LS2

INFORMATION MANAGEMENT

SURF LIFE SAVING
NEW SOUTH WALES

LS2.1 INFORMATION MANAGEMENT & ONLINE SERVICES

NEW SOUTH WALES

PURPOSE

To provide an overview of the key information management tools for lifesaving operations.

POLICY

Surf Life Saving NSW (SLSNSW) is committed to the quality management of key lifesaving data and information.

SLSNSW supports alignment and adherence to the centralised lifesaving information management tools available through SLSA, namely SurfGuard and Members Portal.

PROCEDURE

The following provides a general overview of requirements. For specific milestones and due dates clubs/members should refer to the relevant pre-season circulars/memos released annually.

SLSA Members Portal

- **Lifesaving Online** is a self-service membership portal for members of clubs and support organisations in Surf Life Saving. You can renew membership, apply to join a club and check your details, awards and patrol hours from this site. www.lifesavingonline.com.au
- **Members Portal**
  This Members portal currently contains a library, a central news and information area and a forms and workflow area for members. From this site members can:
  - Download a Circular
  - View job adverts
  - Read local and national surf lifesaving news
  - Apply for a Service Award
  - Submit a news item

See https://portal.sls.com.au/wps/portal/member/ for more information

Surfguard

- Branch/Club **service profile** (contact details and Office holders) updated on SurfGuard www.surfguard.slsa.asn.au
- Club/Service **patrol teams/rosters** inputted and managed through SurfGuard (also feeds into beachsafe portal for public information about patrolled locations)
- **Branch/club teams** created and updated, including:
  - RWC Teams
  - Duty Officer Teams
  - SurfCom Teams
  - Club Emergency Response (Callout) Teams
  - Patrol Audit Teams
- **Gear and Equipment** information updated (pre- and post inspections) as well as whenever equipment is sold or disposed of.
- **Proficiencies, Awards & Assessments** - All proficiencies must be completed and entered into SurfGuard by December 31st annually.

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- **Patrol Log and Incident Logs**
  Club/service patrol information requires input into SurfGuard (IRD) within 2 weeks of patrol/incident date.
- **SMS/Group Emailing Functions**
  SMS/Text functions in SurfGuard assist Branch/Club Officers and Patrol Captains manage their services and improve effectiveness of communications.

SYSTEM TRAINING/HELP

SurfGuard and SurfCom training are available from SLSA and should be actioned through a Branch request to SLSA. Training sessions ideally are run as single group.

A SLSA IT helpline is available 7 days a week at 1300 724 006.

SLSA SurfGuard Manual is available at www.surfguard.slsa.asn.au

Online training 'Playpens' are also available. These 'dummy' systems allow appropriately authorised personnel to practice using the systems without affecting information. Contact SLSA for more information and visit http://sls.com.au/infotech/quicklinks.

SLSA SURF STORE

A central lifesaving equipment and supply store is available through SLSAs' SLS Members Portal: www.portal.sls.com.au

Only 'Surf Store Administrators' can access lifesaving specific equipment. To update 'Surf Store Administrators'; see the officer positions section of SurfGuard for your Organisation.

REFERENCE

www.portal.sls.com.au

www.beachsafe.org.au

www.surfcom.org.au

LS2.2 WWW.BEACHSAFE.ORG.AU

NEW SOUTH WALES

Date: December 2019

PURPOSE

To outline the single public safety information portal that should be used by all lifesaving services.

POLICY

Lifesaving services shall align and promote consistent public safety messages to all stakeholders.

PROCEDURE

www.beachsafe.org.au provides consistent public safety information and patrolled locations/times to the public in both website and smart-phone application formats. Patrol service information inputted into SurfGuard aligns directly to public information available through beachsafe.

www.beachsafe.org.au shall be the central reference point for all public safety information released internally and externally by lifesaving services.

This shall include:

- Media Releases/media enquiries – key safety messages should align and media releases/enquiries should be referred to 'beachsafe' for more information.
- Branch/Club/Service websites – safety information tabs/pages should link directly to 'beachsafe'.
- Public information/education collateral – should align key messages and reference 'beachsafe'.
- Social media posts regarding public safety information should refer to 'beachsafe'.
- External partners/agencies should be encouraged to link their websites, media releases and other communications regarding beach/surf safety to 'beachsafe'.

REFERENCE

www.beachsafe.org.au

LS2.3 PUBLIC EMERGENCY CONTACT INFORMATION

NEW SOUTH WALES

PURPOSE

To outline 'public emergency contact information,' for promotion by lifesaving services.

POLICY

Surf Life Saving New South Wales has in place structured emergency communication processes which must be adhered to by all members/clubs/services.

This structure is founded on 'Triple Zero' and includes complementary systems such as the Surf Emergency Response System (13SURF) SurfCom (radio) protocols and other centralised information (beachsafe).

PROCEDURE

Public Emergency Contact Information

Lifesaving services shall promote 'Triple Zero' (000) as the public avenue for reporting emergencies.

Note: For in-water specific incidents/emergencies, lifesaving services should promote '000 – Police'.

Branches/clubs/services **shall not** promote any other emergency contact information (other than 'triple 0') to the public. This includes any local/regional emergency contact information for a club/service or individual member.

The Surf Emergency Response System (13SURF) must not be promoted to the public/media or any parties, other than to the appropriate emergency services, by the appropriate SLS officers.

Triple Zero (000) is Australia's primary telephone number to call for assistance in life threatening or time critical emergency situations. Dialling 112 directs you to the same Triple Zero (000) call service and does not give your call priority over Triple Zero (000).

Club answer-phone messages

All dedicated landline and mobile lifesaving service phones shall provide a consistent initial answer-phone message (excluding call-divert systems).

"You have called 'Club/Service Name', if this is a rescue emergency please hang up and dial triple zero, ask for Police and include a cross street or point of reference."

Clubhouse emergency contact signage

Club/service facilities should provide consistent emergency contact information on key locations (SLSC, towers etc) to assist the public at unpatrolled times. This information should read "In an Emergency Dial 000 for Police'.

The following symbol should be displayed with said information

LS2.3 PUBLIC EMERGENCY CONTACT INFORMATION

NEW SOUTH WALES

REFERENCE

http://www.triplezero.gov.au/Pages/default.aspx

http://www.vcc.vic.gov.au/assets/media/files/SignageManual3.pdf

LS2.4 MEDIA

NEW SOUTH WALES

PURPOSE

To outline acceptable parameters for the use of social media regarding lifesaving operations.

This policy aims to provide principles to follow when using social media. This policy does not apply to the personal use of social media platforms by SLSNSW members or staff where the SLSNSW member or staff makes no reference to SLSA or related issues.

POLICY

Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. As a member-based organisation, Surf Life Saving NSW recognises the benefits of social media as an important tool of engagement and enrichment for its members.

SLSA, its state centres, branches and clubs have long histories and are highly respected organisations. It is important that Surf Life Saving's reputation is not tarnished by anyone using social media tools inappropriately, particularly in relation to any content that might reference the organisation.

When someone clearly identifies their association with Surf Life Saving (SLS), and/or discusses their involvement in the organisation in this type of forum, they are expected to behave and express themselves appropriately, and in ways that are consistent with SLSAs stated values and policies.

PROCEDURE

This policy applies to SLSA members, staff or any individual representing themselves or passing themselves off as being a member of SLSA.

This policy covers all forms of social media. Social media includes, but is not limited to, such activities as:

- Maintaining a profile page on social or business networking sites (such as LinkedIn, Facebook, Shutterfly, Twitter or MySpace);
- Content sharing include Instagram (photo sharing) and YouTube (video sharing);
- Commenting on blogs for personal or business reasons;
- Leaving product or service reviews on retailer sites, or customer review sites;
- Taking part in online votes and polls;
- Taking part in conversations on public and private web forums (message boards); or
- Editing a Wikipedia page.
- The intent of this policy is to include anything posted online where information is shared that might affect members, colleagues, clients, sponsors or Surf Life Saving as an organisation.

USAGE

For SLSNSW members and staff using social media, such use:

- Must not contain, or link to, libellous, defamatory or harassing content. This also applies to the use of illustrations or nicknames;
- Must not comment on, or publish, information that is confidential or in any way sensitive to SLSA, its affiliates, partners or sponsors; and
- Must not bring the organisation or surf lifesaving into disrepute.

BRANDING AND INTELLECTUAL PROPERTY (IP)

It is important that any trademarks belonging to SLSA or any state centre, branch or club are not used in personal social media applications, except where such use can be considered incidental – (where incidental is taken to mean "happening in subordinate conjunction with something else").

Trademarks include:

- Club, branch and SLSA logos;
- The "Life of the Beach", "Whatever it Takes" or any other associated slogans; images depicting surf lifesaving volunteers, staff and/or equipment, except with the permission of those individuals;
- Other SLSA imagery including the red and yellow flags, the SLSA red and yellow caps or the official SLSA red and yellow patrol uniforms.

OFFICIAL SURF LIFE SAVING (SLS) BLOGS, SOCIAL PAGES AND ONLINE FORUMS

When creating a new website, social networking page or forum for staff/club member use, care should be taken to ensure the appropriate person at a club/branch/state level has given written consent to create the page or forum.

Similarly, appropriate permissions must be obtained for the use of logos or images. Images of minor children may not be replicated on any site without the written permission of the child's parent and/or guardian.

For official SLS blogs, social pages and online forums:

- Posts must not contain, nor link to, pornographic or indecent content;
- Some hosted sites may sell the right to advertise on their sites through 'pop up' content which may be of a questionable nature. This type of hosted site should not be used for online forums or social pages as the nature of the 'pop up' content cannot be controlled;
- SLS employees must not use SLS online pages to promote personal projects; and
- All materials published or used must respect the copyright of third parties.

CONSIDERATION TOWARDS OTHERS WHEN USING SOCIAL NETWORKING SITES

- Social networking sites allow photographs, videos and comments to be shared with thousands of other users. SLSNSW members and staff must recognise that it may not be appropriate to share photographs, videos and comments in this way. For example, there may be an expectation that photographs taken at a private SLS event will not appear publicly on the internet. In certain situations, SLSNSW members or staff could potentially breach the privacy act or inadvertently make SLSNSW liable for breach of copyright.
- SLSNSW members/staff should be considerate to others in such circumstance and should not post information when they have been asked not to or consent has not been sought and given. They must also remove information about another person if that person asks them to do so.
- Under no circumstance should offensive comments be made about SLSA members or staff online.

BREACH OF POLICY

SLSA, State, branches and clubs continually monitor online activity in relation to the organisation and its members. Detected breaches of this policy should be reported to SLSNSW.

If detected, a breach of this policy may result in disciplinary action from SLSNSW or SLSA. A breach of this policy may also amount to breaches of other SLSNSW and SLSA policies.

PRIVILEGE OF INFORMATION

This policy applies to all SLS members and personnel. However; members who operate in a capacity/role where they may be privileged to information must be made especially aware of this policy.

This applies, but is not limited to roles such as SurfCom Operator/Supervisor or Branch or State Duty Officers.

Employees of the Australian Lifeguard Service are included.

REFERENCE

SLSA Policy 6.20 – Use of Social Media

LS2.5 DANGEROUS SURF WARNINGS (DSW)

PURPOSE

To outline parameters for the dissemination of Dangerous Surf Warnings (DSW) to internal and external stakeholders.

POLICY

Release of warning and operational information shall be undertaken by authorised State/Branch/Club personnel only.

PROCEDURE

Definition: A Dangerous Surf Warning (DSW) shall be deemed as any 'release' of a warning to the media/public other services regarding forecast high-risk surf/weather conditions.

The Dangerous Surf Warning system shall be administered by SLSNSW under its arrangement with the Bureau of Meteorology (BOM).

DSW – MEDIA

SLSNSW shall be responsible for disseminating DSW information to the media via a Media Advisory. Authorised branch/clubs/services may in addition to that 'release' provide local/regional advice and information to the media.

Branches/Clubs/Services shall not release a DSW to the media without SLSNSW approval.

DANGEROUS SURF WARNING PROTOCOL (GENERAL)

The following BOM/SLSNSW protocols are in place to best identify and provide warnings:

1. BOM forecasters identify potential dangerous surf situations 48-24hrs prior;
2. BOM provide SLSNSW a 'heads-up' notification regarding potential DSW;
3. SLSNSW prepare SMEAC and Media Releases;
4. BOM confirm DSW and impact area/timeframe;
5. SLSNSW release a SMEAC to internal and external services/emergency services;
6. SLSNSW release media advisories to impacted regions (or state wide), these releases are either: 'General' or 'Rock-Fishing specific' depending on time-of-year/risk activities;
7. SLSNSW releases translated media advisories to foreign language media (general or rock-fishing);
8. BOM advise on any changes/extensions to DSW;
9. SLSNSW provide updated information to stakeholders if deemed necessary.

LS2.6 WITNESS STATEMENTS

NEW SOUTH WALES

Date: December 2019

PURPOSE

To outline the protocol for witness statements collected by lifesaving services. Collecting witness statements is normally a part of a Critical Incident Debriefing process.

POLICY

Witness statements may be collected for the purpose of further investigation or as evidence to be presented in a court.

SLSNSW must receive copies of all witness statements and will file confidentially for future reference if required.

Personnel privy to witness statements must not forward them to any unauthorised person.

PROCEDURE

The procedure below outlines the process for collecting and filing witness statements.

1. Witness statements may be collected during or immediately at the conclusion of a critical incident.
2. Witness statements must be documented legibly on the SLSNSW Witness Statement template.
3. All witness statements are to be forwarded to the Branch Director of Lifesaving.
4. The Branch Director of Lifesaving will forward all witness statements to SLSNSW Lifesaving team.
5. SLSNSW will file witness statements.

REFERENCE

Critical Incident Debrief

SLSNSW Witness Statement