



<b>TITLE:</b>	<b>Patrol Operations Manual Review</b>
<b>OBJECTIVE:</b>	To review the current Patrol Operations Manual and implement the reviewed document for all Surf Life Saving Clubs in NSW
<b>RESPONSIBLE:</b>	Shaun Hudson, Lifesaving Officer
<b>REPORTING TO:</b>	SLSNSW Lifesaving Manager

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## **1. Background**

In 2009, the Surf Life Saving NSW Board of Lifesaving agreed that each Surf Life Saving Club in NSW was to collate a Patrol Operations Manual, utilising the generic template developed by Surf Life Saving NSW. Surf Life Saving NSW aims for continuous improvement in all areas of its operations and a part of this is to periodically review operational documents, such as the Patrol Operations Manual.

Of the 129 Surf Life Saving Clubs in NSW, approximately half submitted a complete Patrol Operations Manual to Surf Life Saving NSW, despite a complete Patrol Operations Manual being required as part of a Patrol Audit. An aspect of the review into Patrol Operations Manual will look into ways to encourage more Clubs to implement a Patrol Operations Manual, to not only assist new members but existing members.

## **2. Related Reviews**

The Patrol Operations Manual review will utilise the recommendations and outcomes of the Standard Operating Procedures review to be conducted in 2014.

## **3. Scope**

It is important to set in place a suitable process that engages members from all aspects of Surf Life Saving to assist in the review of the Patrol Operations Manual. This will allow the Patrol Operations Manual to be guided by expert opinion and molded into an active document that will benefit all members within the organisation.

In addition to feedback from the general membership, a review panel will be established to provide direct expert opinion. The panel will consist of the NSW Director of Lifesaving and NSW Lifesaving Manager and five (5) volunteer members appointed by the NSW Director of Lifesaving. A SLSNSW Lifesaving staff member will provide administrative and logistical support to the review panel. Ideally, the review panel shall also consist of at least one (1) of the past three (3) NSW Lifesavers of the Year. Other members of the review panel should be from differing age groups and differing Branches, with no more than two (2) members from the same Branch. The broad diversity will allow the review panel to shape the Patrol Operations Manual into a document that is practical and relevant to all active patrolling members in New South Wales.

The review panel will examine and update the current Standard Operating Procedure surrounding Patrol Operations Manual; 'LS4.9 Patrol Operations Manuals' to ensure the Standard Operating Procedures reflect the intended purpose and objectives of the Patrol Operations Manuals.

The review panel will review the content of the Patrol Operations Manual, using the general feedback from the membership and their own experience, with the aim to create a workable template that can be applied to each Surf Life Saving Club in New South Wales with minimal administrative work from volunteer members from Clubs. The review panel will also discuss the frequency (annually/bi-annually) that the Patrol Operations Manual is to be reviewed and updated by Clubs. The review panel will discuss and make a recommendation on the question of if the updating of the Patrol Operations Manual should form a part of Annual Compliancy process with Surf Life Saving NSW.

Conceptually, the following needs to happen;

- A review panel formed
- Feedback sought surrounding what should be included in the Patrol Operations Manual. Feedback to be sought from;
  - General membership
  - Patrol Operation Manual Review Panel
  - Branch Directors of Lifesaving
- Comparative documents from other lifesaving organisations to be collected and reviewed
- Analysis of existing Patrol Operations Manuals and level of completion
- Draft template created, based on the feedback received
- Draft template released for general feedback
- Feedback of the draft template collated and considered
- Final Patrol Operations Manual template provided to the Surf Life Saving NSW Board for consideration
- Surf Life Saving NSW staff collaborate with Club executives to create a Patrol Operations Manual for each Club in NSW

#### **4. Ownership**

Throughout the process, Surf Life Saving NSW must retain complete ownership of its intellectual property, including the final document and templates.

#### **5. Resources Considerations**

Financial implications to Surf Life Saving NSW must be taken into account throughout the process. All attempts must be made to ensure there are no hidden costs to the organisation. Surf Life Saving NSW has allocated a budget for associated printing and collation costs.

#### **6. Volunteer and Bureaucratic Considerations**

Surf Life Saving NSW is committed to reducing the administrative burden on our volunteers. Any unnecessary workload associated with this review will not be looked upon favorably. Consultation with the membership will be complete with full opportunity to have input. Surf Life Saving NSW staff will take direct review/editing responsibility.

# TERMS OF REFERENCE



## 7. Timeline

Key Action	Actioned By	Completion Status
Review Terms of Reference created	Shaun Hudson	13/12/2013
Review Terms of Reference endorsed by the SLSNSW Board	Shaun Hudson	20/12/2013
Patrol Operations Manual review panel formed	NSW Director of Lifesaving	17/01/2014
Initial feedback process planned and implemented	Shaun Hudson	31/01/2014
Initial feedback from membership sought	All parties	24/02/2014
Draft template created	Shaun Hudson	21/03/2014
Draft template released for feedback	Shaun Hudson	04/04/2014
Feedback of the draft template sought from membership	All parties	23/04/2014
Final template collated and provided to the SLSNSW Board for consideration	Shaun Hudson	28/04/2014
Complete examples from a number of Clubs distributed to Clubs to exhibit the ideal standard of the Patrol Operations Manual	Shaun Hudson and selected Clubs	23/05/2014
Surf Life Saving NSW Staff and Surf Life Saving Clubs collaborate to create Patrol Operations Manual for each Club in NSW	Shaun Hudson and individual Clubs	01/09/2014