Lifesaving Operations Procedures Guide
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Communication
Preparation
PATROL PLANNING (PATROL CAPTAIN)

Season start:

• Checked via the Club Captain that patrol member information is accurate on SurfGuard. Checked that patrol members know how to access/update personal information on the SLSA ‘members portal’

• Checked that your patrol dates/times are loaded on the SLSA ‘members portal’/club roster/club website and that the patrol knows how/where to find them

• Contacted all patrol members, introduced yourself and provided them your contact details

• Checked that all members have a patrol uniform

• Provided members a club ‘Patrol Operations Manual’

Prior to each patrol:

• Email & send an SMS to patrol members to confirm attendance. Call any who don’t respond

• Check the weather/swell forecast and considered how many patrol members may be adequate (Minimum requirement of 3 bronze medallion holders)

• Confirm that the minimum number of bronze members and minimum qualification requirements will be met
MINIMUM PATROL REQUIREMENTS

As per SLSNSW SOP’s and each club’s Lifesaving Service Agreement, the following minimum requirements must be maintained for every patrol:

**Personnel:**

3 x bronze medallion/Cert II holders (proficient)

**Qualifications (may be held by the 3 x Bronzies):**

1 x IRB Driver (proficient)
1 x IRB Crew (proficient)
1 x Basic Beach Management (BBM)
1 x ARTC (proficient)

*Recommended: 1 x Spinal Management*

**Equipment:**

As per SOPs
START OF PATROL – KEY ACTIONS

• Arrive at least 15 mins early
• Check previous log entries
• Check all equipment (functional/safe)
• Assess surf conditions/risk levels
• Determine flagged location (or beach closure)
• Conduct “briefing” with patrol
• Allocate personnel and equipment
• Create patrol rotation roster (tower/flags/roving)
• Position lifesaving equipment (rescue ready)
• Complete all patrol logs/forms
• Set an activity/training plan for the day (if conditions permit)
PATROL BRIEFING

- Uniform check
- Equipment check
- Equipment allocation/positioning
- Current and expected beach/water conditions
- Expected weather/swell/patronage
- Identified high risk areas
- Identified high risk groups (rock fishermen etc)
- Roles/responsibilities (in emergency)
- Incident contingency plans (who/what/where/how)
- Patrolling method & roster (tower/flags/roving)
- Health and safety issues (sun safety, fluids etc)
- Public image/professionalism expectations
- Radio communications (channels/call-signs)
- ATV use/restrictions/safety
- **Constant water surveillance required**

*Note: Reference Club ‘Patrol Operations Manual’*
BEACH SET UP (STANDARD)

- Patrol Uniform (all correct)
- Red & Yellow Patrol Flags
- Black & White Surf Craft Flags
- Information Board and Beach Signage erected
- Powercraft (IRB/RWC) positioned (on trailer)
- Powercraft signage erected
- ATV/Vehicle (fully operational – check fuel)
- Rescue Tube/s (and flippers) positioned
- Rescue Board/s positioned
- Patrol Arena erected
- Stretcher/Spinal Board & Neck Braces
- Oxygen Kit (fully operational – check oxygen)
- Defibrillator (check battery/pads/razor/shears)
- First Aid Kits, Splints
- Radios (correct channels)
- Binoculars
- PA/Siren/Alarm
- Log Books (Patrol, Incident, Powercraft)
BEACH SET UP (BEACH CLOSED)

Lifesaving services that have closed their patrolled area due to dangerous conditions or similar must:

• Advise SurfCom
• Maintain minimum number of personnel (3 Bronzies), qualifications and equipment
• Remove patrol/surf craft flags from the beach
• Maintain beach safety signage on beach (no swimming/beach closed)
• Maintain IRB/RWC on-beach (response-ready)
• Maintain rescue boards and rescue tubes on beach (rescue ready)
• Continue to monitor radio channels
• Conduct ongoing preventative actions (warn public) and conduct roving patrols
• Maintain consistent beach/water surveillance
‘SIGN ON’ REPORT (SURFCOM)

Information required:
• Number of lifesaving personnel (bronze holders)
• Beach status (open/closed)
• IRB/RWC status (operational/not)

PATROL HANDOVER (SURFCOM)
(Morning & Afternoon)

Information required:
• Number of lifesaving personnel (bronze holders)
• Beach status (open/closed)
• IRB/RWC status (operational/not)

‘SIGN OFF’ REPORT (SURFCOM)

Information required:
• Total number of rescues
• Patrol finishing time (if extending beyond minimum)
PATROL AUDITS (INSPECTIONS)

• All clubs are required to be audited by the branch at least 4 times per season.
• Patrol Audits aim to identify any opportunities for improvement within a patrol/club.
• Patrol Audit Forms can be used by a patrol on a daily basis to self-assess their patrol.
## PATROL AUDIT FORM

<table>
<thead>
<tr>
<th>Club:</th>
<th>Patrol Name/#:</th>
<th>Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patrolled area open/closed:</td>
<td>Head count in water:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 1. PERSONNEL
- **LIFESAVERS ON-DUTY** (bronze/cert II & proficient) 50 points (0 points if below minimum number – per lifesaving agreement)
- **QUALIFICATIONS/AWARDS HELD** (BBM, ARTC, IRBD, IRBC, Spinal) 50 points (10 points deducted for each shortfall)
- **PATROL UNIFORM** (SLSA shorts/shirt/hat/quartered cap) 50 points (10 points deducted for each member in non-regulation uniform)

### 2. BEACH MANAGEMENT
- Water under consistent surveillance /10
- Flags erected & positioned close to water’s edge /5
- IRB positioned close to water’s edge (response-ready) /5
- Powercraft access signs erected /5
- Lifesavers at waters-edge ‘flag duty’ if persons in water /5
- Patrol Tower/First Aid Room clean/no obvious risks /5

### 3. GEAR AND EQUIPMENT
- IRB operational /10
- ATV (flashing light, reverse beeper, board, tube) /10
- 3 x Rescue Tubes immediately available /8
- 2 x Rescue Boards available and positioned at waters edge /6
- Binoculars immediately available /5
- Patrol Tent/Arena erected /5
- 3 x handheld radios/monitored (SurfCom radio test) /6
- 2 x whistles /2
- 2 x signal flags /1

### 4. PRACTICAL ASSESSMENT – Scaled against criteria in “guide”

<table>
<thead>
<tr>
<th>Danger – checked/PPE used</th>
<th>/4</th>
<th>Award</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response – talk/touch</td>
<td>/3</td>
<td>1xBronze/Cert II</td>
<td></td>
</tr>
<tr>
<td>Send – for help (incl SurfCom)</td>
<td>/3</td>
<td>1xBronze/Cert II</td>
<td></td>
</tr>
<tr>
<td>Airway – clear + open (head tilt)</td>
<td>/5</td>
<td>1xBronze/Cert II</td>
<td></td>
</tr>
<tr>
<td>Breathing – check + 2 breaths (mask)</td>
<td>/5</td>
<td>1xBBM</td>
<td></td>
</tr>
<tr>
<td>CPR 30/2 (effective)</td>
<td>/10</td>
<td>1xIRBD</td>
<td></td>
</tr>
<tr>
<td>Introduction of AED</td>
<td>/5</td>
<td>1xIRBC</td>
<td></td>
</tr>
<tr>
<td>Introduction &amp; use of O2 Resuscitation</td>
<td>/10</td>
<td>1xSpinal</td>
<td></td>
</tr>
</tbody>
</table>

### AUDIT SUMMARY (Points Tally)

<table>
<thead>
<tr>
<th>SECTIONS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. PERSONNEL</td>
<td></td>
</tr>
<tr>
<td>2. BEACH MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>3. GEAR &amp; EQUIPMENT</td>
<td></td>
</tr>
<tr>
<td>4. PRACTICAL ASSESSMENT</td>
<td>/100</td>
</tr>
</tbody>
</table>

**SECTION SUB-TOTAL** /150

**SECTION SUB-TOTAL** /50

**SECTION SUB-TOTAL** /100

**SECTION SUB-TOTAL** /50

**TOTAL** /350
ANNUAL PROFICIENCY REQUIREMENTS

All active SLSNSW lifesaving personnel must complete an annual proficiency test.

Proficiencies to be completed by 31st December each year:

• Bronze Medallion (Cert II)
• ATV – Drivers License check and ATV induction for new members
• Advanced Resuscitation Techniques Certificate
• Spinal Management
• IRB Drivers/Crew
• RWC Operator
• JRB/ORB awards
• Gold Medallion

Proficiency required every 2 years:

• Pain Management

Proficiency required every 3 years:

• Apply (Senior) First Aid
• Advanced First Aid (Pre requisites must be proficient each year)

No proficiency required:

• Basic Beach Management (BBM)
• Silver Medallion Aquatic Rescue
The below table demonstrates suggested Lifesaving / Education pathways within Surf Life Saving NSW.

<table>
<thead>
<tr>
<th>Duty Officer</th>
<th>State Director of Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold Medallion Lifesaver</td>
<td>Branch Education Officer</td>
</tr>
<tr>
<td>Patrol Captain</td>
<td>Chief Training Officer</td>
</tr>
<tr>
<td>Silver Medallion Basic Beach Management</td>
<td>Trainer, Assessor, Facilitator</td>
</tr>
<tr>
<td>Silver Medallion Advanced First Aid</td>
<td>SLSA Award Holder</td>
</tr>
<tr>
<td>Spinal Management</td>
<td>ORB, JRB, Helicopter</td>
</tr>
<tr>
<td>Advanced Resuscitation Techniques Certificate</td>
<td>Rescue Water Craft</td>
</tr>
<tr>
<td>Silver Medallion Radio Controller (SurfCom)</td>
<td>Silver Medallion IRB Driver</td>
</tr>
<tr>
<td>Apply First Aid</td>
<td>IRB Crew</td>
</tr>
<tr>
<td>Radio Operator</td>
<td>ATV Operator</td>
</tr>
<tr>
<td>Silver Medallion Aquatic Rescue</td>
<td>Bronze Medallion Lifesaver</td>
</tr>
<tr>
<td>Surf Rescue Certificate</td>
<td></td>
</tr>
</tbody>
</table>
24/7 EMERGENCY RESPONSE

As part of a club’s emergency response capability, the following should be located in a known and easily accessible location:

• Two rescue tubes
• Two sets of fins
• Two rescue boards
• At least one IRB should be fully set up with a full tank of fuel located in an accessible location (fuel storage container)
• An ATV (if available) should be fuelled and positioned “ready to go”
• The Oxygen Kit, AED Kit and First Aid Kit should be easily accessible either on the ATV or in the first aid room

Patrols should ensure the above is organised at the end of every patrol.

Callout teams should undertake a briefing/induction/exercise at least annually.

24/7 Rescue Ready
END OF PATROL – KEY ACTIONS

• Identify whether an extended finish time is required (inform SurfCom if so)
• Utilise the public announcer (or similar) to inform swimmers of closure and recommend they cease swimming for the day
• Use in-water lifesaving personnel to advise public
• Consider roving patrols to adjacent areas to advise
• Repeat communication of closure to remaining swimmers if required
• Maintain surveillance of water by lifesaving personnel while patrol is packed up for the day
• Maintain a board, rescue tube and the IRB on standby while the patrol is packed up for the day
• Conduct final sweep of surf area before packing up standby equipment
• Prepare equipment for after-hour/callout response (rescue ready)
• Complete patrol log, incident logs and provide sign-off report to SurfCom
• Debrief patrol team (successes, learning outcomes, next patrol)
• Advise Club Captain/Gear Steward of any issues
General Operations
BEACH MANAGEMENT
(WATER SURVEILLANCE)

Constant water surveillance is required during patrol.
A multi-layered scanning/surveillance method is recommended to ensure adequate coverage of the patrolled and adjacent beach areas (headlands/offshore).

This method should align with a patrols duty-rotation roster (established at the ‘start of patrol briefing’).

Lifesavers should be assigned to the various duties for 20-30 mins before rotation (fatigue management).

Multi-layered Method:
• Club tower/elevated position – overall area coverage
• Mobile beach tower – immediate area coverage
• Flag duty/water’s edge – public interaction/PA’s /rescue response
• In-water duty (IRB/Tube/Board) – PA/rescue
• Roving patrol of adjacent areas (IRB/ATV/Foot)

Note: ‘rest-breaks and training-breaks’ are an important part of a duty roster and effective fatigue management.

Note: All patrol members sitting under the tent does not constitute effective beach management.
MULTI-LAYERED SURVEILLANCE
POWERCRAFT RISK MANAGEMENT (IRB/RWC/ATV)

The Patrol Captain or Senior ALS Lifeguard is ultimately responsible for all conduct (and misconduct) on patrol.

Mitigate risk by:

- Briefing patrol/personnel each day
- Only qualified/proficient drivers/crew
- Speed minimised at all times
- Distance from in-water/on-beach patrons optimised
- Headlights and flashing lights always in use (ATV)
- IRB/RWC launching/beaching area signed (additional use of cones optional)
- Use of cones to mark ATV on/off beach ramp/access considered during peak times

Use two ‘rescue craft access’ signs to demarcate designated launching and beaching areas for powercraft (RWC, IRBs)
PUBLIC IMAGE (PROFESSIONALISM)

Key Considerations

• Visibility
  - A uniformed lifesaver always in public view
• Vigilance
  - Actually being seen to be doing the job
  - Flag duty and foot patrols with tube/radio
• Conduct
  - Professional ATV/IRB/RWC use
  - No ‘horse play’ in public view (in uniform)

Public Image Destroyers

• Smartphone use in public view
• Sunbathing/sleeping in uniform
• ‘Horse play’ unprofessional conduct in uniform
• Post patrol ‘drinks’ in uniform
SURF CRAFT MANAGEMENT
(Surfers in flags, PWCs, Kite Surfers etc)

1. Assess Risk
   Does an actual risk exist (if yes – act).

2. Communicate
   Identify yourself and authority (Lifesaver/Lifeguard).

3. Inform/Educate
   Provide information (risk created, regulations etc).

4. Advise
   Outline preferred course of action.

5. Issue Warning(s)
   Warn patron of possible consequences.

6. Apply Penalty/Inform Authorities
   Apply penalty within authority – in most cases this involves informing the appropriate authorities.

   At all times avoid conflict. If in doubt contact the appropriate authority i.e. Police, Council Ranger etc.

   Note: Consider removing the swimmers from the water if the situation can’t be immediately resolved.
SURF CRAFT WARNINGS (EXAMPLES)

General (loud-speaker): “May I have your attention please? For public safety I remind you that surf craft users shall remain outside the red and yellow flags please. Thank you for your cooperation.”

Specific (loud-speaker): “May I have your attention please? To the board rider in the yellow rash shirt, please remain outside the red and yellow flags. Thank you for your co-operation.”

Infringement 1:1: “The Local Government Act of NSW only permits the use of surf craft outside the flagged area. Please remain outside the red and yellow flags. Thank you.”

Final Warning 1:1: “Any further infringement will result in the authorities being called. Please remove your surf craft from this area immediately. Thank you.”
MARITIME REGULATIONS (PUBLIC)

PWCs exceeding 10 knots, must stay:

- 60m from any person in the water
- 60m from any non-powered vessel under 4m
- 30m from any other vessel
- 30m from the shore/river bank/structures

Other vessels must (if exceeding 10 knots) stay:

- 30m from any person/object/vessel in water
- 60m from any person in water, if towing an aqua-planer (skier/wakeboard/tube)

All vessels must stay 500m from shore and 60m clear of any patrolled areas.

SLS Rescue Craft are exempt from regulations if patrolling/performing a rescue, but must exercise care and operate within SOPs.
## LOCAL LAW ENFORCEMENT

### LOCAL GOVERNMENT ACT 1993

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>630</td>
<td>Breaking glass and other matter</td>
</tr>
<tr>
<td>631</td>
<td>Damaging, defacing or polluting public bathing place</td>
</tr>
<tr>
<td>632 (1)</td>
<td>Acting contrary to notices erected by Councils</td>
</tr>
<tr>
<td>633 (2)</td>
<td>Bathing (including nude bathing) and other water-based recreational activities</td>
</tr>
</tbody>
</table>

### COMPANION ANIMAL ACT 1998

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>13(2)(a)</td>
<td>Dog not in effective control (not on lead)</td>
</tr>
<tr>
<td>14(2)(a)</td>
<td>Dog in prohibited place</td>
</tr>
<tr>
<td>20(1)</td>
<td>Failure to remove dog faeces</td>
</tr>
</tbody>
</table>
Emergency Operations
EMERGENCY BEACH CLOSURE

• Determine if water area is to be evacuated (patrolled area closed)
• Inform SurfCom of closure
• Activate the “Emergency Evacuation Alarm” (continuous siren)
• Inform everyone of the following:
  - Water area is being closed
  - Reason for closure
• Lower the red/yellow & black/white flags
• Remove all other flags
• Post ‘swimming not advised’ signs
• Continually monitor all areas
• Maintain minimum personnel, qualifications and equipment requirements
• Maintain an active presence on the beach to advise/warn public
• Incident log completed (if appropriate)
• Reassess risk (ongoing)
RESUSCITATION/DROWNING

D | Danger
   Check for Danger to Yourself, the Patient and Bystanders.

R | Response
   Check for Response by talk and touch.

S | Send
   If unresponsive, Send for help by calling Triple Zero (000).

A | Airway
   Open Airway and ensure it is clear. If not, roll patient onto their side and clear the airway.

B | Breathing
   Check Breathing. If patient is not breathing or breathing is not normal, commence CPR.

C | CPR (30:2)*
   Start CPR
   Give 30 Chest Compressions followed by 2 rescue breaths. If unwilling or unable to perform rescue breaths continue chest compressions.
   *For drowning, give 2 initial rescue breaths before starting compressions.

D | Defibrillation
   Attach an Automated External Defibrillator (AED) as soon as it is available and follow its prompts.
ADDITIONAL CPR CONSIDERATIONS

• Are all patients accounted for?
• Has SurfCom been informed?
• Is oxygen equipment/AED on-hand?
• Is the flagged area and public safety still being managed?
• Have you tasked people to meet the ambulance and/or prepared a helicopter landing zone?
• Have you requested additional lifesaving service support?
IDENTIFYING A STROKE

How do you know if someone’s having a stroke? Think...

F.A.S.T.

FACE
Check their FACE. Has their mouth drooped?

ARMS
Can they lift both ARMS?

SPEECH
Is their SPEECH slurred? Do they understand you?

TIME
TIME is critical. If you see any of these signs, call 000 now!

Think F.A.S.T. Act FAST! CALL 000
<table>
<thead>
<tr>
<th>Action</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Gathering</td>
<td>0 – 2 Minutes</td>
</tr>
<tr>
<td>Type of Search Declared</td>
<td>In-Water or Land Based</td>
</tr>
<tr>
<td>Assistance Requested and Incident Reported</td>
<td>Via SurfCom</td>
</tr>
<tr>
<td>Initial Search Conducted</td>
<td>With On-Site Assets</td>
</tr>
<tr>
<td>Person Not Located and Advise Police</td>
<td>Via SurfCom</td>
</tr>
<tr>
<td>Coordinated Search</td>
<td>With Other Emergency Services</td>
</tr>
</tbody>
</table>
## LOST/MISSING PERSON – DETAILS

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>Sex</td>
<td></td>
</tr>
<tr>
<td>Clothing</td>
<td></td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td></td>
</tr>
<tr>
<td>Location last seen</td>
<td></td>
</tr>
<tr>
<td>Time last seen</td>
<td></td>
</tr>
<tr>
<td>Activity being undertaken</td>
<td></td>
</tr>
<tr>
<td>Flotation device</td>
<td></td>
</tr>
<tr>
<td>Likelihood of being in water</td>
<td></td>
</tr>
<tr>
<td>Swimming ability</td>
<td></td>
</tr>
</tbody>
</table>
LOST/MISSING PERSON – RESPONSE

• Details collected
• Informant retained
• Lifesaving services (patrol) briefed
• Lifesaving services dispatched
  - Observers from tower
  - Shoreline search
  - Water based search with RWC/IRBs
  - In-water personnel positioned at last known location
• SurfCom informed
  - Other services requested
  - Additional lifesaving personnel requested
• Reassure informant/family

In-Water Search Considerations:

• Consider current/drift direction
• Remember to maintain patrolled area or close patrolled area if it cannot be adequately maintained
• Send lifesaving personnel to where the missing person’s belongings are positioned on the beach and to their car (land based search)
• Ensure responding units have radio communications (excluding swimmers)
IN-WATER SEARCH PATTERNS

Limited/no ‘sweep’

Last reported position of search target
IN-WATER SEARCH PATTERNS

Creeping line search pattern
IN-WATER SEARCH PATTERNS

Creeping line search pattern
REQUESTING AN AMBULANCE

The following information should always be provided to SurfCom when requesting an Ambulance for a patient:

- Patient sex
- Patient age
- Mechanism of injury (what happened?)
- Chief complaint (what is the injury?)
- Breathing present (Y/N)?
- Level of consciousness
- Patient location/access point/cross street
- When did it happen?
- What action/treatment is being administered?

**Secondary Information**

- Chest pains (Y/N)?
- Does the patient have a history of heart problems?
- Did the patient take any drugs or medication in the past 12 hours?

*Note: ETAs are an estimate. Do not continually request ETA updates.*

*Note: Position a lifesaver/lifeguard at the road side of the beach access to meet ambulance.*

*Note: Update if patient condition deteriorates (loss of consciousness, difficulty breathing etc).*
SHARK SIGHTING

1. Determine if patrolled area is to be closed and water evacuated (considering validity of sighting, size/type/conduct of shark, proximity to swimmers).

   For example: A 1m hammerhead shark swimming off-shore may not warrant an ‘evacuation.’

2. Activate the ‘Emergency Evacuation Alarm.’
   (continuous siren)

3. Inform public of the following:
   - Patrolled area is being closed
   - Reason for closure

4. Lower/remove red/yellow & black/white flags.

5. Post ‘swimming not advised’ signs.

6. Continually monitor all areas from an elevated position.

7. Contact SurfCom and advise them of the incident and beach closure.

8. Launch IRB and maintain water surveillance.

9. Reopen patrolled area 30 mins after shark last sighted.

**Shark Attack:** Beach should be closed for at least 24 hrs.
BODY RETRIEVAL/SUICIDE

All ‘bodies’ should be treated as viable ‘patients’ (rescue/resuscitation) unless it is clearly obvious that the body is long-deceased (decomposed etc).

Body retrieval is the responsibility of NSW Police.

On Land (if resuscitation attempt not appropriate)

1. Isolate area from public/young members.
2. If body must be moved, note any details and keep as close as possible to the original site. Minimise contact with the body.
3. Utilise protective clothing (gloves/shoes etc).

In Water (if resuscitation not appropriate)

1. Assess the risk of retrieval attempt.
2. Utilise protective clothing (gloves).
3. Recover the body if possible.
4. If no retrieval is appropriate/possible then note location, maintain visual contact with the body (if able).

Note: Do not put members at risk to retrieve a body (if conditions are too dangerous etc).
LIGHTNING

Remember 30/30 Rule

- Close patrolled area when the “flash to bang” count is less than 30 seconds
- Follow ‘Emergency Beach Closure Procedure’ (Page 27)
- Seek shelter in a ‘hard top’ vehicle or building (avoid small structures) – maintaining water surveillance if able
- Avoid non-essential use of portable radios and mobile telephones during a thunderstorm. If emergency calls are required, keep them brief
- Open patrolled area when 30 minutes has passed since the last 30/30 lightning strike
INAPPROPRIATE BEHAVIOUR

• Make note of the person’s description
• Contact SurfCom for Police assistance
• Maintain surveillance of the water
• Give close supervision to any child that is “at risk” from inappropriate behaviour
• When Police arrive, lifesaving personnel should offer their assistance. If they require no further help lifesaving personnel should return to normal duties
• Where Police are not on-site, lifesaving personnel should observe (at a distance) the person committing the act and maintain radio contact while the Police respond
MARINE POLLUTION

1. Determine if water area is to be evacuated
2. Inform SurfCom
3. Implement ‘Emergency Beach Closure Procedure’
4. Continually monitor all areas
5. Provide assistance to Boating Safety Officers (RMS) as appropriate within SOPs
6. Maintain records/logs

The information that should be recorded includes:

• When and where the pollution occurred
• Type/description of the product
• The extent (area covered)
• Name of the vessel or other source of pollution
• Any other relevant information
**PUBLIC ORDER INCIDENT**

In the event of an altercation/riot, members shall prioritise their personal safety and that of any members in their charge.

- **SurfCom is to be notified immediately** whenever a Public Order Incident occurs

- As best able (while ensuring member safety) the patrol shall maintain a water safety function, including:
  - Consider IRB/RWC patrols from the water
  - In the event of a rescue, consideration should be given to taking any patients to an adjacent beach (other section of beach)

- Complete an incident report form (take particular care to complete the narrative as thoroughly as possible and state the nature of the incident)

*Note: Members should avoid becoming directly involved in any form of altercation/disturbance.*
HELICOPTER LANDING ZONE (LZ)

- Nominate a suitable lifesaver/lifeguard to manage the LZ
- Locate flat area of land 40m by 40m (at least)
- Clear area of all people/animals
- Remove all loose objects (umbrellas, surfboards etc)
- Ensure all access points to the LZ are manned by lifesavers (preventing public access)
- Establish contact with helicopter on Surf Channel 1 prior to landing
- The helicopter will land and take off into the wind (in most instances)
HELIQUADON TANDING ZONE (DAY TIME)
HELICOPTER LANDING ZONE (NIGHT TIME)
HELICOPTER SAFETY

• Only approach & depart helicopter if essential and only once given “thumbs up” by the pilot or crewman.
• Always approach/depart from the front (between 10-2 o’clock).
• Sloping ground may expose you to rotors.
• If blinded by dust, stop and sit down.
AIRCRAFT CRASH

Consider:

• Personal Safety
  - Fuel
  - Fire/smoke/gas hazards
  - Sharps (glass/metal)
  - Distance from shore (response-range)
• Consider a pre-response team briefing
• Communication/Support Requested
  - Inform SurfCom immediately
  - Request additional support
• Site Marking
  The submersion of an aircraft may require lifesavers to mark the location via the use of buoys, etc.
• Triage Centres
  Lifesaving services may be requested to assist with the establishment of a Triage Treatment Centre either within the surf club or adjacent area.
TSUNAMI WARNING

There are 2 types of tsunami threats:

1. **Marine Threat** (more common)
2. **Land ‘Inundation’ Threat** (uncommon)

Personal/member safety shall always be prioritised. Actions will be determined by warning ‘lead-time.’

**Key Actions – Marine Threat:**

- Advise public of hazard and recommend evacuation of water/foreshore
- Follow Emergency Beach Closure Procedure (sirens/signage/removal of flags/PA’s etc). Refer to page 27
- Maintain on-going presence – roving patrols/PA’s, unless otherwise advised by Police/SES

**Key Actions – Land Threat:**

- Advise public to move >1km inland or 10m+ above sea level (high ground)
- Follow Emergency Beach Closure Procedure (sirens/signage/removal of flags/PA’s etc). Refer to page 27
- Evacuate members to pre-determined safe location
- Evacuate key operational equipment to pre-determined safe location (rally point) – if time allows
- Await advice and updates from SurfCom/SLS Duty Officers, Police and SES
Recovery Operations
MEDIA ENQUIRIES

All media enquiries received at the club/patrol should be referred to the Patrol Captain or Senior ALS Lifeguard in the first instance.

For ‘critical incidents’ (death/drowning/member injury/public injury caused by members) – refer media to SLSNSW. SLSNSW will then identify and brief local spokespeople.

Media Comment Best Practice:
• Stick to the facts
• Don’t speculate, assume or comment on rumours
• Never appoint blame to SLS or others
• No personal details of patients/deceased persons or members should be provided to the media
• Promote positive actions of SLS/ALS and emergency services
• Rule of thumb – “If in doubt refer to SLSNSW”

Example:
“I am not the appropriate person to comment, please contact__”

Media Interviews/Photo-shoots
You control your/our image. If a desired photo could bring SLS into disrepute (look unprofessional) then say no and suggest alternative.

Rules of thumb: Full uniform, standing, tube/radios, etc
MEDIA SPOKESPEOPLE (RECOMMENDED)

SLSNSW Media Manager/Lifesaving Manager
Deaths/drowning’s, member injuries/accidents, political issues, state/national safety and funding issues

ALS Manager (Lifeguards)
Lifeguard issues/service provision, council relations

Branch President or Director of Lifesaving
Branch issues/stats/programs and initiatives
Major rescues/incidents (non-critical)
Local Council/SLS issues

Club Captains/Lifeguard Supervisors
Club stats/safety issues/events/programs

Patrol Captains/Senior Lifeguards
Beach conditions/activity, safety warnings
General information/activity
CRITICAL INCIDENT DEBRIEF

Should occur after any of the following involving SLS/ALS:

- Drowning/coastal death
- Serious member injury/death
- Injury to public caused by SLS/ALS

Should be led by a SLS Duty Officer/Branch DOL or Lifeguard Supervisor.

Should use and follow the process outlined in the ‘Critical Incident Debrief Kit’ and SOP’s.

Debrief should cover:

1. Operations Review
2. Trauma/Peer Support

Ensure:

- All personnel involved are present
- The aims of the debrief are outlined
- Personnel contacts/roles/actions, and sequence of events are recorded
- Correct forms/logs are used and completed and relevant data inputted into SurfGuard and hard copies retained
- Trauma information discussed and provided
- Additional peer support/counselling options outlined
CRITICAL INCIDENT TRAUMA

Following a traumatic event it’s common and normal to experience a range of emotions. These may occur immediately or have a delayed onset.

They may include:

- Numbness
- Fear
- Anxiety
- Being overwhelmed
- Sadness
- Anger
- Regret/guilt
- Helplessness

Professional counselling should be sought if experiencing the following:

- Sleep disturbance and/or nightmares
- Fatigue
- Increased levels of anxiety
- Agitation, restlessness and irritability
- Difficulty concentrating and making decisions
- Intrusive thoughts related to the traumatic event
- Depression
- Loss of motivation
- Feeling detached
Communication
# PHONETIC ALPHABET

<table>
<thead>
<tr>
<th>Letter</th>
<th>Word</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alpha</td>
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<tr>
<td>B</td>
<td>Bravo</td>
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<tr>
<td>C</td>
<td>Charlie</td>
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<td>D</td>
<td>Delta</td>
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<td>Echo</td>
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<td>Foxtrot</td>
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<td>Golf</td>
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<td>Y</td>
<td>Yankee</td>
</tr>
<tr>
<td>Z</td>
<td>Zulu</td>
</tr>
</tbody>
</table>
RADIO CALL SIGNS

Units
Patrol
Roving Foot Patrol
RWC
Roving Vehicle
Lifeguard Supervisor
Lifeguard Supervisor

Call-sign
[Beach Name] Patrol
[Beach Name] Roving
[Branch/Club] Support Ski
[Beach Name] Mobile
[Council Name] 1
[Council Name] 2

Regional Position
Duty Officer (command)
Duty Officer 2 or Other
Duty Officer 3 or Other

Call-sign
[Branch Name] 10
[Branch Name] 11
[Branch Name] 12

State Position
State Duty Officer
Director of Lifesaving
Lifesaving Manager
Lifesaving Officer
Lifeguard Manager
Lifeguard Coordinator Northern
Lifeguard Coordinator Southern

Call-sign
NSW 10
NSW 11
NSW 12
NSW 13
Lifeguard 11
Lifeguard 12
Lifeguard 13
<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rescue Rescue</td>
<td>Prefix for emergency transmissions to indicate urgency + call-sign</td>
</tr>
<tr>
<td>Break</td>
<td>Grouping transmissions together (should always leave a gap after 2 different transmissions)</td>
</tr>
<tr>
<td>No Duff</td>
<td>A real incident underway during a training exercise</td>
</tr>
<tr>
<td>Priority 1</td>
<td>Urgent task</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Non urgent task</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Routine task</td>
</tr>
<tr>
<td>Sign On</td>
<td>Commencing of duty (start of shift)</td>
</tr>
<tr>
<td>Sign Off</td>
<td>Ceasing duties (end of shift)</td>
</tr>
<tr>
<td>Secure Radios</td>
<td>Secure radios from public earshot</td>
</tr>
<tr>
<td>X</td>
<td>Search for submerged patient</td>
</tr>
<tr>
<td>1</td>
<td>On duty and available for tasking</td>
</tr>
<tr>
<td>2</td>
<td>On standby and awaiting further instructions at (location)</td>
</tr>
<tr>
<td>3</td>
<td>On meal break</td>
</tr>
<tr>
<td>4</td>
<td>Beginning to pack up patrol area</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>5</td>
<td>Leaving beach/assigned task to use restroom etc.</td>
</tr>
<tr>
<td>6</td>
<td>Entering the water for training</td>
</tr>
<tr>
<td>7</td>
<td>Unavailable to respond to calls (service/equipment)</td>
</tr>
<tr>
<td>8</td>
<td>Unable to be contacted</td>
</tr>
<tr>
<td>9</td>
<td>Entering water to undertake rescue</td>
</tr>
<tr>
<td>10</td>
<td>Search for missing person in water</td>
</tr>
<tr>
<td>11</td>
<td>Mass Rescue</td>
</tr>
<tr>
<td>12</td>
<td>Lifesaver/Lifeguard in trouble (man down)</td>
</tr>
<tr>
<td>13</td>
<td>CPR Incident</td>
</tr>
<tr>
<td>14</td>
<td>Deceased Person</td>
</tr>
<tr>
<td>15</td>
<td>Undertaking First Aid (Non life threatening)</td>
</tr>
<tr>
<td>16</td>
<td>Shark Sighting</td>
</tr>
<tr>
<td>17</td>
<td>Shark Attack</td>
</tr>
<tr>
<td>18</td>
<td>Indecent Behaviour</td>
</tr>
<tr>
<td>19</td>
<td>Undertaking Enforcement Function</td>
</tr>
</tbody>
</table>
RADIO CHECKS

SIGNAL STRENGTH
5 – LOUD
4 – GOOD
3 – WEAK
2 – VERY WEAK
1 – FADING

REPORT ON READABILITY
5 – CLEAR
4 – READABLE
3 – UNREADABLE
2 – DISTORTED
1 – WITH INTERFERENCE

Example:
“SurfCom SurfCom, this is Ballina Patrol requesting a radio check over.”

“Ballina Patrol Ballina Patrol, this is SurfCom. We are currently reading you 5 by 5 over.”
CONTACTS

Police, Fire, Ambulance: 000

State Emergency Service: 132 500

NSW Maritime: 131 256

Lifeline: 131 114

SurfCom:

Lifeguard Supervisor:

Council Contact:

Club Contact:

Branch DOLS:

Branch President:

Other:

Other:
CONTACTS

Country Energy: 132 356

Energy Australia: 131 367

Marine Oil Spills NTH: 9296 4000

Marine Oil Spills STH: 4247 4571

NSW Poisons Info: 131 126

NSW Rape Crisis Centre: 9819 7357

National Parks (injured/stranded native/marine animals): 1300 361 967

WIRES (injured native animals): 1300 094 737

RSPCA: 9770 7555

NSW Fisheries/DPI (Shark Net Issues): 4916 3931

Council Rangers:
**Beach to water signals**

- To attract attention between a boat and the shore
- Return to shore
- Remain Stationary
- Message not clear, repeat
- Pick up swimmers
- Investigate submerged object
- Proceed further out to sea
- Go to the left or the right
- Message understood, all clear
- Pickup or adjust buoys
**SIGNALS**

**Water to Beach Signals & Alarms**

- **Assistance required**
- **Boat wishes to return to shore**
- **Emergency Evacuation Alarm**
- **Shore signal received and understood**
- **Search completed**
- **All clear/OK**
- **Submerged Patient Missing**
- **Emergency evacuation alarm**
- **Mass Rescue**
IBOOK INSTRUCTIONS

The Patrol Captain Procedures Guide is now available via the SLSNSW Website in a PDF Document that can be opened in “IBooks” or Smart Phone equivalent.

How to install the Procedures Guide PDF on your iPhone/iPad

For all other smart phones please download equivalent applications

Note: Please ensure you have downloaded the iBooks application from the Apple App Store. This application is cost free – only data download usage.

2. Click on ‘Members.’
3. On the left hand menu under ‘Resources’ click on ‘Lifesaving.’
4. Click on ‘Patrol Captain Procedures Guide.’
5. The file will open in a new window and begin to download
6. Once the file has completed downloading, select ‘open in iBooks’ at the top right hand side of your screen.
Powercraft
Code of Conduct

Safety
Ensure the safety of yourself, your crew and the public. Regularly assess risk while operating powercraft and promote safety at every opportunity.

Limitations
Understand the limitations of your craft and crew in different conditions. Always aim to maintain a high level of competency.

Search and Rescue
SLS powercraft are part of emergency service operations. Always have your craft ready to respond and follow standard operating procedures.

Craft
Your craft is highly visible. Always demonstrate a culture of safety and respect the rights of others in the water.