

SECTION NO: LS 0027	SUBJECT: OPERATIONS SUPPORT	
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OVERVIEW OF OPERATIONS SUPPORT

Across Queensland lifesavers and lifeguards on the beach are supported by the Lifesaving Operations Support. These services are critical to our operation, patrolling dangerous and unpatrolled areas and helping guide people back into the flagged areas.

The Lifesaving Operations Support includes the Westpac Lifesaver Helicopter Rescue Service. Its role is to patrol the beaches with aerial surveillance, alerting lifesavers on the beach to hazards and conditions, as well as rescuing people in trouble. The Westpac Lifesaver Rescue Helicopter is also used for emergency response, searches and winches away from the beach and is regularly tasked by other emergency services including the Police, Ambulance and Fire Services.

On the water, Jet Rescue Boats (JRB) the Offshore Rescue Boat (ORB) and Rescue Water Craft (RWC) are an invaluable part of our operation, patrolling long stretches of coastline to help keep beach users safe. They are fast, manoeuvrable and a vital part of the complete lifesaving service.

Tying our network together are the state-of-the-art Rescue Communication Centres (known as SurfCom). The SurfCom centres on the Gold Coast and Sunshine Coast are the central intelligence of our patrols. Lifesavers in SurfCom coordinate lifesaving services, task emergency services, and track what is happening on our expansive coastline using cutting edge technology including GPS tracking systems for all lifesaving craft, UHF and VHF radio frequencies, voice recognition data recording and operate a surf safety camera surveillance system. Today, SurfCom is the only dedicated surf and beach surveillance and communications network in Australia. Duty Officers make up the remainder of the Operations Support network, Duty Officers are responsible for the coordination and deployment of Club and Operations Support units.

JOIN THE OPERATIONS SUPPORT TEAM

WESTPAC LIFESAVER HELICOPTER RESCUE SERVICE

The Westpac Lifesaver Helicopter Rescue Service provides extended patrol activities with rescues often undertaken in difficult and dangerous conditions. We need lifesavers with high levels of commitment, skill and fitness to help us provide our service in South East Queensland.

CREW PREREQUISITES:

- Be a minimum of 21 years old on the date of final assessment
- Hold a current SLSA Bronze Medallion
- Hold a current SLSA Radio Operators Certificate
- Hold a current SLSA Senior First Aid Certificate
- Hold a current SLSA Advanced Resuscitation Certificate
- Hold a current SLSA Inflatable Rescue Boat Driver's Licence
- Hold a current Open Driver's Licence
- Provide an initial medical certificate of fitness similar to the criteria of the certificate required by the Civil Aviation Safety Authority for a Student

JET RESCUE BOATS

The Jet Rescue Boats patrol the outer break off the Gold and Sunshine Coast and provide the best view of the beach! We are looking for lifesavers keen to get in and get wet while they enjoy the thrill and excitement of patrolling with these craft

CREW PREREQUISITES:

- Be a minimum of 16 years old on the date of final assessment.
- Hold a current SLSA Bronze Medallion.
- Hold a current SLSA Advanced Resuscitation Certificate.
- Hold a current SLSA Radio Operators Certificate

DRIVER PREREQUISITES:

- Be a minimum of 18 years old on the final date of assessment.
- Hold a current SLSA JRB Crew Certificate.
- Have a vehicle licence to operate a tow vehicle.
- Hold a state / territory boat license

SKIPPER PREREQUISITES:

- Be a minimum of 18 years old on the final date of assessment.
- Hold a current SLSA JRB Driver Certificate.
- Further award training is available for eligible candidates

RESCUE WATER CRAFT

The RWC (Wave Runner) is primarily responsible for patrolling outside the flagged areas in South East Queensland. If you are a responsible, dedicated and experienced lifesaver and you are prepared to get wet in the white water, then we need you.

OPERATOR PREREQUISITES:

- Be a minimum of 18 years old on the date on the final assessment.
- Hold a current SLSA Bronze Medallion.
- Hold a current SLSA Advanced Resuscitation Certificate.
- Hold a current SLSA Senior First Aid Certificate
- Have SLSQ Boat Driving Endorsement or Marine Drivers Licence

SURFCOM – COMMUNICATIONS

As a SurfCom Controller you will be responsible for the co-ordination of Operations Support teams and liaising with other Emergency Services on the Gold and Sunshine Coasts. Join the SurfCom crew and learn valuable communication, co-ordination, management and prioritisation skills while helping save lives!

CREW PREREQUISITES:

- Be a minimum of 18 years old.
- Hold a SLSQ Observers Qualification (non-water based components of the Bronze Medallion).
- Hold a SLSA Radio Operators Certificate.

6M OFFSHORE RESCUE BOAT

The 6M ORB, used in North Queensland, has a patrolling role providing back up to patrolled and unguarded beaches throughout the stinger season. You would be involved with special events, community awareness programs and due to the nature of the patrols multi agency search and rescue operations with other marine rescue agencies.

CREW PREREQUISITES:

- Be a minimum of 16 years old on the date of final assessment.
- Hold a current SLSA Bronze Medallion.
- Hold a current SLSA Advanced Resuscitation Certificate.

DRIVER PREREQUISITES:

- Be a minimum of 18 years old on the final date of assessment.
- Hold a current SLSA ORB Crew Certificate.
- Have a vehicle licence to operate a tow vehicle.

DUTY OFFICER

The Lifesaving Duty Officer is a voluntary position and will primarily perform rostered duty during Surf Life Saving patrols, within a designated patrol season. The position is designed to utilise suitably qualified lifesavers to enhance lifesaving service delivery.

The Duty Officer's purpose is:

- To assist with the integration and coordination of Club Lifesaving Services and SLSQ Operations Support.
- To liaise with the SurfCom centre in relation to deployment of Lifesaving Services.
- To liaise with external stakeholders as required.
- To minimise potential risk to the bathing public and Surf Life Saving personnel.

DUTY OFFICER PREREQUISITES:

- Hold a current SLSA Bronze Medallion
- Hold a current SLSA Radio Operators Certificate.
- Hold a current SLSA Advanced Resuscitation Certificate.
- Hold a current SLSA Senior First Aid Certificate
- Hold a SLSA Silver Medallion Patrol Captains Award
- Hold a current open drivers licence
- The following qualifications are desirable: Defibrillation Certificate and Silver Medallion Life Support.

If you want to expand your lifesaving skills and you are interested in joining the Operations Support team, please complete the Operations Support Application Form (Section 12) including Club endorsement, and forward to Surf Life Saving Queensland for endorsement and processing, or for further information call (07) 3846 8041, email slsq@lifesaving.com.au or visit www.lifesaving.com.au

HELICOPTER SAFETY

Helicopter Safety Arena

Under Civil Aviation Safety Authority (CASA) regulations, it is a requirement that each Club must have a “safety arena” roped off prior to the helicopter approaching to land.

This safety arena must comprise of –

- Seven (7) sturdy poles and rope to cover a diameter of 40 metres square.
- This area must be **set up as close to the waters edge** as possible with an orange signal flag at either end of the approach path from the sea (flags to assist Pilot with wind direction).
- A fully uniformed surf lifesaver must be on guard duty at the front, back and sides of the designated safety arena using minimum four (4) members, one on each corner of the square. (The change from 7 members to 4 members has been officially endorsed by SLSA and will be documented in the 32nd Edition of the SLSA Training Manual, released in August 2003).
- One of these lifesavers must have a radio in their possession. It must be continuously monitored, in case the helicopter crew require special arrangements or assistance.
- It is important that as the helicopter approaches, there are **no people** walking across the front of the arena, and no surfers in the water of the approach path.
- Warn everyone within 500 metres of the safety arena about the power of the downwash, which will cause sand to blow into their eyes temporarily blinding them, and beach umbrellas could blow away and stab nearby beach-goers (Duty of Care).
- Rescue boards, skis and even surfboats must not be in the vicinity as the power of the downwash may blow these items around causing serious injury.

As the helicopter approaches the safety arena, the lifesavers on guard duty must **face away** from the landing zone to keep a vigilant watch on any approaching excited children/adults who may dart past them and be blinded by sand and stagger towards the rotors causing serious injury to themselves.

Any loose items including baseball caps must not be worn near the turning rotors.

Never approach the helicopter unless instructed by the Pilot, by way of a “thumbs up” and usually eye to eye contact and a nod of the head.

Never approach from the back of the helicopter (tail rotor spinning at 2090 RPM) as it cannot be sighted.

Always approach from the downhill side and within 10 o'clock to 2 o'clock range of vision of the Pilot. (Never walk down a slope towards the helicopter).

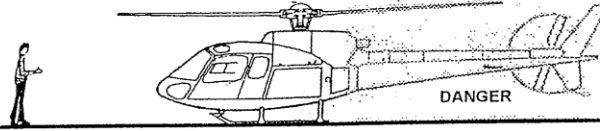
SAFETY AROUND HELICOPTERS



SAFETY IS YOUR NUMBER ONE PRIORITY

APPROACHING THE AIRCRAFT

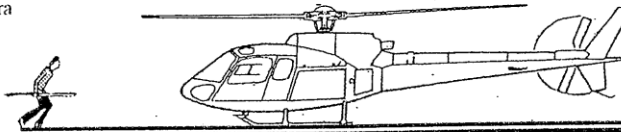
Approach only from front in pilot's field of vision.
Do not enter under rotor disc until pilot returns thumbs up signal.



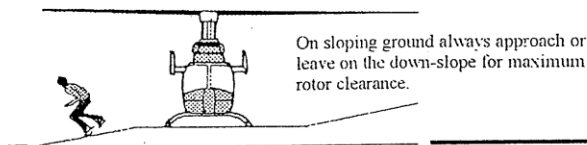
Stay clear of tail rotor. Don't touch glass or moving parts.

Proceed in a crouching manner for extra clearance from main rotor. Do not run.

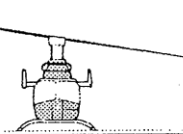
Carry stretcher, objects horizontally below waist level. Keep a firm hold.



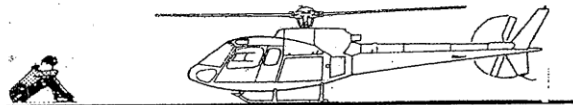
Do not wear hats. Never reach up or chase after articles that blow away.



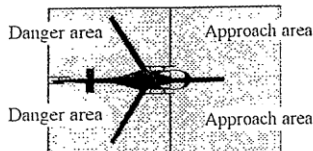
When helicopter engine is running down, winds may cause the rotor to dip below head height. Do not approach until rotor blade has stopped.



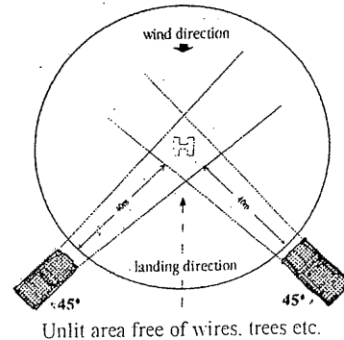
If blinded by swirling dust or grit, stop. Sit down and await assistance.



Be aware of all ground obstacles eg. Posts, signs, small trees, overhead obstructions such as power lines, telephone lines etc.

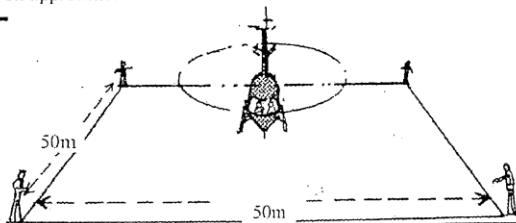


NIGHT LANDINGS



LANDING AREAS

Landing areas should be 50 metres square and clear of loose articles. Secure a clear approach path (on beaches, water's edge to form one side of landing area). Deploy responsible people to keep landing area clear until rotor has stopped. Where available, use radio to warn pilot of obstacles, power lines, etc. on approaches.



PLEASE NOTE: AS PER THE SLSA 32ND EDITION OF THE TRAINING MANUAL THE HELICOPTER LANDING AREA SHOULD BE A MINIMUM OF 40 METRES SQUARE.

HELICOPTER OPERATIONS OVER WATER

This section is to advise all lifesaving personnel of the safety requirements and procedures whilst the helicopter is performing rescue operations, particularly in the case where a helicopter is performing a rescue in an emergency situation or performing a rescue demonstration over water.

When the helicopter is hovering above the water, the Pilot's total concentration is focused on the patient in the water, as this is the Pilot's hover reference. The Helicopter crewmen will also be directing the Pilot to the correct location and preparing for deployment as a rescuer. This means that other rescue craft or personnel entering under the helicopter can not be easily detected and can also affect the concentration of the Pilot.

Due to this type of flying operation, the rotor wash over water creates a spray or mist that can become disorientating to any persons entering under the helicopter. Also depending on wave (swell) conditions, the height of the aircraft over the water, particularly the tail rotor can vary substantially, hence cause major injury or death. Once the static line has been deployed, this creates a further hazard for any craft or personnel entering the hover zone. As the static line is also attached to the aircraft, there is a possibility that this line may become entangled with any craft or personnel, particularly as the Pilot may need to manoeuvre the helicopter unexpectedly to maintain visual contact with the patient and/or rescuer, taking into consideration the prevailing conditions. Therefore, for the safety of all lifesaving personnel, helicopter crew and the general public **AT NO TIME ARE ANY CRAFT OR PERSONNEL PERMITTED TO ENTER UNDERNEATH THE ROTOR WASH OF A HELICOPTER.**

If assistance is required, direct communication will be initiated by the Pilot or Crewman and the Helicopter will move away from the scene. Only at this stage may any craft or personnel enter the scene/rescue /demonstration.

I request that all Area Captains and Club Captains should advise all Operations Support personnel and club members of the above safety requirements and include these procedures in their respective Standard Operating Procedures and Training inductions.



Surf Safety Camera Operating Protocols

Last Updated: 18 January 2006

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1. INTRODUCTION

1.1 Surf Life Saving Queensland (SLSQ) is very clear about its purpose. The organisation's vision is:

'Zero Preventable Deaths and Injuries on Queensland Beaches'.

In order to achieve this vision and minimize the death and injury rate on Queensland beaches, SLSQ has introduced camera technology systems to provide additional surveillance to high hazardous areas outside the traditional flagged areas.

Where SLSQ members patrol designated swimming areas that are clearly identified by red and yellow flags, the figures show that the organisations vision is currently achievable. There has never been a case of someone drowning while swimming between the flags on a SLSQ patrolled beach. On the other hand, the majority of drowning deaths recorded on the Queensland coastline over the past six years have occurred in unpatrolled areas within 500 metres of a flagged area.

Current SLSQ surf safety cameras have had proven success, instigating a number of rescues and preventive actions. SLSQ's aim is to have seamless surveillance on the Gold and Sunshine Coasts using a network of surf safety cameras monitoring identified 'black spots' along the coastline.

2. OBJECTIVES OF THE PROTOCOLS

- 2.1 These protocols provide a framework for SLSQ and an operational guide for its surf safety camera systems.
- 2.2 The surf safety camera systems is to be managed in accordance with relevant external laws, regulations and SLSQ Guidelines
- 2.3 The surf safety camera systems must comply with the basic principles and operational procedures outlined in this operating protocol and supported by SLSQ Standard Operating Procedures. This document details the operator's protocols that will be applied to the management of the surf safety camera system.
- 2.4 The SLSQ surf safety camera systems will be operated by appropriately trained operators and located in a control room, known as SurfCom.
- 2.5 The Chief Executive Officer of SLSQ will appoint an individual who will be responsible for overseeing the operation of the surf safety camera system. Initially the delegated representative is the Lifesaving Services Manager. For the purpose of this document, this officer will be referred to as the Principal Officer. The Principal Officer is also responsible for managing compliance with this Protocol and the Standard Operating Procedures existing or currently being developed by SLSQ.
- 2.6 On request by the Principal Officer the police will be asked to investigate any matter that may be recorded by the surf safety camera system which is deemed to be of a criminal nature, if the Principal Officer decides investigation is appropriate.
- 2.7 A review of the surf safety camera operating protocols and Standard Operating Procedures will be conducted annually.
- 2.8 No third party access to the surf safety cameras system will be permitted unless formal written approval is provided by the Principal Officer to the third party.

3. STATEMENT OF PURPOSE

3.1 The SLSQ surf safety camera system is intended to provide real time monitoring of surfing and swimming activities both between and outside the flagged areas. This system will only be used for the following purposes and within this protocol at all times to:

- Prevent surf related 'incidents' occurring
- Provide real time monitoring of beach and surf conditions (i.e. wave, tide and sand movement)
- Coordinate surf rescue operations
- Provide efficient and effective deployment of lifesaving resources
- Minimise injury and drownings on Queensland Beaches

In addition to these primary purposes, there is the opportunity to utilise the surf safety camera system for:

- Surf Life Saving Service Development
- Camera Operator Training
- Community Education and Awareness Programs
- Research and Development Programs
- Assist with Coronial Inquests and Legal Proceedings
- Can be used in co-operations with other rescue agencies (i.e. Queensland Police and External Lifeguard Services)
- Minimise Local Authorities Risk

3.2 The surf safety camera system shall be operated with the respect to people's privacy, their right to conduct or engage in lawful activities and used in the following way:

- The recording and retention of images will be undertaken fairly and lawfully;
- Recorded images should only be used in accordance for the purpose in which it was installed, unless these images are required by a law enforcement agency;
- The surf safety camera system will only be used to identify incidents occurring within the defined operational area and will not be used to record outside the operational requirements of the surf safety camera system.

4. DATA PROTECTION

4.1 Under no circumstances shall access to SLSQ's surf safety camera controlled footage, recorded images or real time recorded images be made available to a third party without obtaining prior approval from SLSQ's Chief Executive Officer or the Principal Officer.

In order to gain approval to access this information, the SLSQ's fax-back sheet (appendix 1) must be submitted to the SLSQ's Principal Officer, for consideration. The representative will reply in writing, advising of the outcome of the request. Under no circumstances shall information be accessed without gaining prior approval in writing.

Access to the camera monitors for viewing and training for SLSQ member's purpose will require the permission of:

- the Principal Officer
- the SLSQ Operations Support Officer
- the SLSQ Communications Advisor
- the SLSQ SurfCom Coordinators
- the SLSQ SurfCom Crew Captains

5. OPERATING PRINCIPLES

Key principles of operation for SLSQ Surf Safety Camera System Operating Protocols

1. PURPOSE

The surf safety camera system will be operated within applicable law and only for the purposes of which was established or purposes which are subsequently approved by the SLSQ Chief Executive Officer or the Principal Officer.

2. PUBLIC INTEREST

5.2.1 With the exception of matters under police investigation, the surf safety camera system will be operated with due regard to the privacy and civil liberties of members of the public, SLSQ members and SLSQ operators. Public interest in the operation of the surf safety camera system will be recognised by ensuring the security and integrity of operational procedures and through compliance with the State Government Invasion of Privacy Act 1971.

5.2.2 Complaints

SLSQ has a complaints procedure in place so that members of the public can be assured that privacy complaints, investigations into misuse and outcomes will be dealt with appropriately. All complaints received will be registered and investigated under the direction of the Principal Officer.

A complaints file will be kept on site at SLSQ 18 Manning Street, South Brisbane.

3. RESPONSIBILITY TO ENSURE THE SURF SAFETY CAMERA SYSTEM IS MAINTAINED AND OPERATIONAL

Recording equipment will be checked on an agreed schedule, detailed in the Standard Operating Procedures, by the Principal Officer to ensure equipment is in good working order. A library of tapes, spare tapes, compact disc and computer discs will be maintained and stored at SurfCom.

4. CONTACT WITH POLICE

Images will be released to police or other law enforcement agencies provided a formal request has been received in writing and approved by the Principal Officer.

5. DUTY TO REPORT

Operators of the surf safety camera system have a responsibility to report incidents or emergencies requiring a response to police or emergency services. The Principal Officer must also be advised of all such incidents as soon as possible.

6. BREACHES OF THESE PROTOCOLS

As operators in an SLSQ Communications facility it is accepted that personnel will be privy to information that should be considered confidential. Any breach of this confidentiality shall be considered a serious matter and dealt with accordingly.

6.1 Unacceptable Acts

Where an operator acts outside the parameters set out in these protocols, they will be considered to be acting on their own and will be personally liable. SLSQ accepts no responsibility for such conduct where such act or departure was not reasonably incidental to the performance of authorised duties or within the authorised parameters outlined in this protocol.

6.2 Breaches

This surf safety camera operating protocols is a lawful directive to SLSQ personnel. Anyone breaching any of these conditions will be subject to SLSQ's disciplinary procedures and may be subject to legal prosecution, both civil and criminal.

7. CONTROL ROOMS

Camera Control Rooms (SurfCom) will be located on the Gold Coast and Sunshine Coast.

6. CAMERA TYPES

SLSQ has two types of cameras under the general "banner" of surf safety cameras.

6.1 Internet (Web-based) Cameras: Are static internet cameras link to Surf Life Saving Queensland website (www.lifesaving.com.au) these cameras can be accessed by the public to view beach and surf conditions and are used to attract people to the education site and surf safety information contained within it.

6.2 Surf Safety Cameras: Are robotic monitored cameras linked to the Surf Life Saving Queensland communication centre (SurfCom) and is a part of the Life Saving Services network in the area of operations. The vision from these cameras is not for broadcast or public access.

7. CAMERA LOCATIONS

Surf Life Saving Queensland's surf safety camera locations are identified and determined by:

- History of incidents (i.e. number of drownings and major incidents) in a particular area
- Existing lifesaving services in the area and times of operation
- Surrounding infrastructure (i.e. residential buildings, public amenities, power etc)
- Visibility of the beach and surf environment

SLSQ's surf safety cameras are to be only used to monitor beach and surf conditions, surf safety cameras are positioned to obtain optimal view of the waters edge, wave zone and the outer wave zone.

8. TAPING / RECORDING PROTOCOLS

Where in the case that the surf safety cameras have a video taping / recording capability to record information for future purposes, such purposes may include:

- Surf Life Saving Service Development
- SLSQ Camera Operator Training
- Use in co-operation with other rescue agencies as the Police and external lifeguard services
- Use in legal proceedings
- Research and Development Programs
- Community Education Programs

Only incidents and activity concerning lifesaving operations shall be taped or recorded.

Only tapes or discs provided by SLSQ shall be used in the system.

A record of the recording tape stock including the location of all tapes is to be maintained by the Communications Centre Controller.

Commercial exploitation of records or dealing with images in any way which personally identifies any persons is not permitted.

9. CAMERA OPERATORS

9.1 SLSQ Camera Operators:

- Must be endorsed by SLSQ, hold or have held a SLSA Bronze Medallion or SLSQ Observers Award and hold a current proficient SLSA Radio Operators Certificate. The SLSA Silver Medallion (Radio Certificate), SLSA Silver Medallion (Patrol Captains) and a recognised First Aid Certificate are desirable qualifications.
- Will be provided with the training for use and operations of the cameras and related equipment
- Will be required to agree to conform to SLSQ protocols as part of their duties
- Will be subject to the SLSQ member protection screening processes and hold a current Children's Commission Blue Card.
- Will be subject to supervision, regular auditing of camera operations will be carried out.
- Will not act unethically or in an unlawful manner.
- Will not use the network in any matter contrary to this policy or its intention – including unauthorised duplication or removal of video footage from the monitoring room.

9.2 Occupational Health and Safety Requirements

SLSQ recognises the health and safety of operators when using and monitoring screen based equipment for long periods of time.

To ensure the preservation of good health and avoidance of adverse illnesses of SLSQ operators when using screen based equipment; all operators will be trained in the proper use of this equipment. Surf Safety Camera Operators will be required to take mandatory regular breaks to minimise fatigue and maintain operator alertness.

10. COMPLIANCE AND AUDIT PROCEDURES

The following personnel have responsibility for maintaining the compliance and audit procedures for the surf safety camera operations.

General Operations:

SLSQ Communications Advisor

Compliance Audits:

SLSQ Lifesaving Services Manager (Principal Officer)

Distribution of Camera Footage to Outside Organisations:

SLSQ Chief Executive Officer

SLSQ Lifesaving Services Manager (Principal Officer)

External Grievances:

SLSQ Grievance Officer (phone: 07 3846 8000)

Complaints:

Any complaints in relation to the camera system are to be directed to the Principal Officer. All complaints should be recorded in the Incident Report Log following the procedure outlined in the SLSQ Patrol Operations Manual 2005-2006 (section 12).

11. CONTINUOUS IMPROVEMENT

The current surf safety camera system has been developed to minimise injury and deaths on Queensland Beaches as SLSQ continues to assess and improve lifesaving services delivery. SLSQ encourages and welcomes your feedback on possible improvements to the surf safety camera system.

OPERATIONS SUPPORT SERVICES PRIORITY TASKING CODES

USE

These codes are for Lifesaving Operations Support Services use only i.e. JRB, RWC, and Helicopter Service. They are not to be used for any other service.

OBJECTIVE

To ensure the correct degree of urgency is understood when tasking Lifesaving Operations Support Service Units.

PROCEDURES

When assigning a code to a task the listed procedures are to be followed carefully:

1. Each situation must be assessed individually so as to assign the appropriate codes and level of risk/danger.
2. Tasking codes must be assessed on confirmed known facts (not assumptions). As much information as possible is needed.
3. Priority codes can be upgraded or downgraded and can be assigned separately to one or more Lifesaving Operations Support Service Units.
4. We are to ensure that we don't leave areas at risk when Lifesaving Operations Support Service Units are tasked. It would be necessary to not only focus on the area of interest but also continue to cover the areas where services have been tasked from.
5. It is necessary to remind all services that once a code has been given QLD Transport regulations (speed and distance) will apply.
6. The Surfcom Crew Captain and the Duty Officer are the only people that are permitted to attach a code to a task, either by their own conclusion or a prompt from a Lifesaving Services Coordinator or Lifesaving Operations Support Service Officer/Delegate.
7. The Surfcom Crew Captain or Duty Officer must notify Maritime Safety Queensland and/or Queensland Water Police at the earliest possible time if a Code 1 or 2 is given to an SLSQ Operations Support Vessel.

**LIFESAVING OPERATIONS SUPPORT SERVICES
(JRB, RWC, HELI)
PRIORITY TASKING CODES**

CODE ONE

VERY URGENT

When danger to human life is imminent

CODE TWO

URGENT

Involving an injury or present threat of injury to person or property

CODE THREE

ROUTINE

**SURFCOM CREW CAPTAIN OR DUTY OFFICER TO ASSIGN CODES
TO TASKS**

LIFESAVING OPERATIONS SUPPORT SERVICES PRIORITY RESPONDING GUIDES

RESPONSE TO TASKING CODE

When watercraft are responding to a Priority Tasking Code, they must take every step necessary to ensure that there is no risk to themselves, their craft, the public or other water craft. They will first remove themselves from the area that they are currently operating in by travelling in a seaward direction at the required speed set by Queensland Transport:

JRB 30 metres, 6 knots (in a seaward direction)

RWC 60 metres, 6 knots (in a seaward direction)

Once clear they will proceed to the area they have been tasked. The speed should be set to suit conditions and to ensure craft and crew arrive safely.

On approach to the destination/s, the same safety guidelines will apply. Once on scene the craft may take the position requested by Surfcom.

Surfcom Crew Captain and Duty Officers will only give out Priority Tasking Codes, after all facts have been obtained to determine the urgency of the incident. Only the tasked craft/s are to attend the incident.



The life of the beach.

SLSQ DUTY OFFICERS INDUCTION



NAME: _____



DUTY OFFICERS INDUCTION CHECKLIST

DUTY OFFICERS NAME:
INDUCTION CONDUCTED BY:
INDUCTION DATE:

INDUCTION ITEM	COMPLETED		DATE
	Yes ✓	No X	
Surf Life Saving Queensland			
Overview of SLSQ & Organisational Structure (Volunteer and Staff)			
Overview SLSQ Operations Support Services			
SLSQ Duty Officer Job Description (Received copy and understands)			
Resources & References			
SLSQ Patrol Operations Manual			
SLSQ 24 Hour Operations Manual			
SLSA Training Manuals (Bronze Medallion and First Aid Manual)			
SLSQ Website			
Surf Safety Camera System			
Tide & Weather Information			
SLSQ Media Guide			
Local Council Laws			
Safety			
Occupational Health & Safety Policy			
Manual Handling			
Peer Group Counselling Procedures			
Sharps Management			
Reporting Incidents			
Environmental Hazards			
Sun Safety			
Lightning			
Dangerous Marine Life			
Conduct and Discipline			
Members Code of Conduct			
Disciplinary Action			
Human Resource Management – General			
Member Protection Policy / Blue Card Application			
Grievance Procedure			
Equity			
Compliance			

GENERAL AND ADMINISTRATION

Welcome and Congratulations

Welcome and congratulations on your appointment as an SLSQ Duty Officer. The Duty Officer is a volunteer position and will be primarily perform rostered duty during Surf Life Saving patrols, within the designated patrol season. The position is designed to utilise suitably qualified lifesavers to enhance lifesaving service delivery. SLSQ looks forward to working with you to improve lifesaving and works towards our vision of:

“Zero Preventable Deaths and Injuries on Queensland Beaches.”

Organisational Structure & Overview of Staff & Volunteer Officers

Refer to Appendix 1 - SLSQ ‘The Family’ Structure
Refer to Appendix 2 - SLSQ Lifesaving Committee / Lifesaving Operations Support Panel Structure

Overview of Job Description for SLSQ Duty Officer

RESPONSIBLE TO: State Lifesaving Officer

OVERVIEW:

The Lifesaving Duty Officer is a voluntary position and will primarily perform rostered duty during Surf Life Saving patrols, within a designated patrol season. The position is designed to utilise suitably qualified lifesavers to enhance lifesaving services delivery.

PURPOSE:

1. To assist with the integration and coordination of Club Lifesaving Services and SLSQ Operations Support.
2. To liaise with the SurfCom Centre in relation to the deployment of Lifesaving Services.
3. To liaise with external stakeholders as required.
4. To minimise potential risk to the bathing public and Surf Life Saving personnel.

ROLES & RESPONSIBILITIES:

1. Promote a professional image for our surf lifesavers and SLSQ Lifesaving Services.
2. Promote positive interaction between beach patrol personnel and Operations Support, other Surf Life Saving Clubs, and appropriate external organisations i.e. Council Lifeguards, QAS, QPS, Coast Guard, VMR Groups.
3. Ensure identified high risk areas along the coastline are appropriately covered with Surf Life Saving Services.
4. Assist in ensuring the effective deployment of Surf Life Saving resources.
5. Assume coordination of resources at major incidents, on the advice of SAR Coordination Centre, which involve multiple Surf Life Saving or external agencies and/or continue for an extended period of time. (See Additional Notes)
6. Arrange for suitable de-briefings and/or peer support for club members when required.
7. Where required, act as SLSQ's spokesperson on issues relating to major incidents, rescues or drownings during patrol hours.
8. Ensure appropriate reports, recommendations, and statistical data are forwarded to relevant Surf Life Saving personnel, eg DOLS, LSSM, RM, LS Co's, PR Manager, and Branch DOLS', for further action.
9. Assist Club Captains/Patrol Captains in the education and development of their patrol members.
10. Maintain regular contact with Lifesaving Club Patrols and Lifesaving Operations Support.
11. Maintain contact with respective Branch DOLS in relation to lifesaving service delivery standards.
12. Take immediate steps to rectify any serious breach of Surf Life Saving safety policies and/or patrol deficiencies.
13. Liaise closely with the SLSQ Lifesaving Services Coordinator.
14. Attend meetings of regional Life Saving Advisory Panels or Forums.

ATTRIBUTES:

1. Shall be a current financial member of a Surf Life Saving Club.
2. Shall be endorsed by the State Lifesaving Committee.
3. Shall hold a SLSA Bronze Medallion.
4. Shall hold a current ROC, SFAC, ARC, SMPC.
5. Desirable that applicant hold DEFIB and SMLS.
6. Shall hold a current open drivers licence.

7. A member entering into this position would typically require a minimum of five (5) years relevant experience in Surf Life Saving and possess a broad practical understanding of:
 - The services and capabilities that can be provided by SLSQ;
 - Broad knowledge of the statutory authorities and other relevant external stakeholders;
8. Have attended a Phase 1 SAR course.

ADDITIONAL NOTES:

The Lifesaving Duty Officer will coordinate major incidents through Life Saving Patrol Captains and Operations Support Crew Captains and shall be the Surf Life Saving liaison with external agencies. At no time is the Life Saving Duty Officer to exceed any speed limits or break any laws in the execution of their duties.

POLICIES AND PROCEDURES

SLSQ Code of Conduct

Refer to Appendix 3 - SLSQ Code of Conduct for Members

Working with Children Check – ‘Blue Card’

The *Commission for Children and Young People and Child Guardian Act 2000* (the Act) requires anyone over 18 seeking to work with children under 18 year of age in particular employment or carrying on particular businesses to undergo screening – the Working with Children Check. (Refer to Appendix 4)

SLSA Polices (Member Protection, Harassment etc)

Please be aware that the SLSA Privacy Policy; Equity; Discrimination & Harassment Free Organisation; Membership Protection and Governance policies are in place and accessible from the SLSA website.

Relevant Branch & Club Polices

Please be aware that all lifesaving polices are in place and accessible from the SLSQ website or the Queensland Patrol Operations Manual.

Incident Reporting Procedures

All incidents are required to be documented in a SLSA Incident Report Log or other relevant logs (i.e. Marine Incident Report, WorkCover Form etc.)

Grievance Procedures

Please be aware that the SLSA Grievance Procedures policy is accessible from the SLSA website. SLSQ's Grievance Advisor is Mr Jim Keogh.

Personal Injury Reporting Procedures

Any personal injuries are required to be documented in a SLSA Incident Report Log or other relevant logs (i.e. WorkCover)

Workers Compensation Information

SLSQ members are covered for Workers Compensation insurance through WorkCover Queensland. Please refer any queries to the Executive Manager or Chief Executive Officer. The WorkCover application and renewal forms are accessible from the SLSQ website or the SLSQ Patrol Operations Manual.

Risk Management Procedures

Please be aware that the SLSA Risk Management policy is accessible from the SLSA website.

DUTY OFFICER'S DAILY DUTIES

Recommended Daily Duties

1. Sign-on to SurfCom 15 minutes prior to commencement of patrols.
2. Fill out Patrol Logbook, as per normal beach patrol.
3. Check Radio and phone are charged.
4. Check Oxy Viva and First Aid contents (Please make a note if contents missing).

5. Check the contents of the Duty Officer Kit (Contents of Kit listed below).
6. Listen into SurfCom morning sign-ons.
7. Where a club is found in breach of their patrol requirements, the Duty Officer in consultation with the Patrol Captain will notify the Club Captain and/or Club President to rectify the problem.
8. If no problems, the Duty Officer (DO) can then decide on a course of action for the day. E.g. Club visits, Check possible problem spots – Creek mouths, etc. (The Duty Officer is not to carry out patrol inspections but to liaise with the clubs to assist with any problems or issues they may have).
9. Depending on conditions, the DO will decide on his/her next course of action and travel. It is recommended that the DO check the last log to ascertain which clubs have been visited so duplication of visit is not received. If an area of concern has been logged, it is advisable that the DO check to ensure the problem is being managed.
10. If the DO attends to any incidents, they are to ensure that clubs are filling out their logbooks correctly, both patrol and incident logbook. The DO shall always liaise with SurfCom during any major incident as Surf Com is the coordinator of resources. (The Duty Officer will consult with the Patrol Captain and SurfCom at all times.

In the event of external agencies being evolved, eg Police, QAS or Fire & Rescue the Duty Officer is to coordinate the Surf Life Saving services on site.

In the case of a multiple onsite incidents decision having to be made, this will be the decision of the DO.

11. At the completion of the day, DO's are then required to finalise the patrol logbook. The DO must also ensure all gear and equipment is ready for the next patrol. The DO is to maintain communications with SurfCom until SurfCom signs off.
12. DO's must then complete a DO's report and fax it to the respective Branch headquarters to the respective DOLS. A copy of this shall also be faxed to SLSQ.

Media Requirements

If any media outlet approaches the DO for interviews or comments, they should first contact Lauren Ryan/Arminda Roberts (Media & Communication Managers) or the SLSQ Lifesaving Services Coordinator before they make any comment. Please refer to the media guide in the Duty Officer's Kit.

Lauren Ryan	TBA mobile number
Arminda Roberts	TBA mobile number

Gear & Equipment

Duty Officer Kit contents: -

- | | |
|--------------------|--------------------|
| - Contact Lists | - Torch |
| - UBD/Maps of area | - Binoculars |
| - Report forms | - Incident logbook |
| - Patrol Logbook | - Tide book |

Note

If at any time the Duty Officer has any concerns with operational matters they are to contact their respective Branch Director of Lifesaving (DOLS). If your relevant Branch DOLS is not contactable, please refer to the following list of contacts:

Club Matters: -

- | | | |
|---|--------------------|----------------|
| • Branch Director of Lifesaving | NQB | Mike Stevens |
| | NBB | Gary Gage |
| | WBCB | Steve McMutrie |
| | SSCB | Peter Lucas |
| | SCB | Bob Watson |
| | PDB | Denis Carmody |
| • SLSQ Lifesaving Services Coordinators | North Queensland | Ebeny Keating |
| | Wide Bay Capricorn | Craig Holden |
| | Sunshine Coast | Byron Mills |
| | Gold Coast | Stuart Hogben; |
| • SLSQ Lifesaving Officer | Mark Fife | |
| • SLSQ Lifesaving Services Manager | George Hill | |

Lifesaving Operations Support: -

- | | |
|--|-------------|
| • SLSQ Lifesaving Operations Support Officer | Kevin Dunn |
| • SLSQ Lifesaving Services Manager | George Hill |

DUTY OFFICER'S DAILY CHECKLIST

CHECKS	TICK BOX ✓ / ✗	COMMENTS
START OF DAY		
Sign-on to SurfCom 15 minutes prior to commencement of patrols		
Patrol Operations Manual Sighted		
Patrol Logbook filled out		
Radio & phone charged		
First aid kit fully stocked		
Oxygen Resuscitator fully functional & cylinder chalked		
DUTY OFFICERS KIT		
Emergency Contact lists sighted		
UBD/Maps of area		
QA Report Forms		
Patrol Logbook		
Torch		
Defibrillator		
Oxy Viva		
Binoculars		

Incident Logbook		
Tide book		
Media Guide		

CLUB SIGN ON'S

Patrol Deficiencies (state clubs and issue)

Areas requiring visit (include reason for visit)

END OF DAY CHECKS

Patrol Logbook completed		
Kit returned & ready for next patrol		
Lifeguard Service signed off		
Phone & radio returned to SurfCom		
Phone and radio placed on charge		

QA Patrol Report form completed & faxed to Branch and SLSQ		
REQUEST FOR ACTION AND RECOMMENDATIONS		
PRINT NAME		
SIGNATURE		DATE

JET RESCUE BOAT

For operational information on the Jet Rescue Boat Service, refer to Section 14.

OFFSHORE RESCUE BOAT

For operational information on the Offshore Rescue Boat Service, refer to Section 14.

RESCUE WATER CRAFT

For operational information on the Rescue Water Craft Service, refer to Section 14.

SURFCOM

For operational information on the SurfCom Communication Centres, refer to Section 16.