

Circular 3790

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Public Safety Standard Operating Procedures Release

Attention: Branch and Club Executive, SLSNSW Public Safety and Emergency Management, ALS and AUAVS Personnel

Actioned by: Branch Directors of Lifesaving, Club Captains

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Summary	The SLSNSW Lifesaving Standard Operating Procedures (SOPs) were reviewed by a working group, and other key stakeholders, and are now ready for implementation.
Strategic Plan	1.1 We will be better structured and resourced to respond as an emergency service organisation within NSW emergency management arrangements.

Overview

The SLSNSW Public Safety Standard Operating Procedure's (SOP's) provide policy/guidelines for Lifesaving Services in NSW. Initially released in 2007, SLSNSW SOP's have provided the organisation with improved clarity of process and scope of operations. As a process of continuous improvement, the 2023 SOPs, now renamed the [Public Safety Standard Operating Procedures](#), have been updated to meet the current operating environment of Surf Life Saving NSW. The last review took place in 2019.

Scope of Review and Key Changes

This review engaged various members and staff from across the state. A working group comprised of 8 volunteers, and 12 SLSNSW staff members with diverse backgrounds and experiences within Surf Life Saving. Review meetings occurred from November 2022 to June 2023. External stakeholders, such as NSW Police Marine Area Command, Bureau of Meteorology, NSW Department of Primary Industries, and NSW Ambulance were consulted with in reviewing key chapters of the manual, and as a result, all SOPs were reviewed, and key changes are outlined within [PSS16 – Changes Log](#).

Transition to Online Format

This review included the revision of the intended delivery method of the SOPs. SLSNSW has taken an online-first approach, providing members with a web-based manual which includes an enhanced search functionality, and updatability. SLSNSW is mirroring SLSA in the approach they have taken in publishing their online manuals, utilising the same provider, allowing for a greater ease of use for members. The SOPs can be accessed at <http://surflifesaving.com.au/sops>.

Quick Reference Chatbot

In following an online-first approach, SLSNSW are conducting a trial of an AI-powered chatbot, which is intended to replace the Quick Reference Flipbooks available with previous versions of the SOPs. This chatbot is designed to answer limitless questions presented to it with knowledge contained in the Public Safety SOPs document and will **not** generate answers with external information.

Related Documents/Links

Surf Life Saving NSW Public Safety Standard Operating Procedures – <http://www.surflifesaving.com.au/sops>

SurfBot (Quick Reference Guide - Chatbot) – <http://www.surflifesaving.com.au/surfbot>