite Patrol

### 1. Base Patrol

**Definition:** A Base Patrol is the core patrolled area for a lifesaving service established at all times and dates as identified in the Lifesaving Service Agreement. A Base Patrol must meet all minimums for personnel and equipment as stated below to be considered 'beach open'.

A Base Patrol may be supported by multiple Sub Patrols to effectively manage the beach operations as identified in the services Patrol Operations Manual.

#### Lifesaving personnel and qualifications (minimum)

A volunteer surf club patrol shall consist of the following minimum personnel:

- 1x Silver Medallion Basic Beach Management \*
- 3x Bronze Medallion (Cert II) qualified members
- 1x Advanced Resuscitation Techniques (proficient) \*
- 1x Silver Medallion IRB Driver (proficient) \*
- 1x IRB Crew (proficient) \*

\*The above qualifications may be held by the 3 x Bronze Medallion members. Where required, the Patrol Captain may be the award holder of any/all of the above minimum requirements.

Should a sub patrol be established, the minimums and resources above must be maintained at the Base Patrol.

#### Minimum Equipment

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

# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

Page: 2 of 7

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

The following gear & equipment items shall be deployed/available at a minimum for all Surf Life Saving patrols.

## Primary Patrolling Equipment

- Pair of RED and YELLOW Feathered Patrol Flags (base frames optional)
- Pair of BLACK and WHITE quartered flags (surfcraft prohibited signage attached)
- Inflatable Rescue Boat (IRB), including 25HP outboard motor, fuel bladder and accessories
- 2 x Level 50 SLSA approved lifejackets (PFD)
- 3x Handheld Radios in Waterproof Bags (Patrol Captain, Patrol Vice-Captain and IRB)
- 1 x All-Terrain Vehicle (ATV) or Vehicle (where applicable)
- 1 x Patrol shelter or tent (including sufficient tie downs/ anchors)
- 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 container)
- 1 x Spinal board
- 1 x Whistle
- 1 x Pair swim fins
- 1 x First aid bum bag
- 1 x pair of signal flags
- 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)
- Access to sunscreen (min: SPF 30+)

## Primary Patrolling Signage

- 2 x "Rescue Craft Access Area" mobile signs (IRB/RWC operating zone)
- 2 x "Swimming Not Advised" mobile signs
- 2 x "Beach closed" mobile signs
- 2 x "Blue Bottle" mobile signs

## Primary Patrolling Resources

- SLSNSW Standard Operating Procedures (e-copy available)
- Patrol Operations Manual (e-copy available)
- Patrol Captain's Procedure Guide flip book (e-copy available)
- Patrol Log Book
- Incident Log Book
- IRB Log Book

## Optional Patrolling Equipment

- Patrol Information Board

## Process

1. Refer to LS SOP 7.1-7.5
2. Should a Sub-Patrol be required, refer to the Sub Patrol section in following pages.



# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

Page: 3 of 7

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## Minimum Equipment

- a) Red and Yellow Feathered Patrol Flags
- b) Black and White Chequered Surfcraft Boundary Flags
- c) 2x Handheld Radios in Waterproof Bags
- d) Tower or Shade (tent)
- e) 1x Pair of Binoculars
- f) 1x Rescue Board
- g) 1x Rescue Tube
- h) 1x First Aid Kit

## Patrol Uniform

- Uniform must meet the SLSA minimum standards (SLSA shirt, shorts, quartered cap and peak cap/wide brim hat). Members wishing to wear a jacket on patrol are to wear an approved SLSA jacket.
- Consideration of wet weight should be assessed when selecting clothing items for use in an IRB. A rash shirt and/or wet suit is recommended, to be worn in conjunction with a compulsory PFD.

## Equipment Placement

Equipment should be placed as follows:

- Patrol flags shall be placed no more than 15 metres from the water at any stage.
- Rescue Tubes are to be placed on Rescue Board stand (or on Rescue Board), at the waters edge. They should also be available at the lifesaving base and vehicle.
- Rescue Tubes must also be carried on the ATV when on roving patrols.
- Rescue Boards are to be placed on the water's edge in board-stands in the most appropriate area and in the 'rescue ready' position.
- First Aid Kits, Oxygen Resuscitation Kit, Spinal Board and the Defibrillator Kit are to be kept in the Patrol Area/ATV – easily accessible at all times (this should include splints and other accessories).
- Other equipment should be placed with consideration to local operational requirements as set in the service Patrol Operations Manual.
- Tent in between flags.
- Radios with Patrol Captain and IRB Driver when in operation.

## Inflatable Rescue Boat (IRB) specific

- The IRB should be positioned on the beach near to the water's edge in such a position that it can be launched & recovered quickly without posing a risk to beach visitors and/or lifesaving personnel.
- Rescue Craft Access Signs (2) should be erected either side of the IRB/RWC launching/retrieval area.
- Unless necessary IRBs shall be left on a trailer with the stern facing the ocean. If necessary to position the IRB on the sand for a long period of time the trailer should be removed from the beach.

# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

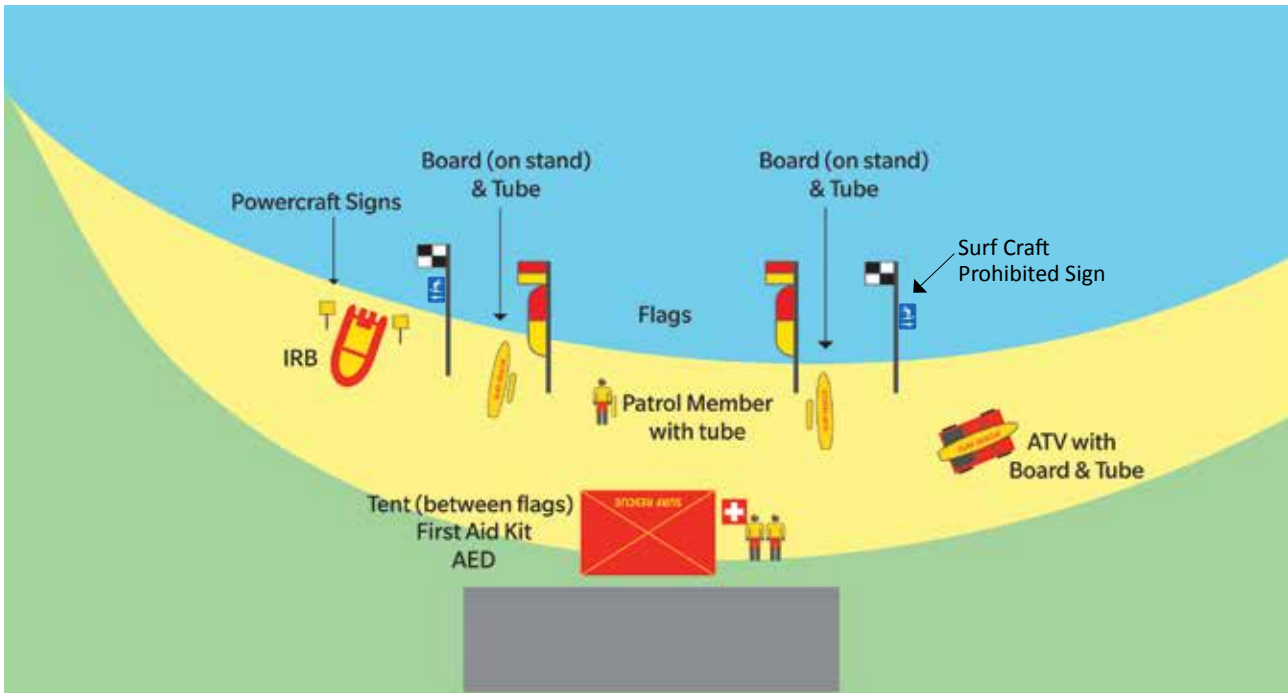
Page: 4 of 7

Date: 20<sup>th</sup> September 2016



NEW SOUTH WALES

## Deployed lifesaving equipment layout for a Patrol



## 2. Foul Weather Patrol

**Definition:** A Foul Weather Patrol is a 'downgraded' Base Patrol, operated when services are exposed to inclement weather conditions, irrespective of the surf conditions.

The purpose of a Foul Weather Patrol is to ensure the welfare of the patrolling members and may be temporary in nature.

**Minimum Personnel:** As per Base Patrol

**Minimum Equipment:** As per Base Patrol

**Process:**

1. Patrol Captain to conduct risk assessment to ascertain if a Foul Weather Patrol is suitable.
2. All equipment (including Patrol Flags) should remain functional, available for immediate use (rescue ready) and in position at the scheduled time and remain on duty throughout the duration of the operational hours.
3. Patrol Captain does not need to advise SurfCom that the service is now operating a Foul Weather Patrol.
4. Where an assessment has been conducted of the patrolling area and no beach patrons have been identified, all patrolling members may seek refuge in a Club House/ building where a constant visual of the patrol location can be maintained.
5. At any point during a Foul Weather Patrol, public may choose to enter the flagged area. When this occurs, a lifesaver must be in a position to provide immediate emergency response.

# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

Page: 5 of 7

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## 3. Beach Closed Patrol

**Definition:** A Beach Closed Patrol is Base Patrol with a closed swimming area. The swimming area may be closed for situations such as dangerous conditions or an emergency.

A Beach Closed Patrol includes all minimum personnel and all minimum equipment with the exception of patrol flags.

**Minimum Personnel:** As per Base Patrol

**Minimum Equipment:** As per Base Patrol with patrol and surfcraft boundary flags removed

### Process

1. Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.
2. All equipment should remain functional, available for immediate use (rescue ready) and in position at the scheduled time and remain on duty throughout the duration of the operational hours.
3. Patrol Flags and Surfcraft Boundary Flags are to be removed from the beach and/or laid flat on the sand in their current locations to signal to the public that the beach is closed.
4. Mobile warning/hazard signage - "Swimming not advised" signage should be displayed in suitable positions including the area where the patrolled swimming area may have been.
5. Patrol Captain to advise SurfCom that the service is now operating a 'Beach Closed Patrol' and why. "SurfCom this is South Narrabeen, be advised we are currently operating a Closed Beach Patrol due to dangerous conditions, over".
6. Lifesavers should maintain an effective position to provide surveillance of the patrolling area. If a Beach Closed Patrol operates for an extended period, ensure that an effective rotation roster is in place for this duty.
7. During a Beach Closed Patrol, public are to be advised that the swimming area has been closed and for their own safety they should not enter the water.
8. Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.
9. Patrol Captain to advise SurfCom as soon as the service establishes a "Base Patrol" and the beach is open. E.g. "SurfCom this is South Narrabeen, be advised we are now have an open beach and are no longer operating a Closed Beach Patrol, over".

# LS3.3 CLUB PATROL REQUIREMENTS



NEW SOUTH  
WALES

Section: LS3 Obligations & Standards

Page: 6 of 7

Date: 20<sup>th</sup> September 2016

---

## Sub Patrol Types

The following Sub Patrols may only be implemented in addition to a Base Patrol.

### A. Roving Patrol

**Definition:** A transient patrol method whereby a mobile lifesaving unit sourced from the Base Patrol, travels along the coastline (via land or water) surveying adjacent areas of water/beach as per services Patrol Operations Manual.

**Process:**

Any one or a combination of the following Roving Patrols may be established as per the needs of the service during patrol operations and at the discretion of the Patrol Captain.

- Minimum requirements – Foot Patrol
  - 1x Bronze Medallion member
  - Radio + aqua-bag
  - Rescue tube and fins
  - Basic First Aid Kit
- Minimum requirements – ATV Roving Patrol
  - 1x Bronze Medallion member
  - 1x Rescue Board
  - Radio + aqua-bag
  - Rescue tube and fins
  - First Aid Kit
  - Defibrillator
  - Oxygen Resuscitation Kit
  - Adherence to maximum capacity (as per ATV owner's manual)
- Minimum Requirements – IRB Roving Patrol
  - Qualified Silver Medallion - IRB Driver (proficient)
  - Qualified IRB Crewperson (proficient)
  - Radio in waterproof bag
  - 1x lifejacket for each person

### B. Outpost Patrol

**Definition:** An Outpost Patrol is established at other areas of coastline. This sub patrol type has no patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk.

**Process**

An Outpost Patrol may be established at the discretion of the Patrol Captain. Typically it will replace the need for a roving patrol to the same location and may be established during times of high beach attendance in area with a high risk.

If an Outpost Patrol operates for an extended period, ensure that an effective rotation roster is in place for this duty.

# LS3.3 CLUB PATROL REQUIREMENTS

Section: LS3 Obligations & Standards

Page: 7 of 7

Date: 20<sup>th</sup> September 2016



NEW SOUTH WALES

- Minimum Requirements
  - 2x Bronze (Cert II) members (proficient)
  - 1x Rescue Tube and 1x Board
  - First Aid Kit
  - 1x Handheld Radio in waterproof bags
  - Shade

**Note:** All outpost patrols must be in radio communication with the main patrol at all times.

## C. Satellite Patrol

**Definition:** A Satellite Patrol is a sub patrol type with patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk. A Satellite Patrol may operate almost independently of a Base Patrol due to similar minimum requirements.

### Process

A Satellite Patrol may be established on a needs basis (sunny, high patronage days) – as determined by the Patrol Captain and services Patrol Operations Manual or as a consistent service provision (with minimum patrol dates and times) as stipulated within the services Patrol Operations Manual.

Lifesaving personnel and qualifications (minimum)

- 2x Bronze Medallion (Cert II) qualified members

# LS3.4 MAINTAINING MINIMUM LIFESAVING STANDARDS



NEW SOUTH WALES

Section: LS3 Obligations & Standards

Page: 1 of 1

Date: 20<sup>th</sup> September 2016

---

## PURPOSE

To outline the framework regarding delivery, compliance checks and issue resolution for lifesaving services in NSW.

## POLICY

As providers of key public safety services SLSNSW has established in partnership with its membership, state/local government, emergency service partners and the public, minimum service expectations.

Ensuring it meets its minimum obligations is fundamental to Surf Life Saving from a public safety, member safety and credibility perspective.

All active patrolling members/clubs/services have an obligation to ensure individual and club/service minimum standards are reached and maintained consistently.

## PROCEDURE

### Framework

The following programs/initiatives complement each other and facilitate clear expectations and ongoing quality assurance measures at club/service/branch/state levels.

- Lifesaving Service Agreements (club/service specific)
- SLSNSW Standard Operating Procedures
- Club/Service Patrol Operations Manual (POM)
- Annual Gear and Equipment Inspections (branch delivered)
- Patrol Audit/Inspection Program (branch delivered)
- Surfguard compliance audits (branch and state delivered)

### Breaches of Minimum Standards

Refer to SLSNSW Guide to dealing with breaches of minimum lifesaving standards

## REFERENCE

SLSNSW Guide to dealing with Breaches of Minimum Lifesaving Standards

Lifesaving Service Agreement

Patrol Audit Program

SLSNSW Constitution

# LS3.5 LIFESAVING SERVICE SHORTAGE

Section: LS3 Obligations & Standards

Page: 1 of 1

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## PURPOSE

To outline the immediate procedure to mitigate risk when a lifesaving service fails to meet the minimum standards as set in the Lifesaving Service Agreement/Contract.

## POLICY

In the event that a lifesaving service does not have the minimum number of qualified personnel or equipment to establish a patrol, it is vital that immediate action is taken to:

- Meet minimum standards and establish a patrol;
- Mitigate/manage risk as best able in the interim, in order to protect the bathing public.

Personnel and equipment (including signage) already on-site shall be actively engaged in surveillance, roving patrols, preventative actions and rescues even though minimum standards are not yet met to open a flagged patrol area.

SurfCom shall notify the appropriate Branch Duty Officer/s and local Lifeguard Supervisor/s to assist in coordinating any resources to assist in the short term.

Such assistance may include:

- Additional personnel from neighbouring lifesaving services;
- Support Operations positioned in the area (RWC, Duty Officer);
- Lifesaving Service Support/Club Callout Teams being activated.

The Branch Director of Lifesaving or ALS Lifeguard Manager shall be notified.

# LS3.6 LIFESAVING SERVICE EXTENSION OF HOURS



NEW SOUTH  
WALES

Section: LS3 Obligations & Standards

Page: 1 of 1

Date: 20<sup>th</sup> September 2016

---

## PURPOSE

To provide guidance for lifesaving services in extending their operational hours past their minimum finish time.

## POLICY

Lifesaving service times are allocated based on an averaged risk management approach which takes into account lifesaving operations, weather, time of year, beach visitors and the like. However these times are a minimum and may need to be extended depending on the conditions on the day (i.e. a very hot day in September may cause the public to remain longer at the beach in the afternoon).

## PROCEDURE

When a lifesaving service is due to finish its operations the person in charge of the lifesaving service should conduct an assessment of the level of risk present.

Given this risk assessment it may be deemed a 'high risk' to close the patrolled area and go 'off-duty' and thus the need to extend services may be warranted. If this is the case the following should occur:

1. The Patrol Captain/Senior Lifeguard is to consult team member/s to discuss extension of hours and requirement to meet minimum lifesaving standards to do so.
2. SurfCom is to be contacted and informed of the situation at least 15 minutes prior to the end of patrol.
3. SurfCom shall notify the appropriate Branch Duty Officer/s and local Lifeguard Supervisor/s.
4. The Duty Officer/Lifeguard Supervisor should notify the appropriate personnel for any authorisation required (i.e. Council if a lifeguard patrol).
5. Relevant Support Operations are considered to assist (i.e. RWCs) to either complement or substitute the patrol.

If extended hours are agreed:

1. Minimum lifesaving standards shall be required for the continuation of a patrol (including the number of Bronze Medallion holders, equipment etc).
2. The lifesaving service is to continue operations and monitor/evaluate every half an hour until making a decision to complete operations.
3. SurfCom shall continue to function until the last patrol has closed for the day.

## REFERENCE

Lifesaving Service Agreement



# LS3.7 PATROL/SERVICE AUDIT

Section: LS3 Obligations & Standards

Page: 1 of 2

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

## PURPOSE

To outline the system for auditing lifesaving services.

## DEFINITIONS

- Patrol Audit: The standardised process of assessing compliance of patrols/services to lifesaving service agreements and operations policies/procedures.
- Patrol Auditor: Branch appointed Officer who conducts/delivers Patrol Audits.
- Branch: Surf Life Saving body responsible for administration/delivery of Patrol Audit Program in the Branch.

## POLICY

All lifesaving services shall be 'audited' by a Branch appointed 'Patrol Auditor', within a Branch administered patrol/service audit program, at least once every 6 weeks of the regular patrol season.

Delivery of patrol audits shall abide with the standard SLSNSW Patrol Audit Form/process.

Patrols/services must reasonably participate with a patrol audit.

SLSNSW may conduct patrol/service audits as it deems appropriate with prior approval of the State Director of Lifesaving and with prior notification to the Branch Director of Lifesaving.

Branches may choose to 'audit' components/items in addition to the minimum requirements of the SLSNSW Patrol Audit Form/process (as it deems necessary). However these shall be delivered on supplementary Branch forms (not contained within standardised SLSNSW forms or included in any SLSNSW standardised 'scoring' system).

## PROCEDURE

### Audit Planning/Preparation

Prior to the commencement of the patrol season, Branches shall:

- Establish a Patrol Audit Team, of appropriately experienced SLS members.
- Appoint/endorse the Patrol Auditors as Branch Officers for the season.
- Confirm reporting structure to the Branch Director of Lifesaving and identify whether a Patrol Audit Coordinator shall be appointed.
- Conduct a briefing/induction with all Patrol Auditors, including issuing appropriate resources and uniform/equipment.
- Develop an 'audit roster' to ensure appropriate number/spread of audits over the season.
- Communicate Patrol Audit process/expectations/information to all clubs/services.
- Provide to SLSNSW written confirmation of Patrol Audit preparedness.

### Audit Delivery

Patrol Audits shall be delivered as per the 'SLSNSW Patrol Audit Guide' and shall utilise the standardised forms.

Patrol Auditors shall wear uniform to identify them as Branch Patrol Auditors.

Should 'excessive' patrol/service activity (public safety focused) at the time of an audit (significantly heavy workload/rescues) mean that an audit may compromise effective beach management (create an

# LS3.7 PATROL/SERVICE AUDIT



**NEW SOUTH  
WALES**

**Section:** LS3 Obligations & Standards

**Page:** 2 of 2

**Date:** 20<sup>th</sup> September 2016

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unacceptable risk) then the Patrol/Service Captain (or Patrol Auditor) may reasonably decline participation in components which may hinder service delivery.

Note: The Patrol Auditor having recorded the details, may continue to audit the 'other' components as able (i.e equipment/beach setup/uniform etc).

Should surf conditions at the time of an audit be deemed too dangerous for in-water activities (must include beach being closed to the public for swimming) then the Patrol/Service Captain (or Patrol Auditor) may cancel in-water components and land-based only activities shall be undertaken.

In both above cases a patrol/service shall be attributed the same % of points for the water components as achieved for the land-based components (i.e. If 80% of land-based points are achieved, the patrol/service shall be attributed 80% of the water-based points automatically, rounded up to the next point).

Should the Patrol Auditor witness any clear breaches of lifesaving standards, which are creating immediate unacceptable risk to the public or members, the Patrol Auditor shall inform the Patrol/Service Captain. Should no action be undertaken to remedy the issue, the Patrol Auditor shall notify either the Branch Duty Officer or Director of Lifesaving (directly or via SurfCom).

## **Audit Reporting**

- Following the completion of an 'audit', the Patrol Auditor shall inform the Patrol Captain of the result and provide feedback/advice as appropriate.
- Any issues requiring immediate support shall be communicated to the Duty Officer and Branch Director of Lifesaving or on-duty Duty Officer.
- A copy of the 'audit form' shall be sent to Branch within 1 week of being conducted.
- A copy of the 'audit form' shall be retained with the Patrol Audit Logbook.
- Branch shall input the date/score/relevant information into a central spreadsheet and retain a copy of the 'audit form' on file.
- Branch shall send progress reports (spreadsheet) to SLSNSW (in November, February) and submit a final report/spreadsheet in May as per Annual Compliancy requirements.
- SLSNSW may request copies of specific or all patrol audit forms if required at any stage over the year, with reasonable notice.

## **REFERENCE**

SLSNSW Patrol Audit Guide

SLSNSW Patrol Audit Form

Patrol Auditor – Job Description

SLSNSW Guide to dealing with breaches of minimum lifesaving standards

Annual Compliancy Circular

# LS3.8 GEAR AND EQUIPMENT INSPECTIONS

Section: LS3 Obligations & Standards

Page: 1 of 1

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## PURPOSE

To outline the annual gear and equipment inspection program and identify the programs requirements, processes and benefits for all Surf Life Saving clubs, services and support operations.

The annual gear and equipment inspection program ensures all Surf Life Saving patrols have sufficient equipment to meet Lifesaving Service Agreement requirements. The program also promotes the management, maintenance and quality of all patrolling gear and equipment, creating a safer working environment for members and enhances rescue capabilities.

## POLICY

All services are required to ensure they maintain a safe environment and meet their responsibilities in regards to gear and equipment inspections.

## PROCEDURE

A circular will be issued by SLSNSW annually and shall be forwarded to the Branches and Clubs outlining the key dates and actions.

Each year all volunteer surf lifesaving equipment shall be inspected prior to the commencement of the patrol season by nominated Branch supervisors/inspectors, in accordance with the annual Gear and Equipment Inspection program.

All equipment shall be recorded by the 'inspector' and labelled with the SLSNSW Gear Inspection Sticker with the annual 'year' date on it (as practical, noting that some items of equipment cannot 'hold' a sticker – eg. Rescue tubes).

Clubs/services shall ensure gear and equipment information is regularly updated in SurfGuard and reviewed/updated prior to commencement of gear and equipment inspections. Clubs should incorporate the gear and equipment inspections process into the general management system for clubs repairs and maintenance programs throughout the season. Supervising bodies (Branch) shall be responsible for ensuring SurfGuard is updated at the completion of the inspections.

Gear and equipment that has not passed inspection must be removed from service until it is either repaired to an approved status.

## REFERENCE

Guidelines to Safer Surf Clubs

Gear Inspection Information is available from [www.surflifesaving.com.au](http://www.surflifesaving.com.au)

Gear and Equipment Specifications (Lifesaving)

Annual Compliancy Circular

# LS3.9 PATROL OPERATIONS MANUALS



**NEW SOUTH  
WALES**

**Section:** LS3 Obligations & Standards

**Page:** 1 of 1

**Date:** 20<sup>th</sup> September 2016

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## PURPOSE

To outline the purpose of Patrol Operations Manuals (POM's) within SLSNSW. Specific local beach management/response plans are essential for appropriate planning/preparation, response and recovery operations for clubs.

## POLICY

All SLSNSW clubs/services shall have developed, implemented and endorsed annually (by Club/Branch) a Patrol Operations Manual that is submitted to SLSNSW as part of annual compliancy requirements.

As part of annual season planning these manuals shall be reviewed and updated (if necessary) to reflect the Standard Operating Procedures and communicated to the patrolling membership.

At a minimum each club/service POM shall include:

- Communication – SLS & Emergency Service contacts, radio network information.
- Hazard/Risk Management – Map, hazard/risk management plan, emergency response areas.
- Beach Management – Patrol requirements, patrolling types, patrol/club procedures.
- Emergency Operations Plan – Emergency beach closure, tsunami plan, flood plan, emergency rally point, helicopter landing zones.
- Standard Operating Procedures – reference of current SLSNSW Standard Operating Procedures.

## PROCEDURE

- POM reviewed and updated (if necessary) as part of annual season planning.
- POM endorsed by Club and Branch then submitted to SLSNSW as part of annual compliancy requirements.
- Key contact information, including emergency callout teams are to be kept up to date in SurfGuard.
- All new patrolling members are recommended to be provided a copy of the POM.
- All new/existing Patrol Captains are to be provided a copy of the POM.
- The POM should form the bases for annual pre-season briefings/inductions with Patrol Captains and key patrolling members.

## REFERENCE

Patrol Operations Manual - Template

Lifesaving Service Agreement

# LS3.10 SLS RESCUE VESSELS

Section: LS3 Obligations & Standards

Page: 1 of 1

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## PURPOSE

To provide policy and procedure for the function of marine rescue vessels in lifesaving operations in NSW.

## POLICY

Surf Life Saving marine rescue vessels are required to comply with the obligations outlined in the relevant Government Regulations, operating procedures, licensing specifications and Lifesaving Service Agreements.

## PROCEDURE

A marine rescue vessel is defined as a rescue vessel that operates both short and long range in both surveillance and response operations.

### Types of SLS Marine Rescue Vessels

- Jet Rescue Boat (JRB)
- Offshore Rescue Boat (ORB)
- Rigid Hull Inflatable Boat (RIB)
- Inflatable Rescue Boat (IRB)
- Rescue Water Craft (RWC)

### Scope of Operation – Patrol Season/Patrol Hours

A marine rescue vessel shall perform normal rostered patrols on Saturdays, Sundays and Public Holidays within the lifesaving season as outlined in each units Lifesaving Service Agreement and endorsed by the Branch and State.

A marine rescue vessel shall patrol, as a minimum, the State (and Branch if in extension to the State) patrol hours as outlined in the units Lifesaving Service Agreement.

### Scope of Operation – After hours/Out of season

Marine rescue vessels shall be on call for response to emergencies 24/7, 365 days a year and be able to be “on-water” within the shortest operation time.

## REFERENCE

Lifesaving Service Agreement

# LS3.11 EMERGENCY MANAGEMENT & RESCUE COMMITTEES



**NEW SOUTH WALES**

**Section:** LS3 Obligations & Standards

**Page:** 1 of 1

**Date:** 20<sup>th</sup> September 2016

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## **PURPOSE**

To outline the process for Surf Life Saving representation at local and district emergency management, and rescue committees.

## **POLICY**

SLSNSW as a peak-body in coastal search/rescue operations, and as a 'support agency' within the NSW EMPLAN (Tsunami, Flood and Storm) supports consistent and quality representation and input into the local and regional joint-agency committees.

## **PROCEDURE**

Forums at which emergency service and stakeholder partners meet are structured under the 'state emergency management arrangements' and occur within 2 silos (Emergency Management and Rescue) and sit within 3 tiers (State, Regional, Local).

SLSNSW shall take the lead surf lifesaving facilitating role working with branches/services to ensure consistent representation by appropriate personnel, consistent and quality reporting to these forums and dissemination of information/outcomes to appropriate personnel/services.

# LS3.12 NIPPER ACTIVITIES & PATROLS

Section: LS3 Obligations & Standards

Page: 1 of 2

Date: 20<sup>th</sup> September 2016



**NEW SOUTH  
WALES**

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## PURPOSE

To outline the SLSNSW requirements for staging nipper activities (including training). 'Training' means authorised nipper training conducted in accordance with the SLSA Water Safety Policy.

## POLICY

All clubs shall adhere to the requirements stipulated in this document and additional policies/procedures regarding Nipper activities.

## PROCEDURE

### General Nipper Programs and Activities

Nippers programs (and like activities) shall adhere to the SLSA Water Safety Policy at all times. Where possible, Nipper activities shall be delivered during the scheduled patrol season and during the hours of a scheduled club patrol. To facilitate any in-water Nippers activities, all minimum patrol requirements must be present where a rostered patrol is not in operation. Should the patrolled area be closed due to dangerous conditions, or for other reasons, no in-water Nipper activities shall take place.

### Patrol Members Assisting Nipper Activities

On-duty lifesaving personnel may be tasked to assist with Nipper water safety only if doing so does not reduce patrol capacity below minimum patrol standards. Should a Nippers program lack sufficient water safety personnel to meet the requirements of the Water Safety Policy, and associated patrol lack additional personnel to assist and still meet minimum patrol standards, then in-water Nipper activities should not proceed.

### Chain of Command

The Patrol Captain shall have internal SLS 'control' of all lifesaving activities on the beach including 'Nippers'. The Nipper Coordinator (person in charge of Nippers on the day) shall have delegated 'command' of their water safety delivery requirements – as per the SLSA Water Safety Policy. The Nipper Coordinator and the Patrol Captain should conduct a risk assessment and agree for nipper activities to take place, however the command role is undertaken by the Patrol Captain as necessary and this means that the Patrol Captain has final authority on whether nipper activities can proceed or not.

### Communication

An ongoing line of communication should be maintained between the Patrol Captain and Nipper Coordinator, including a pre-activity briefing. The nipper area shall be in contact with the patrol via radio at all times. Where Nipper activities are being facilitated outside of general patrolling hours, SurfCom shall be notified with communication maintained via radio at all times.

### Non-Club Based Nipper (or similar) Groups/Programs

Non-club based Nipper programs shall hold a club/branch/state endorsed safety plan (endorsed annually) and consistently meet the requirements of the SLSA Water Safety Policy.

# LS3.12 NIPPER ACTIVITIES & PATROLS

Section: LS3 Obligations & Standards

Page: 2 of 2

Date: 20<sup>th</sup> September 2016



**NEW SOUTH WALES**

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## RESCUE EQUIPMENT:

1. Rescue equipment used for the purposes of water safety must be SLSA approved and can include:
  - a) ALL equipment listed on the SLSA approved lifesaving gear and equipment list.
  - b) SLSA approved racing boards.
2. It is highly recommended that an IRB or RWC be used for water safety (where safe and applicable).
3. If an IRB is used for water safety, the IRB accounts for 2 members of the water safety supervision ratio (IRB driver and crew).
4. If an RWC is used for water safety, the RWC accounts for 1 member of the water safety supervision ratio, OR 2 members if an RWC crew is also in attendance.
5. During the activity rescue equipment must be readily available and operational. The IRB and/or RWC should be on the water rather than stationary on the beach.
6. If the patrol IRB is used (at the direction of the Patrol Captain) then it should be in radio contact with the patrol at all times. If an IRB that is not the patrol IRB is used, it should also be in radio contact.

## REFERENCE

SLSA Water Safety Policy

SLSA Risk Assessment App (iphone and android)