

Life
Saving
Victoria



Standard Operating Procedures

Table of Contents



SECTION 1 VOLUNTEER PATROL OPERATIONS

- SOP 1.1 – VOLUNTEER PATROL ROLES AND RESPONSIBILITIES**
- SOP 1.2 – PATROL CAPTAIN DUTIES**
- SOP 1.3 – PATROL MEMBER DUTIES**
- SOP 1.4 – PATROL EQUIPMENT REQUIREMENTS**
- SOP 1.5 – REMOTE AND OUTPOST PATROLS SOP**
- SOP 1.6 – WATER CRAFT MANAGEMENT**
- SOP 1.7 – BEACH CLOSURE**
- SOP 1.8 – INCLEMENT WEATHER**
- SOP 1.9 – LIGHTNING PROCEDURES**
- SOP 1.10 – HOT WEATHER & HEAT WAVES**
- SOP 1.11 – SHARK SIGHTING**
- SOP 1.12 – IMAGE AND PUBLIC RELATIONS**

SECTION 2 POWERCRAFT OPERATIONS

- SOP 2.1 – INFLATABLE RESCUE BOAT OPERATIONS**
- SOP 2.2 – POWERCRAFT CODE OF CONDUCT**
- SOP 2.3 – MARINE MAMMALS**

SECTION 3 LIFESAVING VEHICLES

- SOP 3.1 – ACCIDENTS INVOLVING LIFE SAVING VEHICLES**
- SOP 3.2 – LIFESAVING VEHICLES**
- SOP 3.3 – ALL TERRAIN VEHICLES (ATV)**

SECTION 4 COMMUNICATION AND INFORMATION TECHNOLOGY

- SOP 4.1 – LOGS AND REPORTING**
- SOP 4.2 – LSVCOMMS CONTACT INFORMATION**
- SOP 4.3 – LSVCOMMS SIGN ON/OFF VOLUNTARY PATROLS**
- SOP 4.4 – REPORTING INCIDENTS AND FIRST AID CASES**
- SOP 4.5 – REPORTING RESCUES**
- SOP 4.6 – INCIDENT NOTIFICATIONS**

SECTION 5 EMERGENCY OPERATIONS

- SOP 5.1 – CROWD CONTROL PROCEDURES**
 - SOP 5.2 – BODY RETRIEVAL**
 - SOP 5.3 – RESCUE PROCEDURES**
 - SOP 5.4 – SEARCH AND RESCUE OPERATIONS**
 - SOP 5.5 – CRITICAL INCIDENT MANAGEMENT**
 - SOP 5.6 – EMERGENCY CALLOUTS AND RESPONSE**
 - SOP 5.7 – MISSING PERSONS**
 - SOP 5.8 – NIGHT OPERATIONS**
 - SOP 5.9 – EMERGENCY MANAGEMENT LIAISON OFFICERS**
 - SOP 5.10 – DUTY OFFICERS**
-

Table of Contents



SECTION 6 OCCUPATIONAL HEALTH AND SAFETY

- SOP 6.1 – SHARPS AND CONTAMINATED MATERIAL**
- SOP 6.2 – RISK ASSESSMENT AND MANAGEMENT**
- SOP 6.3 – HAZARDOUS GOODS STORAGE AND HANDLING**

SECTION 7 GEAR AND EQUIPMENT

- SOP 7.1 – PATROL/OPERATIONAL INSPECTION REQUIREMENTS**
- SOP 7.2 – AUTOMATIC EXTERNAL DEFIBRILLATORS (AED)**
- SOP 7.3 – OXYGEN RESUSCITATION EQUIPMENT**
- SOP 7.4 – FIRST AID EQUIPMENT REQUIREMENTS**
- SOP 7.5 – DISPOSAL OF LIFESAVING EQUIPMENT**

SECTION 8 OBLIGATIONS AND STANDARDS

- SOP 8.1 – PATROL AUDITS**
- SOP 8.2 – PATROL UNIFORMS**
- SOP 8.3 – WATER SAFETY PROCEDURES**

SECTION 9 AMSAR OPERATIONS

- SOP 9.1 – HELICOPTER SAFETY**
- SOP 9.2 – RESCUE WATER CRAFT (PERSONAL WATER CRAFT OPERATIONS)**
- SOP 9.3 – MARINE RESCUE VESSELS**
- SOP 9.4 – HELICOPTER TASKING**

Section 1

Volunteer Patrol Operations

SOP 1.01 – ‘Volunteer’ Patrol Roles and Responsibilities

Section 1 – Volunteer Patrol Operations

Version Number – 4

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline to patrolling members responsibilities whilst carrying out duties during patrol operations.

Scope

All active patrolling members in Victoria.

Procedures

Full patrols shall consist of at least four (4) "Core" members comprising:

- Three (3) Members holding the SLSA Bronze Medallion / Certificate II in Public
- Safety (Aquatic Rescue);and
- One (1) other patrolling award holder (awards allowed are Radio Operator, Senior First Aid (or current equivalent), Advanced Resuscitation Techniques, Spinal Management, Surf Rescue Certificate or Basic Beach Management

Awards that must be present for a full patrol in addition to the 3 bronze medallion holders, in which one patrolling member of the (4) needs to be proficient in are,

- IRB Driver
- IRB crew separate from the holder of the IRB Driver Award
- Advanced Resuscitation Techniques Certificate
- Basic Beach Management
- Spinal Management

For Observational Patrols these will consist of:

- Two (2) proficient Members holding the SLSA Bronze Medallion / Certificate II in Public Safety (Aquatic Rescue);
- One (1) of these being a proficient Member holding the Advanced Resuscitation Technique Certificate

If the club cannot meet the minimum patrol requirements, they must inform LSVComms of the situation. This includes any missing awards or non-operational equipment LSVComms should be notified if the patrol status changes throughout the day.

S
O
P

Clubs are encouraged to ensure that an adult member (over 18 years old) is part of every patrol.

Radio Communications (including to LSVComms) must be maintained at all times while the patrol is on duty. If not possible, LSVComms should be notified as soon as possible and provided with a primary contact number (Refer SOP 4.2 – LSVComms Contact Information).

- Patrol member/s should be in close proximity to a radio at all times during patrol. Where possible, the Patrol Captain should have access to a portable radio at all times.
- Members should be assigned patrol duties and positioned accordingly, e.g. First Aid, Board Rescue, Roving Patrol, IRB Driver, etc. Only patrol members should be in the patrol shelter.
- Remote, roving, and outpost patrols can be set up at the Patrol Captain's discretion.
- At the commencement of patrol duties the patrol must contact LSVComms and 'sign on'. At the completion of patrol duties the patrol must also 'sign off' with LSVComms (refer SOP 4.3 – LSVComms Sign on/off Voluntary Patrols)

S
O
P

SOP 1.02 – Patrol Captain Duties

Section 1 – Volunteer Patrol Operations

Version Number – 4

Effective Date – 1 September 2018

Page 1 of 3

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the duties required of those in charge of individual patrols.

Scope

All operational areas of Life Saving Victoria.

Procedures

Patrol Captains are responsible for the coordination of all Patrol Members whilst on patrol and in the event of an incident, therefore their instructions should be followed promptly. They provide an important role in being responsible for the health and safety of members conducting volunteer patrols; and ensuring that safety is front and centre of all patrol activities.

There must only be one Patrol Captain for the patrol at any one time. Should the Patrol Captain change during the patrol, a formal handover must take place.

Duty Statement

- Prior to the commencement of duty, check all previous log entries and liaise with the previous Patrol Captain / Lifeguard to identify any issues or hazards present.
- Before patrol starts, ensure all Lifesaving equipment is checked with the assistance of others to make sure it is in good working condition.
- The Patrol Captain should allocate positions to the patrol members, to be adopted in the event of a rescue, including requirements for a Remote or Outpost patrol as appropriate. A roving patrol of at least 2 members with a tube, fins and a radio may be assigned to patrol a specific section of the beach. Patrol Captains should also consider the use of Mobile patrols utilising an ATV (All-terrain Vehicle) or 4WD vehicle.
- At the commencement of patrol, the Patrol Captain should ensure all logbooks are filled out and organise the patrol. Member's duties, which will be logged and recorded as per any additional club procedures.

S
O
P

- The Patrol Captain should select (based on training/experience) the safest area of beach to erect the red and yellow flags and where equipment should be placed. The Patrol Captain, in consultation with other patrol members should watch the beach from an elevated position, to assist in determining the safest location. It is recommended that patrol members physically test the selected area's condition, if not recently already done, i.e. swim the selected area before the patrol flags are placed. Equipment should be placed on areas of the beach where it is most likely to be required, i.e. near rips, at popular swimming spots, etc. keeping in mind ease of access by patrollers during a rescue or on a crowded beach.
- The patrol captain dependant on conditions shall be the person responsible for the opening, closing and relocating of flagged areas and/or beaches.
- The Patrol Captain shall also coordinate any incident that may occur unless a more senior person arrives at the situation such as a Lifesaving Operations Officer, State Duty Officer or the Police or other emergency services who may take over control (refer SOP 1.7 - Beach Closures).
- Board riders are a part of the surfing environment and should receive consideration from the patrol; therefore suitable areas for surfboard riding may be identified and should not conflict with the designated safe patrol area. Ensure a proper buffer zone exists between the surf craft area and the swimming area (10 metres approximately – where conditions permit)
- The Patrol Captain is responsible for ensuring the required information is recorded in all Logs including the Patrol Log, Powercraft Log, First Aid Log and Incident Report Log when the patrol is operating including noting the oxygen resuscitator checks being completed.
- At the commencement of the patrol, they must organise for the Lifesaving Service Warning Sign to be displayed indicating all relevant information such as beach and weather conditions and warnings.
- The Patrol Captain must ensure that any equipment damage found or that occurs must be logged as soon as possible and reported to the appropriate club committee member e.g. power craft officer
- If an appropriately qualified member is not present for the specific equipment, then that equipment must not be "set up", used, or reported as on patrol e.g. no IRB driver, no IRB on patrol. LSVComms should be notified of any non- operational equipment that precludes the patrol from making a full patrol.
- The Patrol Captain should ensure that all Lifesaving Personnel take a proactive approach to preventative measures i.e. warning the public of dangers, maintaining swimmers between the flags, etc.

S
O
P

SOP 1.02 – Patrol Captain Duties

Version Number – 4

Effective Date – 1 September 2018

Electronically Controlled Document

Page 2 of 3

Review Date – 1 September 2020

- It is desirable that the Patrol Captain holds the SLSA Beach Management award and have access to a radio at all times on patrol. The patrol Captain should familiarise themselves with and be aware of relevant Local Government Acts and By-Laws.

S
O
P

SOP 1.03 – Patrol Captain Duties

Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the duties of the active patrol member.

Scope

All patrolling members of Life Saving Victoria.

Procedures

All members in attendance at a Lifesaving Club may be called upon to assist in beach patrol work. All personnel on patrol must be current members and proficient in those awards they are representing at their patrols (refer [SOP 10.10 – Annual Skills Maintenance](#)) as ONLY members with the appropriate qualifications are to operate the respective equipment e.g. IRB must have relevant award, unless undergoing training as per the SLSA and LSV Procedures.

- Members must Sign on in the patrol attendance log book prior to commencing their patrols.
- Members should avoid undertaking too many patrol duties on any one day, taking into account extremely hot or cold conditions. Patrol members should advise their Patrol Captain if feeling fatigued, ill or tired.
- A patrol member must practice the basic principles of **PREVENTION, RECOGNITION** and **RESCUE**.
- A patrol member must not leave the patrolled location unless authorised by the Patrol Captain.
- Patrol members must be suitably attired and wear the correct uniform during their patrol at all times (refer [SOP 8.2 - Patrol Uniforms](#)).
- Patrol members should maintain their fluid intake during patrol duties especially on warm days, and utilise sunscreen, shade and suitable clothing such as wide brimmed patrol hats, sunglasses and practice the basic principles of Sun Safety (refer [Sun Safety Policy](#)).
- Patrol flags and equipment should be moved as close to the water's edge as practical considering tide movements. Patrol members should ensure all Lifesaving equipment is set up in a secure and safe manner and check

S
O
P

rescue equipment for damage or breakages and report such to the Patrol Captain.

- As far as practicable, all patrols should make sure members patrol the waters edge when there are swimmers in the water.
- Those patrolling the water's edge should always have a rescue tube and whistle.
- A patrol member should always be polite and courteous when dealing with the public including when advising or ensuring swimmers to swim between the red and yellow flags.
- A patrol member should ensure swimmers entering the water outside of the flagged area are warned of the danger and or hazards and advise them to swim between the red and yellow flags.
- A Patrol member should ensure and encourage board riders not to impose on the swimming area.
- Patrol members should advise members of the public when the beach is closed or is closing due to dangerous conditions etc. Patrol members should also advise members of the public when the patrol is concluding for the day.
- As a Patrol Member you are under the direction of the Patrol Captain at all times.
- Patrol members must ensure that they do everything practical to ensure their health and safety in the club environment; as well as that of other members and beach goers

S
O
P

SOP 1.04 – Patrol Equipment Requirements

Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum standard of equipment required to conduct a successful beach patrol.

Scope

All members of Life Saving Victoria.

Procedures

The minimum equipment requirement includes: Patrol Area

- 1 set of red over yellow Patrol Feather Flags or Feathers with suitable stands to elevate to a height of approximately 3.6 metres. If ground screws are used the flags must still reach a height of 3.6 metres
- One set of board rider signs and Black and White Quartered Flags on poles. *(All Port Phillip Bay Clubs, Wonthaggi LSC, Mildura LSC & Port Campbell SLSC exempt)*
- 2 rescue boards
- 2 rescue tubes
- 4 approved Patrol Bum Bags (PPE) with minimum content as per [Gear Inspection and Audit](#).
- 1 patrol Shelter enclosure and roof, or 2 umbrellas but must supply adequate shade for the sizes of the patrol
- 1 complete First Aid Patrol Kit (refer [SOP 7.4 – First Aid Equipment Requirements](#))
- 1 evacuation (Shark) flag
- 1 pair approved signal flags
- 2 Approved LSV radios and waterproof bags
- 1 operational IRB (includes tube, whistle, cell, rope, motor, etc.)
- 2 pair matched swim fins
- 1 Approved Oxygen Kit
- 1 Approved Defibrillator

S
O
P

Immediately available in Clubhouse

- 1 patrol log book (in radio room or where patrol members sign on and off). Only current type issued by LSV is acceptable.
- Spare IRB motor and fuel.
- Fully equipped first aid room accessible and open (refer [SOP 7.4 – First Aid Equipment Requirements](#))
- Vehicle where available
- 1 Spinal Board
- Radio log book
- IRB log book / check list board
- "Warning Swimming Not Advised" sign
- "Caution Keep Clear Rescue Craft Access Area" sign
- Loud hailer or PA system
- 1 Evacuation (shark) alarm (bell or siren)
- LSV Standard Operating Procedures Manual
- LSV Policy Manual
- Report Forms (Incident and First Aid Logs)
- Sunscreen for members use

Equipment Damage

Due to unforeseen equipment damage it is recognised that the minimum equipment requirements may not be met. In this case the Patrol Captain/Club Captain should contact LSVComms who in turn will notify the relevant LSV Officers. The breach should be appropriately noted in the patrol logbook and steps taken to rectify the problem as soon as possible.

S
O
P

SOP 1.05 – Remote and Outpost Patrols

Section 1 – Volunteer Patrol Operations

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum equipment and personnel requirements to provide an outpost or remote area patrol.

Scope

This procedure applies to all patrolling operations.

Procedures

An outpost or remote area patrol is a patrol that is in addition to an existing clubs patrol, both the patrol at the primary location and the outpost patrol will work in conjunction with each other to patrol their beaches.

It is at the discretion of the Patrol Captain to determine if a remote or outpost patrol is to operate. Remote or outpost patrols are entirely optional.

If the Patrol Captain decides to sign on a remote or outpost patrol, it is recommended that an adult patrolling member (over the age of 18) is present at the outpost or remote area patrol.

Minimum Requirements for a remote or outpost patrol

- Two active members who hold a current SLSA Bronze Medallion / Certificate II Public Safety (Aquatic Rescue).
- Approved First Aid Kit and contents as per [Gear Inspection and Audit](#)
- LSV Approved Radio in waterproof bag and harness,
- Rescue Tube with fins and/or,
- Rescue Board.

S
O
P

SOP 1.06 – Water Craft Management

Section 1 – Volunteer Patrol Operations

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide guidelines and assist lifesaving services in:

- Improving safety for the enjoyment of both swimmers and watercraft users.
- Reducing the risk of injury.
- Reducing the chances of litigation.

Scope

All operational levels of Life Saving Victoria.

Procedures

Definitions

For the purpose of this document "watercraft" means:

- a body board (i.e boogie board)
- a surfboard,
- a sailboard,
- a surf ski,
- any other device for the purpose of the carriage of a person across or through the water.

Signage

Clear, accurate signage is an important part of good beach management. Good signage will indicate to individuals and groups the appropriate locations for utilising their watercraft and may serve as a warning to those who may infringe either accidentally or purposefully upon safe swimming areas.

You may need to establish distinct separate zones where a conflict between different beach users (including body board users) is identified as a significant hazard.

Note:

Due to the increased pressure of body boards in the patrolled area, the management of these craft is as follows:

S
O
P

- Those using body boards in a safe manner and not interrupting or endangering other swimmers, can remain in the flagged area e.g. beginners or children.

Those using body boards in a potentially dangerous manner or who may pose a risk to other users should be directed outside of the flagged area. The Patrol Captain's discretion is required in this matter.

Application of Regulations and Procedures

The decision to direct water craft (including body boards) outside the flagged area should be based on identifying the level of risk to the community. The following factors should be taken into consideration:

- Number of patrons in the area.
- Area available and level of congestion
Type of equipment (i.e. hard hull, sharp edges, etc).
- Skill level exhibited by users and their type of activity.
- Water conditions.

Patrol Captain's and/or Lifeguards should remember that their primary objective is to maintain the safety of people using the patrolled areas, including young children and inexperienced users.

Normal patrol procedures and practices will apply and this includes ensuring adequate surveillance of the patrolled area and the early identification of "at risk" groups.

The basic procedure for the application of regulations follows the same basic format:

- | | |
|----------------------|--|
| 1. Communicate: | Identify yourself. |
| 2. Inform/educate: | Provide information. |
| 3. Advise: | Identify preferred course of action. |
| 4. Issue Warning(s): | Warn patron(s) of possible injuries they may inflict, or receive, by swimming, surfboard or body board riding outside the designated area. |

Warning Procedures

A preventative approach should be taken by patrol personnel, and, wherever possible information should be provided to swimmers and watercraft users before they enter the water.

S
O
P

The two most common warning procedures are via a public address system or by personal approach either by a lifesaver entering the water or approaching a watercraft user when they return to the beach.

At all times the lifesaver should be aiming to maintain the integrity of the safe swimming area without being involved in any physical or major verbal confrontation.

Public Address System

Example

- a) General PA warning:
"May I have your attention please. For public safety, I remind you that surfboard riders should remain outside the black and white flags and swimmers should remain between the red and yellow flags. Thank you".
- b) Specific PA warning: "May I have your attention please. To the board rider in the yellow wetsuit, please remain outside the Black and White Quartered Flags Thank you".

Personal Approach

If registered craft are causing an issue which needs to be escalated, note the registration identification prior to requesting the authorities via LSVComms.

An approach by a lifesaver may be either in the water or on the beach and can include the following components:

- A general warning.
- Explanation of the reasons and rationale.

Record details relating to actions taken (in the patrol log and/or other service documentation), including numbers, warnings, preventative actions, etc.

Lifesavers should not become involved in a physical conflict or put themselves at risk. The appropriate action is to contact the relevant authority e.g. Police via LSVComms.

If a situation is presenting a serious danger to the swimming public, lifesavers should consider directing the swimmers out of the water until the situation is resolved.

S
O
P

SOP 1.07 – Beach Closure

Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum equipment and personnel requirements when there is a perceived danger to the swimming public and a beach closure is required.

Scope

This procedure applies to all patrolling operations.

Procedures

A beach closure should be implemented when heightened danger to the swimming public exists, e.g. shark sighting, pollution event, electrical storm or dangerous surf conditions.

A pollution event includes poor water quality as advised by the Environmental Protection Agency (EPA) or as determined by the Patrol Captain should the conditions be obviously and visibly polluted.

The beach should be closed when the Patrol Captain is not comfortably satisfied that they are able to ensure the safety of the public or lifesavers when they enter the water.

Minimum equipment on a closed beach shall be:

- 1 rescue tube with fins and / or rescue board
- 1 Swimming not advised warning sign
- 2 patrolling members
- Flags to be removed

To be available on the beach within two minutes:

- 1 rescue board
- 1 rescue tube and swim fins
- 1 operational inflatable rescue boat (IRB)

At least two of the patrol members must be allocated to observe the beach, warn swimmers that they should not enter the water and to be ready in the case of an emergency during patrol hours.

Members are not required to be physically on the beach whilst undertaking these observations but should under the direction of the Patrol Captain identify an appropriate location to observe the water. This will be dependent on number of beach goers, weather and other factors.

S
O
P

LSVComms must be notified of a beach closure and the reason.

Minimum patrol strength as defined in [SOP 1.1 Volunteer Patrol Roles and Responsibilities](#) must be observed. Should large numbers of the public insist on swimming when a beach is closed, a patrol captain should give serious consideration to re-opening the beach in the safest area possible depending on the reason for closure and level of risk.

LSVComms must be notified when a beach is re-opened (refer [SOP 1.4 – Patrol Equipment Requirements](#) for minimum equipment and for personnel requirements as full patrol refer to [SOP 1.1 Volunteer Patrols Roles and Responsibilities](#)).

S
O
P

SOP 1.08 – Inclement Weather

Section 1 – Volunteer Patrol Operations

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum equipment/patrolling requirements for Life Saving Victoria members in times of inclement weather conditions.

Scope

All active patrolling Life Saving Victoria members.

Procedures

Definitions

Inclement weather - When adverse weather conditions are such that no person is in or on the water in the defined area.

Minimum Equipment on Beach

- A rescue tube with fins and or a rescue board.
- Red and Yellow Patrol Feather Flags are to be in place. Board Riders Flags (if applicable)
- Beach closed/swimming dangerous signs are **not** to be displayed.

To be available within 2 minutes

- 1 rescue board.
- 1 rescue tube and swim fins.
- 1 operational IRB at water's edge.

General Requirements

- LSVComms must be notified when a beach status is changed to inclement weather.
- At least two patrol members must be allocated to observe the beach at all times (observers), one of which must be a SLISA Bronze Medallion Certificate II Public Safety (Aquatic Rescue) holder. Patrol or award members used as observers for patrol purposes must have a minimum qualification of a Surf Rescue Certificate.
- Minimum patrol strength as per [SOP 1.1 Volunteer Patrols Roles and Responsibilities](#) must still be observed.
- Should the public be swimming between the flags when the weather is inclement, the Patrol Captain should ensure that normal patrol requirements are met.

S
O
P

SOP 1.09 – Lightning Procedures

Section 1 – Volunteer Patrol Operations

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline recommended procedures in the event of an electrical storm.

Scope

All Life Saving Operations and all activities related to Life Saving Victoria.

Introduction

With the growing proportion of people engaging in outdoor activities, lightning, as a natural hazard poses a threat to the population of Australia with five to ten lives lost each year and well over one hundred injuries.

Injuries can occur when people use landlines or base station radios during thunderstorms, as the system may suddenly become part of a highly charged electrical circuit. Related injuries include hearing damage, burns and electrocution.

The dangers of participating in outdoor activities cannot be dismissed and make up the remainder of incidents involved with lightning strikes.

Definitions

The "30/30" rule is recommended for lightning safety and serves as a guide for the suspension and subsequent resumption of activity. The first part of this rule (a flash-to-bang count of 30 seconds) is a guide to the *suspension* of activity. The flash-to-bang count is one of the most practical techniques for estimating the distance to lightning activity. It is based on the fact that light travels faster than sound. Given that sound travels at a speed of about one kilometre every three seconds, the time that elapses between the flash of lightning and clap of thunder can be divided by three to give a measure of how far away the storm is in kilometres.

The overall message is to seek shelter when the lightning activity is too close, but how do we define what is meant by too close? Currently, most experts agree that the accepted "safe" distance is no less than 10 km. This means that as the flash- to-bang count approaches 30 seconds, all people at risk should be seeking or already inside safe shelters.

S
O
P

The second part of the 30/30 rule provides the criteria for *resumption* of activity. Here it is recommended that people wait 30 minutes after the last sight of lightning or sound of thunder. This figure is based on the observation that a typical storm moves at about 40 km/h. Thus, waiting 30 minutes allows the thunderstorm to be about 20 km away, minimising the probability of a nearby strike. It is important to emphasise that blue skies and lack of rainfall are not adequate reasons to breach the 30-minute return-to-activity rule

Procedures

Protection against lightning strikes

- With an approaching thunderstorm, taking into consideration the 30/30 rule (above), all persons should be advised to leave the water and clear the beach immediately.
- The Patrol Captain should remove the patrol flags and close the beach.
- The patrol should retire to the shelter of the clubrooms or a "hard top" vehicle or building and maintain a surveillance lookout from there.
- Small structures, patrol shelters, fabric tents and isolated small groups of trees should be avoided.
- If in the open and unable to find shelter, crouch down (individually), preferably in a hollow, feet together and remove metal objects from head and body. Do not lie down but try to avoid being the highest object in the vicinity.
- If swimming, surfing, or on a vessel, leave the water immediately and seek shelter.
- In the event of a competition carnival or special event, arrangements will be made by the organisers to delay the event until the danger has passed and to move all people to a safe location.

S
O
P

The 30/30 Rule

- The 30/30 Rule (refer Definition above) is recommended for lightning safety in the Australian Standard on Lightning Protection. The rule is designed to provide guidance on the suspension and resumption of activities in an outdoor environment. It sets out the following principals:

Close Beach

- Where the flash (Lightning) to bang (Thunder) count is 30 seconds or less, indicating that the lightning is 10km away. (time divided by three refer definition below) This is associated with significant risk that the strike could be at the patrol arena.

Open Beach

- Where 30 minutes has passed since the last sighting of Lightning, a typical storm travels at about 40 km/h. Waiting 30 minutes allows the thunderstorm to be approximately 20km away.

Protection against lightning strikes – indoors

Avoid the use of landlines, base station radios, fax machines, computers and other electrical equipment. If emergency calls are required, keep them brief.

First aid

The normal emergency care procedures apply to patients affected by lightning strikes. Ensure that the rescuer is in no danger of being struck by lightning. If the patient is not breathing

S
O
P

SOP 1.10 – Hot Weather and Heat Waves

Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the procedures for hot weather patrols

Scope

All areas of Life Saving Victoria

Procedures

Wildfire / Heatwave Response Plan

LSV's Wildfire / Heatwave Response Plan comes into place when either a Code Red, Extreme or Severe fire danger rating is announced in the area of any LSV Club, Service or Event.

During Code Red (catastrophic days), clubs listed below should advise their members to leave the night before if they believe that their location is unsafe or if there are fire threats to their area.

- Aireys Inlet (includes Fairhaven SLSC)
- Andersons Inlet (includes Inverloch and Venus Bay SLSCs)
- Anglesea (Anglesea SLSC and Point Roadknight Lifeguard)
- Breamlea (Bancoora SLSC)
- Jan Juc (Jan Juc SLSC)
- Lorne (Lorne SLSC)
- Mallacoota (Mallacoota SLSC)
- Rye (Gunnamatta SLSC)
- Sandy Point (Waratah Beach SLSC)
- Wye River (Wye River and Kennett River SLSCs)

If members choose to remain in the area to offer a lifesaving service, then they must have easy and ready access to a designated Neighbourhood Safer Place, which is in their immediate area.

If a fire threat occurs when the beach is patrolled, the Patrol Captain should consider closing the Beach (and advise the public if doing so) and advise members and the public of the location of the Neighbourhood Safer Place

Lifesaving Operations Officers to ensure:

- On patrol days clubs will have sufficient manpower and resources.
- On non-Patrol days, consideration for operating extra lifesaving services for the Public. Advise LSVComms at Sign on / sign off.

S
O
P

- Consider possible power outages and road closures which may affect delivery of lifesaving services.
- Clubs with DHHS Wildfire Kits to ensure Patrol Captain knows their purpose and can access if required.

Heat Health Alert

When a Heat Health Alert is issued, LSV encourages lifesaving clubs to continue to communicate heat health safety messages to club members and the local community. Include the website where these are listed – <http://www.health.vic.gov.au/environment/heatwaves-alert.htm>

The Department of Health issues these alerts in order to allow you to make any preparations necessary to respond to heatwave conditions given the many impacts hot weather can have on human health, normal operations and essential services.

Special Events

When clubs are running or are part of a special event which is scheduled for a date which has been classed as an Extreme/Severe heat wave day, the club should consider the procedures they have in place. Clubs can also refer to [The Guidelines for Safer Surf Clubs – Event Sanctioning and Management Document](#) and the [Sports Medicine Australia Hot Weather Guidelines](#). Particularly if the event is a fun run, the club may consider modifying or rescheduling the event, either earlier in the day or on a different date.

It is recommended that the Wet Bulb Globe Temperature (WBGT) is the best measure of heat strain currently available. WBGT is not the same as ambient or 'dry' temperature as the WBGT accounts for levels of humidity, radiation, wind movement and ambient temperature.

WBGT can be measured on site immediately prior to the start of an activity or event using a specific WBGT thermometer. This is done to ensure measurements are reflective of the conditions at which the event is to be conducted.

Any events conducted should be in line with Sports Medicine Australia's Hot Weather Guidelines.

Non-compulsory Volunteer Patrols

When extreme heat is forecast, the LSV Director – Lifesaving Services may request lifesaving clubs to sign on non-compulsory voluntary patrols to cater for the anticipated increase in numbers on the beach on these days. This forms part of LSV's increased flexibility in service delivery.

Any patrol undertaken needs to sign on with LSVComms with adequate first aid equipment, however the patrol strength and times do not have to meet the Club's Lifesaving Services Protocol.

S
O
P

SOP 1.11 – Shark Sightings



Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the procedure for when a shark sighting has taken place.

Scope

All levels of Life Saving Victoria.

Procedures

On receiving information of a suspected shark sighting at or near to a patrolled beach, the Patrol Captain/Lifeguard Team Leader must assess the validity of the sighting and the severity of the risk.

All sightings reported directly to patrol members or lifeguards must be passed onto LSVComms, whether the sighting is confirmed or otherwise.

A confirmed shark sighting is when it has been sighted with certainty directly by a lifesaver or lifeguard or confirmed by Victoria Police or Fisheries Victoria.

A sighting may also be reported to LSV by Fisheries Victoria or Victoria Police. In this instance, LSVComms will notify relevant LSV Services where appropriate.

If the location of a reported sighting is near the patrolled area, where safe, the IRB should be launched and sent to the location to assist in the assessment and to attempt to confirm the sighting.

The following information should be obtained where possible and must be communicated to LSVComms:

- Species (if known)
- Length (approx.)
- Number of animals
- Distance from shore
- Direction of travel (if known)
- If swimmers/divers/surfers were in vicinity and were they directed out of the water

If the shark sighting has been **confirmed** and meets the following criteria:

- Within 500 metres of shore AND
- Within one kilometre of a patrolled area

S
O
P

Then the following actions should be taken:

- Sound the evacuation (shark) alarm continuously and encourage people to calmly and quickly remove themselves from the water. The alarm should be sounded continuously until all people are out of the water. Consider the use of loud hailer to assist in water evacuation.
- Contact LSVComms as soon as practical to advise of the beach closure
- Display the red and white quartered flag and close the beach
- Have the IRB continue to investigate the situation (if available) as well as maintaining observation from a lookout.
- Advise the public and beach visitors to remain clear of the water
- Make effort to patrol the beach one kilometre either side of the shark location to advise swimmers and beachgoers to remain out of the water, use signage if available
- Do not attempt to kill, capture or injure the animal
- Record as much detail regarding the sighting as possible
- When a search by the IRB is complete and nothing has been sighted the IRB crew advise the Patrol Captain/Lifeguard Team Leader.

The Patrol Captain/Lifeguard Team Leader should consider the impact the shark may have on other beach users in other areas and take appropriate action. LSVComms **must** be notified of all shark sightings regardless of whether they occur in a patrolled area or not.

Following the confirmed sighting of a shark, the beach and the area one kilometre either side of the shark location should be closed for a period of two hours, before reassessing.

If a shark sighting occurs at 1700 hours or later, then the beach should be closed for the remainder of the day given the heightened risk of shark activity at dusk.

For patrol locations which have a history of shark sightings or if a shark sighting has recently occurred, IRB surveillance should be used frequently in patrolling the water where possible.

Further Information

Aerial surveillance and AMSAR services may be used by Life Saving Victoria in response to Shark Sightings and other hazards, and can be used to assist in assessing the safety of beaches.

All requests for Aerial /AMSAR services should be done through LSVComms or through the Duty Officer on 13SURF (137873) after hours.

Life Saving Victoria work with Fisheries Victoria and Victoria Police as the respective control agencies for shark sightings to manage these risks.

This SOP has been compiled in conjunction with advice provided by Fisheries Victoria and the CSIRO.

S
O
P

SOP 1.12 – Image and Public Relations

Section 1 – Volunteer Patrol Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide Life Saving Victoria members with requirements for Image and Public Relations when representing Life Saving Victoria.

Members actively involved in lifesaving duties are regularly in the public eye, this Public Image is affected by behaviour, communication and physical image.

This Public Image as projected to the community has a significant impact on all lifesaving areas. Member should be constantly aware of how they behave and how they portray themselves in social media and in person.

Scope

This Standard Operating Procedure applies to all members and all aspects of Life Saving Victoria activities.

Procedures

Image

- Display pride in wearing the patrol uniform and whenever carrying out lifesaving duties. Ensuring uniform is neat, tidy and complete.
- Promote an image of professionalism and vigilance through behaviours, communication and physical image.
- Behave in a manner which projects a good image of your club and the lifesaving movement. Skylarking, bad language, improper and dangerous behaviour will not be tolerated.
- Operation of rescue equipment must be carried out at all times in a responsible manner, the way in which it is intended and in accordance with the member's training.

Public Relations

- Be polite and courteous when dealing with the public, other emergency services, fellow members and LSV employees.
- Be considerate and patient when addressing the public, particularly with those members of the community with communication challenges.

S
O
P

- Be open and prepared to provide accurate information regarding lifesaving related matters.
- Use a non-confrontational approach when advising or directing members of the public and fellow lifesavers, fully explain requests and assist to understand your requirements. Always opt for the most conservative outcome, when a compromise cannot be reached.

S
O
P

Section 2

Powercraft Operations

SOP 2.01 – Inflatable Rescue Boat Operations

Section 2 – Powercraft Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To present the minimum requirements for all operations in relation to Inflatable Rescue Boats, (IRB's).

Scope

These procedures relate to all operational levels of Life Saving Victoria.

Procedures

Requirements

Only Surf Life Saving Australia approved IRB's and associated equipment are to be used by Life Saving Victoria members.

Only qualified IRB drivers are permitted to operate IRBs unless for the purpose of training within an organised training course and only under the direct supervision of qualified personnel.

The IRB driver, qualified or trainee, must hold a valid Marine Licence whenever operating the craft, either on them or readily available at their location.

IRB Drivers and Crews are required by law to wear an L50 Lifejacket at all times.

A Life Saving Victoria approved communications device, in a water proof bag and harness must be carried on board at all times.

All procedures within this SOP must be adhered to in order for exemptions from Marine Legislation to apply.

IRB Drivers must always avoid operations in close proximity to bathers and/or crowded areas unless absolutely necessary.

IRB operations – patrol hours / populated beach

- The IRB is to be on the beach with a driver and crewperson in close proximity or operating within the patrol area and must be fully operational at all times.
- IRB Drivers should operate in a safe manner with concern for the general public, their crew and with respect for the equipment.

S
O
P

- **‘Caution - Keep Clear. Rescue Craft Access Area’** signage is to be erected wherever training or regular patrol IRB activity is taking place, and a passageway clear of bathers maintained by the patrol as required.
- Where conditions impair the driver's visibility within the break, an observer on the beach is to ensure beach access is clear and will maintain constant communication with the operator (via radio or signal flag).
- LSVComms is to be notified of any IRB gear failure or inability to comply with the Lifesaving Services Protocol at sign on or as soon as possible after gear failure.
- All incidents are to be reported to LSVComms immediately.

IRB operations – out of season / unpopulated beach

- The club must notify LSVComms prior to a craft being launched for ANY REASON. Unless the club is already signed on with LSVComms and it is during the Club's specified patrol times outlined in the club's individual Lifesaving Service Protocols.
- The craft must only be operated within visual range of a manned lifesaving facility at all times, unless authorised by an LSV State Duty Officer, via LSVComms and must have an observer on the beach with the ability to call for assistance should it be required, via LSVComms.
- An observer on the beach is to ensure beach access is clear and maintain constant communication with the IRB Driver (via radio) and LSVComms via radio communication or phone.
- IRB drivers should operate in a safe manner with concern not only for the general public, but their crewperson and with respect for the equipment.
- **‘Caution - Keep Clear. Rescue Craft Access Area’** signage is to be erected wherever training or regular patrol IRB activity is taking place, and a passageway clear of bathers maintained by additional lifesavers on the beach.
- All IRB related incidents, accidents or injuries including any ‘near misses’ or close calls must be reported to LSVComms immediately.

S
O
P

SOP 2.02 – Powercraft Code of Conduct

Section 2 – Powercraft Operations

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To promote the integrity and safe operating procedures of lifesaving power craft.

Scope

All lifesaving members who wish to actively take part in power craft operations and competition at a State or National level.

Procedures

- **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 yourself, your craft and your 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.

S
O
P

SOP 2.03 – Marine Mammals

Section 2 – Powercraft Operations

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide guidance on the regulations when operating Powercraft near marine mammals.

Scope

These regulations apply to all those members while operating Powercraft.

Procedures

Introduction

Laws are in place to ensure that whales, dolphins and seals are not disturbed by people in Powercraft. Powercraft should not approach closer than 200m to whales or 100m to dolphins. PWCs must not approach closer than 300m to either.

Requirements

When within 300m of whales, 150m of dolphins or 50m of seals you should:

- avoid sudden changes in direction;
- maintain a constant speed not exceeding 5 knots (8kph);
- leave the caution zone if a marine mammal shows any sign of distress;
- not approach whales, dolphins or seals from directly in front;
- not approach whales, dolphins or seals from directly behind the animal;
- not be in the known path of a whale, dolphin or seal;
- not form a barrier between a marine mammal and its group; and
- not come between a mother and her young.

Between 1 June and 31 October every year, vessels are prohibited from parts of Logan's Beach near Warrnambool, while Southern Right whales are in residence to rear their calves. There are protected seal colonies along the coastline where vessels are prohibited within 100m of a seal during breeding season (1 November to end February) and 50m of a seal outside of breeding season.

Please note: Some commercial operators hold permits to conduct tours that allow them within 100m of whales or 50m of dolphins.

Hoon laws may also apply for offences against marine animals.

To report a whale or dolphin entanglement or stranding contact the Whale and Dolphin Emergency Hotline on 1300 136 017.

S
O
P

Section 3

Lifesaving Vehicles

SOP 3.01 – Accidents Involving Lifesaving Vehicles

Section 3 – Lifesaving Vehicles

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To detail procedures following an incident or accident and to identify areas of concern in regard to the integrity and safe operating practices of lifesaving vehicles.

Scope

Applies to accidents involving lifesaving vehicles only.

Procedures

Definitions

Major Accident: One involving injury requiring medical treatment to personnel, including pedestrians, beach goers, or the occupants of any other vehicle, or significant damage to the lifesaving vehicle.

Serious Accident: Significant damage to a vehicle or other property

Who to Notify

- The President / Director of the Lifesaving Club.
- Club Captain or Club Director – Lifesaving Operations.
- In the event of an accident, LSVComms must be notified who will if necessary contact relevant Life Saving Victoria personnel including operations management.

Compliance with Road Traffic Regulations

- The lifesaving club member(s) concerned will ensure that the requirements of the Road Rules are complied with, e.g. exchange names and addresses, and advise those listed above.
- The driver of the vehicle is required to notify the police of the accident if any person is injured, or there are any other circumstances requiring such notification.
- The President will ensure that the police are notified as required.

S
O
P

Major Accidents

In the event of a major accident, where possible, the President or their delegate should attend the accident scene.

- Obtain photographs and a plan of the accident scene if the vehicle has not already been removed.
- Record all relevant information pertaining to the accident such as driver names and addresses, vehicle type and registration, etc.
- Forward all information to Life Saving Victoria personnel if necessary.

Removal of Vehicle

The President or their delegate will take the required steps to arrange for a reputable towing firm to have the vehicle removed from the scene to a secure location.

Insurance

The normal procedures to obtain insurance approvals apply. The insurance claim must be completed by the relevant Club Officer and all relevant details included.

S
O
P

SOP 3.02 – Lifesaving Motor Vehicles

Section 3 – Lifesaving Vehicles

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide a minimum standard by which lifesaving vehicles shall be managed. Lifesaving vehicles are defined as motor vehicles that are used for lifesaving operations (patrolling/emergency response). This policy excludes ATV (All Terrain Vehicles) where a separate policy applies.

Scope

Lifesavers/Lifeguards required to drive these vehicles as part of their patrolling duties.

Procedures

Lifesavers/Lifeguards required to drive as part of their patrolling duties will only be permitted to do so if they hold the following driver qualifications.

- Driver's license (Provisional or Open) suitable for that vehicle.
- Appropriate or additional lifesaving qualifications for the patrol/response task.
- Vehicle induction (specific to that vehicle).

Lifesaving Vehicles must abide at all times with speed limits and all relevant laws and regulations relating to vehicles (including registrations, speed, seat-belts, red- lights, parking). Lifesaving vehicles are not exempt from any fines and infringements, including during emergencies.

Vehicles operating on-beach shall minimise speed and shall operate with headlights and hazard lights on at all times.

The vehicle should not exceed 20km/h under normal operating conditions. The speed limit for heavily populated areas and between the red and yellow flags is 5km/h.

Equipment

All vehicles assigned to patrol/response duties are recommended to carry the following lifesaving equipment during operational times:

- Life Saving Branding
- Oxygen Resuscitation Equipment + AED + First Aid Kit
- Rescue Board
- Rescue Tube + Fins
- Approved LSV Radio
- Spinal Board / Stretcher
- Torch

S
O
P

Equipment that must be fitted

- Reverse Beepers
- Amber Flashing Lights – visible 360 degrees around vehicle

Any modifications including roll bars carry racks and storage containers must adhere to manufacturer's guidelines and be carried out in consultation with the manufacturer or dealer and LSV. In order to confirm this, contact Lifesaving Operations.

Vehicle Branding

Branding for all Lifesaving vehicles should comply with the SLSA Equipment and Uniform Branding Guidelines. These guidelines can be obtained from the SLSA Portal, Library and then [SLSA Members Portal](#)

Permanently branded lifesaving vehicles shall only be operated by approved personnel for approved duties.

When the vehicle is being disposed of, all surf lifesaving branding and equipment must be removed (refer [SOP 7.5 – Disposal of Lifesaving Equipment](#)).

Flashing Lights

Use of flashing lights shall be restricted to dedicated and approved lifesaving vehicles (not private vehicles).

The use of flashing lights should be restricted to on-beach patrolling/emergencies and shall not be used on public roads. Lifesaving vehicles can legally only use amber flashing lights. A siren must not be fitted to the vehicle by law and installation even without use is illegal.

Use of flashing lights does not exempt lifesaving services from any laws, regulations and by-laws (including speed/parking).

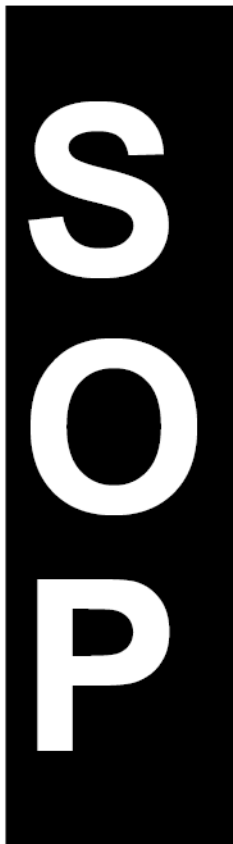
General Tips

The following information gives general advice on the safe use of 4WD Vehicles during normal Lifesaving service operations.

- Wide shelving beaches indicate firm packed sand and good driving conditions
- Steep short beaches indicate soft sand and hard going driving conditions.
- Avoid excessive use of engine power and wheel spinning

Stopping and Turning

- When stopping on the beach always stop above the high water mark with the vehicle facing downhill
- Never fight the steering wheel when in loose sand or when in someone else's tracks always provide gentle guidance and let the vehicle find its own way
- Always try to make the largest or sharpest turn on the downhill slope



Driving in Salt Water

- At times it may be necessary to drive through salt water however this should be kept to a minimum.
- Club's should thoroughly rinse a 4WD which has been driven in salt water immediately after use, including thorough rinsing under the vehicle.

Bogged

Step 1

- Check that you have correctly engaged 4WD
- Check the vehicle tyre pressure is appropriate for the sand conditions and adjust if necessary. Take note to reinflate tyres where required after beach driving.
- Rock the vehicle forwards and backwards by alternating between forward and reverse gear at an idle and low range
- Don't over rev the engine and don't allow wheel spin

Step 2 (If Step 1 Fails)

- Dig away front and back of the wheel and anywhere it is caught under the body
- Drive the vehicle out being careful not to over rev and spin the wheels, the vehicle should come free on the first attempt

Overall

- Remember your vehicle is high profile and always be conservative and conservative when driving on the beach
- Always wash down your vehicle at the end of the day to ensure that all salt and sand deposits are washed away and the vehicle is ready for use

S
O
P

SOP 3.03 – All Terrain Vehicles (ATV)

Section 3 – Lifesaving Vehicles

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline requirements for ATVs in lifesaving operations.

Policy

All ATV drivers must be at least 18 years of age and:

- Hold a current and proficient driver's licence (provisional or open);
- Be a financial Life Saving Victoria member.
- Be inducted in the operation of the specific approved ATV by a nominated club/service officer.

Procedure

Introduction

All Terrain Vehicles (ATVs) enable suitably qualified lifesaving personnel to be more mobile and capable of quickly responding to emergencies both inside and outside of their patrolled area.

The use of flashing lights should be restricted to on-beach patrolling/emergencies and shall not be used on public roads. Lifesaving vehicles can legally only use amber flashing lights. A siren must not be fitted to the vehicle by law and installation even without use is illegal.

Operational requirements

- All ATVs are to meet SLSA gear and equipment specifications in the [SLSA Approved Gear and Equipment Manual](#).
- ~~Regulations relating to vehicles (including registration, speed, seat-belt, red-~~ Regulations relating to vehicles (including registration, speed, seat-belt, red-lights and parking). Speed should be minimised at every opportunity. ATVs are not exempt from any fines and infringements, including operations during emergencies.
- Local government and/or state regulations in relation to speed must be adhered to at all times.
- The ATV should not exceed 20km/h under normal operating conditions. The speed limit for heavily populated areas and between the red and yellow flags is 5km/h.
- It is the operator's responsibility to evaluate the environment to determine a safe and appropriate speed within these limits.

S
O
P

- Flashing amber lights and headlights should be turned on whenever in motion.

Registration

All ATVs must be registered with VicRoads annually through the correct process

Equipment

All ATVs may carry the following lifesaving equipment and hold the following safety items:

- Rescue board
- Rescue tube + fins
- Approved fitted or portable (Inc. waterproof bag and harness) LSV Communication device
- Loud Hailer
- First aid, Resuscitation Kits and AED

All ATVs must have the following fitted:

- Reverse beepers (shall activate whenever in reverse)
- Flashing light (shall activate whenever ATV is running)
- ATV must have side doors/barriers
- Towbar

Any modifications including roll bars, carry racks and storage containers must adhere to manufacturer's guidelines and be carried out in consultation with the manufacturer or dealer and LSV.

Vehicle Branding

Branding for all Lifesaving vehicles should comply with the SLSA Equipment and Uniform Branding Guidelines. These guidelines can be obtained at the [SLSA Members Portal](#)

S
O
P

Section 4

Communication and Information Technology

SOP 4.01 – Logs and Reporting



Section 4 – Communication and Information Technology Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To ensure that all filing and reporting procedures for Patrol, Radio, Powercraft, First Aid and Incident Logs are carried out in accordance with the rulings of Life Saving Victoria.

Scope

All operational levels of Life Saving Victoria

Procedures

Introduction

Log Books are the record of operations and activities that are undertaken as part of the lifesaving service provision. As legal documents, they can and have been used in a court of law as evidence.

During or following an incident, all logs (e.g. Incident, First Aid, Radio [electronic or hardcopy]) should be completed in order to maintain an accurate record of all incidents that occur.

- Ensure that Log Books are completed in full and in a neat and legible manner.
- Complete all sections of the Patrol Log Book after signing off a Patrol.
- Always read the preceding entries of Patrol Logs and Power craft Logs before undertaking training or operations.
- Note all incidents and supporting information in the space provided in the Log Books.
- Log Books must be kept for a minimum of seven years in accordance with the *Associations Incorporation Reform Act 2012 (VIC)*. Log Books may be forwarded to LSV State Centre to be archived.
- All Patrol Attendance Logs are to be entered into Surfguard. Copies of all hardcopy First Aid and Incident Report Logs must be collated and forwarded to LSV State Centre at the end of each calendar month or as requested.
- Ensure all Log Books are filled out in a responsible manner, keeping to the basic principles involved.

S
O
P

Types of Logs and their use

Patrol Attendance Log

The Patrol Attendance Log is to be completed for every patrol. It is important that the Patrol Attendance Log is signed off by the Patrol Captain, or in their absence the Patrol vice-Captain.

Radio Log

The radio log is not a requirement for routine patrol operations, however it is good practice to log radio communications. Where possible during an incident, it is important to write down communication between the patrol, LSVComms and any other resources involved. This should include times and call signs.

Power Craft (IRB) Log

The Power Craft Log is to be completed for all power craft use, there are components that need to be completed prior to operating a power craft and sections to complete and sign off on once operations have concluded. This is the same for all on water training, patrolling, water safety or response operations. For Rescue Water Craft operations, there are additional reporting requirements, [these can be found in SOP 9.2 – Rescue Water Craft Operations](#).

First Aid Log

The First Aid Log should be completed for all first aid cases where a lifesaver provides treatment to a patient. It is important that as many components of the log are completed as possible, including the patients contact information.

Incident Report Log

An Incident Report Log must be completed for any incident where lifesaving resources or personnel are required to respond to, or act outside of routine patrol activities as well as for any member injuries or where significant damage to equipment has occurred. An incident report log would be required to be completed for the following incidents:

- A member sustaining an injury during any club, lifesaving, training or patrol activities
- Where significant damage to club or other equipment has occurred as a result of lifesaving activities
- A first aid case where significant action or treatment was required, or if an ambulance was called.
- A response by lifesaving personnel over an extended period or which involved a response from multiple agencies.
- A major rescue or out of hours response by lifesavers

In addition, these incidents MUST be reported to LSVComms.

S
O
P

SOP 4.02 – LSVComms Contact Information

Section 4 – Communications and Information Technology

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To standardise the radio, telephone and electronic methods of incoming contact to the Life Saving Victoria Communications Centre (LSVComms).

Scope

Life Saving Victoria (LSV) members and outside organisations

Procedures

Introduction

The role of LSVComms is to support and assist lifesaving rescue personnel on the beach. The Communications Centre receives and delivers a wide variety of data and information throughout the busy summer period as well as maintaining close links with Emergency Service Organisations throughout the State.

For sign on and sign off, the primary contact method is electronic. Throughout the day, the primary contact method is radio with telephone as a secondary contact.

Electronic

Lifesaving clubs can sign on, sign off, update their patrol status, record rescues and sign on or off training online by accessing <http://limsoc.com.au>

Radio

Lifesaving Clubs should utilise the appropriate radio Zone and Talkgroup to contact LSVComms. Where unsure, refer to SOP 4.6 – Radio Setup and Operations or contact your Area Lifesaving Operations Officer.

Telephone

This number should be included in the Emergency Contact Lists within each club. The telephone number listed below operates 24 hours per day, 365 days per year. If the Communications Centre is not manned, it will be diverted directly to a LSV State Duty Officer.

13 SURF (13 7873)

Or alternate number (03) 9676 2244

S
O
P

SOP 4.03 – LSVComms Sign On/Off Volunteer Patrols

Section 4 – Communication and Information Technology

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To standardise the sign on, contact information and sign off procedures for voluntary patrols.

Scope

Applies to all Life Saving Victoria Patrol Members whilst on patrol duty.

Procedures

Life Saving Clubs are required to sign on and off their patrolling operations with LSVComms. There are three methods to contact LSVComms:

Primary:	Electronic
Secondary:	Radio
Tertiary:	Telephone

Electronic Sign On/Off

If signing on/off electronically, LSVComms will contact you via radio to confirm that the sign on has been received. Please ensure that someone is close by to the radio so when LSVComms calls they can reply.

Signing On

After contacting LSVComms using the appropriate method, provide the following information:

Location

Beach Name/Name of Life Saving Club

Patrol Strength

Full Patrol – Your patrol meets your club's CORE PATROL requirements as per your Lifesaving Services Protocol.

Partial Patrol – Your patrol does not meet your club's CORE PATROL requirements as per your Lifesaving Services Protocol.

Observation Patrol – Your patrol meets your club's CORE PATROL requirements for an Observational Patrol as per your Lifesaving Services Protocol. Keep LSVComms updated as more patrol members arrive, or your patrol becomes a "Full Patrol".

S
O
P

- Beach Open – Your beach is safe for swimming & open to the public
- Beach Closed – Your beach has been deemed too dangerous for the public & all patrolling members are maintaining a watch from the beach. Refer to [SOP 1.7 – Beach Closure](#).
- Inclement Weather – You have poor weather at your beach and there is no one in the water. Refer to [SOP 1.8 – Inclement Weather Procedures](#).

Inflatable Rescue Boat Status

- IRB Operational – An IRB is at the water's edge and ready for use
- IRB On Standby – The IRB is at the club house, ready for use and can be brought to the water's edge for use within two minutes.
- IRB Not Operational – The reason the IRB is not able to be used i.e. the patrol does not have an IRB driver & crew on patrol.

Beach Attendance

- The number of people on the beach at Sign on, including people in the water or using craft in the patrolled area i.e. swimmers and surfers.
- If club contact via radio is not possible, you need to notify LSVComms during sign-on as to what is the contact method, e.g. what phone number is the primary and secondary contact
- If the contact method changes during the patrol, LSVComms must be notified of the change e.g. if the radio network is not working you need to notify comms of the phone contact numbers and also advise them when normal radio communications have resumed

Contact Method

- If club contact via radio is not possible, you need to notify LSVComms during sign-on as to what is the contact method, e.g. what phone number is the primary and secondary contact
- If the contact method changes during the patrol, LSVComms must be notified of the change e.g. if the radio network is not working you need to notify comms of the phone contact numbers and also advise them when normal radio communications have resumed

S
O
P

Signing Off

After contacting LSVComms using the appropriate method, provide the following information:

Location

- Beach Name/Name of Life Saving Club

Preventative Actions and Rescue Details

- Total Number of Preventative Actions
- Total Number of Rescues

First Aid Total

- Total Number of Minor first aid cases e.g. small laceration to arm
- Total Number of Major first aid cases e.g. Ambulance/Hospital involved

Average Wave Height

- Average wave height for the day, not the wave height at sign off

Total Beach Attendance

- The estimated TOTAL number of beach visitors for the entire day, not just at sign off, as taken from your patrol log book.

Please note: All sign off statistics are recorded as your end of day numbers in LIMSOC.

S
O
P

SOP 4.04 – Reporting Incidents & First Aid Cases

Section 4 – Communication and Information Technology

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the types of incidents that must be reported to LSVComms.

Scope

Applies to all patrolling operations.

Procedures

Introduction

The role of LSVComms is to assist lifesaving personnel on the beach. In the event of an incident or major first aid case, LSVComms logs the details of the incident and provides notification to LSV State and Lifesaving Operations Officers and other Emergency Service Organisations. This facilitates operational support from external and specialist LSV resources, as well as facilitating critical incident processes and follow up from major incidents.

Requesting an ambulance

If you require an ambulance, you must request it via LSVComms. When requesting an ambulance, the following basic information should be provided to LSVComms:

- Where is the patient located? e.g. street intersection or emergency marker
- Is the patient conscious?
- Is the patient breathing?
- Approximate age of the patient
- Gender of the patient
- Extent of injuries

LSVComms will notify ambulance immediately, and may request further information from the patrol as required. The Patrol should advise LSVComms if the patient's condition changes, if the location of the patient changes, when the ambulance arrives on scene and when it departs.

S
O
P

Reporting an incident

The following types of incidents should be reported to LSVComms as soon as practicable:

- Missing person (either on land or in water)
- Missing vessel
- Broken down vessel
- Flare sighting
- Major first aid cases that require ambulance or hospitalization
- Drowning
- Shark sighting – see [SOP 1.11 – Shark Sighting](#)

LSVComms requires the following information, when reporting an incident:

Position

The location of the incident, or the last known location of a missing person. LSVComms have access to a database of all Victorian beach names, ESTA emergency markers, beach emergency markers (e.g. 127W), lifesaving clubs and other locations. Using these markers makes it easier for resources to be tasked directly to the incident location

Problem

Brief description of what the incident is

People

The number of patients involved in the incident (if known)

Progress

How the club is currently responding to the incident e.g. launching the IRB, monitoring from the beach, providing first aid.

LSVComms may request further information depending on the type of incident.

S
O
P

SOP 4.05 – Reporting Rescues

Section 4 – Communication and Information Technology

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To standardise the procedure for reporting rescues to LSVComms.

Scope

Applies to all rescues performed by LSV members.

Procedures

Introduction

Any rescues performed by a club must be reported to LSVComms. Reporting rescues at the end of the patrol can be time consuming and can delay LSVComms from receiving sign off information from other clubs or other emergency communication.

Rescues should be reported as soon as possible after they have occurred. When reporting rescues by radio, details should be read one rescue at a time to allow the LSVComms Operator to acknowledge them.

Recording rescues online

Clubs should in the first instance, enter rescue details online by accessing <http://limsoc.com.au>. Please Note: Club Captains can contact LSV for login details.

Required rescue information

LSVComms requires the following information for each rescue performed:

- Patient age
- Patient gender
- Patient postcode
- Distance out from shore
- Position
- Method
- Activity
- Time
- Patient nationality

These details should match the information collected in the Club's Logs.

S
O
P

SOP 4.06 – Incident Notifications



Section 4 – Communication and Information Technology

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline which persons are to be notified by LSV Comms of incidents based on the incident type.

Scope

This applies to all operational levels of Life Saving Victoria.

Procedures

Certain staff and state officers are required to be notified of incidents as they occur to ensure that appropriate management and oversight of that incident.

The persons who are required to be notified varies based on what type of incident it is and the location in which it has occurred.

The below matrix outlines the minimum persons who need to be notified of incidents by LSV Comms based on their type.

Notifications will occur as a verbal briefing. The time and methodology of the notification is to be noted in the LIMSOC incident chronology. Persons monitoring incidents directly are to create an incident message stating that they are monitoring in the incident log.

Automated incident paging will occur separately and notification lists will be managed by the State Emergency Management Officer.

S
O
P

#	Incident Type	LSV Comms Supervisor	Local Area Lifesaving Officer / Chief Lifeguard	State Duty Officer	State Emergency Management Officer	Manager – Lifesaving Operations	Director – Lifesaving Services
A01	Missing Person – Land	Notified	Notified	Notified (If Protracted)	NIL	NIL	NIL
A02	Missing Person – Water	Notified	Notified	Notified	Notified	Notified (If Protracted)	Notified (If Protracted)
A03	Missing Vessel	Notified	Notified	Notified	NIL	NIL	NIL
B01	Marine Incident – Injury	Notified	NIL	NIL	NIL	NIL	NIL
B02	Marine Incident – No Injury	Notified	NIL	NIL	NIL	NIL	NIL

#	Incident Type	LSV Comms Supervisor	Local Area Lifesaving Officer / Chief Lifeguard	State Duty Officer	State Emergency Management Officer	Manager – Lifesaving Operations	Director – Lifesaving Services
B03	Broken Down Vessel	Notified	NIL	NIL	NIL	NIL	NIL
B04	Problem Vessel	NIL	NIL	NIL	NIL	NIL	NIL
B05	Flare Sighting	Notified	Notified	Notified	NIL	NIL	NIL
B06	Capsized Vessel	Notified	Notified	Notified	NIL	NIL	NIL
B99	Other Vessel Incident	Notified	At Supervisor Discretion	At Supervisor Discretion	NIL	NIL	NIL
C03	Rescue (in water) – Condition Unknown	Notified	Notified	Notified	NIL	NIL	NIL
D01	Resuscitation	Notified	Notified & consider attendance	Notified & consider attendance	Notified	Notified	Notified
D02	Chest Pain	Notified	NIL	NIL	NIL	NIL	NIL
D03	Breathing Problems	Notified	NIL	NIL	NIL	NIL	NIL
D04	Suspected Spinal Injury	Notified	NIL	NIL	NIL	NIL	NIL
D05	Suspected Drug Overdose	Notified	Notified	Notified	NIL	NIL	NIL
D06	Unconscious / Fainting	Notified	NIL	NIL	NIL	NIL	NIL
D07	Fall	NIL	NIL	NIL	NIL	NIL	NIL
D08	Penetrating Trauma	NIL	NIL	NIL	NIL	NIL	NIL
D09	Serious Bleeding	NIL	NIL	NIL	NIL	NIL	NIL
D10	Laceration	NIL	NIL	NIL	NIL	NIL	NIL
D11	Needle Stick Injury	Notified	Notified	Notified	NIL	NIL	NIL
D12	Burns	NIL	NIL	NIL	NIL	NIL	NIL
D13	Fracture	NIL	NIL	NIL	NIL	NIL	NIL
D14	Dislocation	NIL	NIL	NIL	NIL	NIL	NIL
D15	Heat-Cold Exposure	NIL	NIL	NIL	NIL	NIL	NIL
D16	Sprain-Strain	NIL	NIL	NIL	NIL	NIL	NIL
D17	Marine Sting	NIL	NIL	NIL	NIL	NIL	NIL
D18	Allergic Reaction	Notified	NIL	NIL	NIL	NIL	NIL
D19	Seizure	Notified	NIL	NIL	NIL	NIL	NIL
D20	Suspected Stroke	Notified	NIL	NIL	NIL	NIL	NIL
D99	Other Medical Incident	Notified	NIL	NIL	NIL	NIL	NIL
DZZ	ANY MEMBER INJURY	Notified	Notified & Consider Attendance	Notified & Consider Attendance	Notified	Notified	Notified

**S
O
P**

#	Incident Type	LSV Comms Supervisor	Local Area Lifesaving Officer / Chief Lifeguard	State Duty Officer	State Emergency Management Officer	Manager – Lifesaving Operations	Director – Lifesaving Services
E01	Diving Accident	Notified	Notified	Notified	NIL	NIL	NIL
E02	Drowning Death	Notified	Notified & Should Attend	Notified & Should Attend	Notified & Consider Attendance	Notified & Consider Attendance	Notified
E03	Recovered from Water	Notified	Notified	NIL	NIL	NIL	NIL
E06	Request for Police	Notified	NIL	NIL	NIL	NIL	NIL
E07	Assist Extrication	Notified	NIL	NIL	NIL	NIL	NIL
E99	Other Incident	Notified	NIL	NIL	NIL	NIL	NIL
S01	Unconfirmed Shark Sighting – Reported to LSV	Notified	Notified	Notified	NIL	NIL	NIL
S02	Unconfirmed Shark Sighting – Reported to Victoria Police	Notified	Notified	Notified	NIL	NIL	NIL
S03	Shark Sighting – Confirmed by LSV	Notified	Notified	Notified	NIL	NIL	NIL
S04	Shark Sighting – Confirmed by Victoria Police	Notified	Notified	Notified	NIL	NIL	NIL
S05	Shark Sighting – Confirmed by Fisheries	Notified	Notified	Notified	NIL	NIL	NIL
S06	Shark Sighting – Confirmed by other agency	Notified	Notified	Notified	NIL	NIL	NIL
Z99	False Alarm	Notified	As Required	As Required	As Required	As Required	As Required
ZZZ	ANY INCIDENT UTILISING STATE RESOURCES	Notified	As Required	Notified	NIL	Notified	NIL
ZZZ	ANY INCIDENT INVOLVING MORE THAN ONE CLUB/SERVICE	Notified	Notified	As Required	NIL	NIL	NIL
ZZZ	ANY INCIDENT WITH POTENTIAL MEDIA INTEREST/INVOLVEMENT	Notified	NIL	Notified & consider attendance	Notified	Notified & consider attendance	Notified

**S
O
P**

Section 5

Emergency Operations

SOP 5.01 – Crowd Control Procedures

Section 5 – Emergency Operations

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the procedures in dealing with the general public in the event of an emergency situation.

Scope

All operational levels of Life Saving Victoria.

Procedures

On beaches, control of the public is essential, especially when a rescue or major first aid is being performed.

Unintentional interference by onlookers may put the lives of rescuers and patients in danger and prevent the operation from running smoothly.

It is natural, when an incident occurs, for people to gather around the scene. The Patrol Captain should allocate at least one patrol member to manage the public in the first instance. Following the initial response if further resources are required for crowd control the police should be contacted by LSVComms to provide assistance in managing onlookers.

Resources that may be used in managing the public may include:

- A Loudhailer,
- Clubs public address system
- Rope or other physical barriers i.e. a towel.

It is most important to have a clear area to work, and people must be kept back during the incident to enable appropriate care of patients.

Patrol Members allocated the tasks of crowd control should always be polite and courteous when dealing with the public but must remain in control in their endeavours to keep the public at a safe distance.

S
O
P

SOP 5.02 – Body Retrieval

Section 5 – Emergency Procedures

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To ensure all members are aware of the considerations and procedures when faced with a potential body retrieval, including undertaking in a safe and expedient manner.

Scope

All operational areas of Life Saving Victoria

Procedures

The retrieval of deceased persons is an unfortunate but sometimes necessary part of Search and Rescue operations. Lifesaving members through their patrol duties may become involved as first responders.

Members may locate bodies either on land or in water. A body in water under normal circumstances will initially sink and then over 36-72 hours depending on water depth and temperature as the body's cells degenerate, gas will be released and the body will float.

Note: Cold water will slow down degeneration and deeper water will compress the gases. This means that generally colder water will cause a body to take longer to rise to the surface.

General Principles

- The body should be disturbed as little as possible so as to allow Police to conduct any necessary investigation
- LSVComms should be notified as soon as practicable and they will then notify the Police.
- Isolate the area.
- Consider:
 - Members of the public,
 - Relatives / friends,
 - The deceased person.
- Note locations, times and other relevant details.
- Keep any witnesses close to the scene or take contact details.
- At no time should the media be advised of any details of the incident. All media enquiries should be handled by the LSV Media department by contacting the LSV Media Line on 0411 193 962 (24 hours/7days).

S
O
P

Land Recovery

- Assess the situation.
- A body must not be moved without authorisation from Police. If authorised, note any details and keep as close as possible to the original site.
- Minimise direct body contact.

Water Recovery

- Assess the situation.
- Recover body if authorised by the Police.
- Minimise direct contact with body.
- If recovery is not possible, mark or note the location and maintain contact / sight of the body if possible.

Safety

Consideration should be given to risks during a body retrieval given the limited potential gains. Services should never be exposed to unnecessary risk in order to recover a clearly deceased patient.

All normal hazards associated with Search and Rescue operations apply. It is not appropriate to risk life, injury or equipment damage in body recovery operations.

The risk of infection is increased and the use of gloves, aprons and goggles are highly recommended.

Personnel involved in operational activities should be aware of the available counselling services that aid in maintaining psychological health. Please refer to Critical Incident Management and Peer Support procedures.

Recovery Kits (Optional)

Lifesaving operation facilities that are involved in SAR operations should consider maintaining a body recovery kit.

This should include:

- Body bag.
- Arm length gloves (2 pairs).
- Disposal Blanket / Sheet.
- Biohazards bags/Plastic bags.
- Protective face masks (cloth).
- Disinfectant.
- Small anchor / buoy system

S
O
P

Transport Arrangements

The arrangement of transport for the deceased person will normally be the responsibility of the Police. Life Saving resources may be requested to assist in this task, especially in remote areas. Special consideration needs to be given in relation to what types of resources/assistance will be supplied, including the type of vehicle/craft and personal.

Psychological First Aid

A voluntary operational Debrief will be organised following an incident where any member has been involved in a body retrieval. This will be organised through LSVComms by the LSV State Duty Officers.

**S
O
P**

SOP 5.03 – Rescue Procedures

Section 5 – Emergency Procedures

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020



Electronically Controlled Document

Purpose

To outline the procedures that have been developed over the years for rescuing people in aquatic related situations.

Scope

All levels of Life Saving Victoria.

Procedures

Introduction

To achieve any rescue safely and successfully, a lifesaver must assess the situation before responding.

The attributes that will help ensure that any rescue, no matter how different or difficult, can be carried out with a maximum of efficiency and a minimum of delay are:

- Knowledge of the procedures and facilities available.
- Skill - ability to perform the rescue techniques chosen.
- Fitness - the stamina and strength needed to carry out the rescue.
- Judgement - this is necessary if the knowledge, skills and fitness are to be applied effectively.
- Discipline - self-control and prompt response to any commands given by the person in charge are essential.
- Resourcefulness - the ability to be able to adapt available equipment and/or techniques in respect to changing circumstances.

As even the most simple "assist" can develop into a serious rescue situation, only in exceptional circumstances should a rescue be performed without a rescue aid.

Essential Parts of a Rescue

- Recognising the patient.
- Calling for backup.
- Deciding on a course of action
- Retrieving and securing the patient.
- Returning the patient to the beach or signalling for back-up craft as soon as possible.

Throughout the rescue, lifesavers must remain calm, make sound judgements and, above all, not expose themselves or their patients to unnecessary risk.

S
O
P

The Rescue

To evaluate the risk and method to use in a rescue, the lifesaver needs to assess:

- The water conditions.
- The patient's condition.
- The equipment available.
- The human resources available.
- The lifesavers own skills and capabilities

Patient Recognition

In scanning the area of responsibility, the lifesaver should pay particular attention to parts where crowds are concentrated. Look over these areas carefully, watching and predicting the water conditions and their potential effects on swimmers.

A sense of anticipation and an understanding of people's characteristic behaviour patterns help prevent problems that lead to rescues.

People in high-risk groups need to be watched with special attention.

- Age extremities: very young and very old people on the beach should always be observed carefully. Young children should be intercepted if they approach the water without adult supervision.
- Overweight people. These people are often in poor physical condition
- Tourists and immigrants from countries where water conditions may not be as rough should be kept under careful observation.
- Unstable or intoxicated people. Those whose behaviour patterns show lack of co-ordination should be viewed as possible candidates for rescue.
- Float users. These should be observed until the lifesaver is sure they are competent without floats. Floats include body boards or other inflatable toys
- People improperly dressed for beach conditions. Be wary of people who attempt to swim in clothing that is unsuitable for the aquatic environment e.g. jeans.

Signs of Drowning

An immediate response is essential when a person in the water shows any of the following characteristic signs of imminent drowning:

- Flailing of the arms simultaneously in an attempt to keep the head above water.
- A stroke that barely clears the water, with the head very low in the water and no visible kick.
- A "climbing the ladder" motion with the head tilted back.
- Hair in the eyes, facing toward the shore with waves breaking over the head.
- Bobbing up and down, in water above the head, making an obvious attempt to get air.

S
O
P

SOP 5.04 – Search and Rescue Operations

Section 5 – Emergency Procedures

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To define the procedures involved in Search and Rescue Operations during and outside normal patrol hours.

Scope

These procedures apply to all operational levels of Life Saving Victoria.

Procedures

Introduction

A Search and Rescue (SAR) operation is defined as a situation which involves the dispatch of a rescue team to an incident, the exact location of which may or may not be known.

Search and Rescue operations are primarily the responsibility of Victoria Police.

In all marine incidents where volunteer rescue organisations are utilised in Victoria, all actions are coordinated by, and under the direct control of Victoria Police.

It is important that lifesaving clubs across the State maintain a first-hand liaison with their local Police and ensure that the Police are aware of the depth of personnel, rescue and communication equipment that they have available.

Inflatable Rescue Boat (IRB) / Rescue Water Craft (RWC) and Offshore Rescue Boat (ORB / RIB) crews must ensure they are aware of the various hazards and dangers that exist in their area of operation, and also the black spots which occur in radio communication.

The number of suitably qualified members available to participate in a search and rescue mission will vary from summer to winter, weekend, workday or after dark. It is important that clubs maintain and provide up-to-date emergency response contact information to Life Saving Victoria.

During normal patrol hours, it is reasonably easy to call upon selected personnel to participate in a SAR operation. However, it is much more difficult at other times, and therefore each club should have a selected club officer who should be familiar with those willing to participate and draw up a "call out" schedule accordingly.

S
O
P

The local Police should contact the Police Rescue Coordination Centre (RCC) who will contact Life Saving Victoria's 24 hr emergency contact number 13 SURF (**13 7873**). This number must be called for activation of Lifesaving resources.

For **ALL** callout's to a major incident during patrol hours or out of hours, you must obtain permission from the State Duty Officer **prior** to responding (this must be done by contacting LSVComms either by phone or radio). Irrespective of whether the request to attend something has come from police, ambulance or other Emergency Service Organisations (ESO) in person or by phone.

Safety First: it is essential to Stop, Plan, Act as Member safety is our first priority

You must not assume that LSVComms will overhear your internal radio communication. Although LSVComms monitors many channels and may be involved with many incidents at the same time, It is your responsibility and that of the lifesaving service responding to ensure that all involved are acting within Current SOPs and are communicating specifically to LSVComms / the State Duty Officer.

Initial search and rescue response

If a problem arises that appears to involve a search and rescue, LSVComms should be contacted initially and they will contact appropriate agencies.

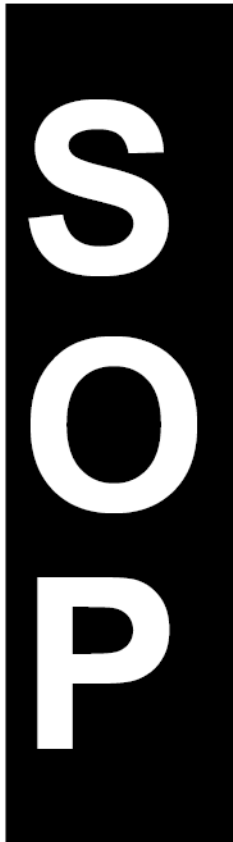
Search and rescue operations – Daytime

A simple rescue utilising an Inflatable Rescue Boat can generally be achieved by three or four members, depending on the way in which the boat can be launched.

- One member should act as an observer/recorder on the beach to ensure beach access is clear and will maintain constant communication with the IRB Crew via radio as well as with 13SURF via either radio communication or phone and have radio contact with the IRB.
- A minimum of two qualified crew members (Driver and Crewman) in the IRB with an approved radio in waterproof bag/harness and wearing L50 Lifejackets.

Before embarking on a search and rescue, the crew of the boat should ascertain the following details regarding the incident:

- At minimum the 4 P's (Position, People, Problem, Progress)
- Details of incident.
- Location and time when incident occurred.
- Description of craft / persons if applicable.
- Potential emergency evaluation.
- Direction of wind and sea currents.
- Tidal Movement.



The name, address and best contact number of the person who reported the incident should be recorded.

Where possible, the beach observer should maintain some form of contact with the Police and LSVComms.

The probability of finding survivors and their chance of survival diminish with each minute after an incident occurs. Therefore, the response time to an incident should be kept to a minimum whilst maintaining safe practices. The principles of pause, plan and respond should be adhered to.

Additional information can be relayed via radio to the rescue IRB as the search and rescue proceeds.

It is essential that radio communications are maintained at regular intervals to the rescue boat. It may be necessary to dispatch a Radio Operator to maintain radio contact and/or telephone contact with the Police and LSVComms.

A concise written record should be maintained during the course of the SAR, noting the time and sequence of each important event.

Members called out to a search and rescue should be appropriately attired and readily identified as Lifesaving members.

Search area

From the information available, the crew of the boat in conjunction with the search authority must try to establish as accurately as possible, the area within which the survivor or craft is located.

Having determined the size of the area to be searched, the crew must then decide on the search pattern to be used, taking into consideration the utilisation of other resources should they be available. Victoria Police may also provide direction in regard to search pattern and size.

The distance between each leg of a search pattern will depend on the size of the search target being sought and sea conditions.

These two factors must be carefully evaluated to ensure that the search area is visually covered.

Accordingly, the distance between each leg of a search pattern should be equal to the estimated distance that the search target can be readily discerned in the prevailing conditions.

It should be appreciated that the horizontal view from an IRB is very restricted. As an example, in flat sea conditions with good visibility the following sight distances could be expected:

- IRB Driver sitting - 2.5 nautical miles
- IRB Crewman standing - 2.7 nautical miles

S
O
P

Depending on the height of the search target, the visual distance can be increased accordingly:

- Small boat (1 metre high side view) + 2.0 nautical miles
- Medium boat (3 metre high side view) + 3.6 nautical miles
- Large boat (5 metre high side view) + 4.6 nautical miles

In bad sea conditions, the IRB crews' vision can be reduced significantly.

It is essential that the police member in charge of a search and rescue is aware of the visual limitations of our rescue craft, and in combined SAR exercises, realise that when directing an IRB to a rescue, that their visual limits are far less than that of an Offshore Rescue Boat or a Rescue Helicopter.

Fatigue

Crews participating in search and rescue operations should be aware of their diminishing operational capabilities with the advent of fatigue over a period of time.

Records compiled over a period of years reveal that the success rate of crews of search and rescue missions falls rapidly over a period of four hours.

Fatigue has a direct relationship to "visual vigilance" and "mental-physical reflexes" which materially affects the capabilities of an IRB crew to perform given tasks in varying sea conditions. Accordingly, the following crew schedules are recommended as maximums during any consecutive 24 hour period.

Patrol & Surveillance

- Seas under 1.5 metres - 8 hours
- Seas 1.5 metres and over - 6 hours

Daytime Search & Rescue

- Seas under 1.5 metres - 4 hours
- Seas 1.5 metres and over - 3 hours

Search & Rescue at Night

- Seas under 1.5 metres - 2 hours
- Seas 1.5 metres and over - 1.5 hours

After dark search and rescue operations

Search and Rescue operations after dark are **not approved** for IRBs because of their small size and vulnerability to capsize in surf conditions that are not clearly visible.

S
O
P

SOP 5.05 – Critical Incident Management

Section 5 – Emergency Procedures

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the critical incident management process for Life Saving Victoria members.

Scope

All levels of Life Saving Victoria.

Procedures

Definition

A critical incident is any situation faced by emergency service personnel that causes unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later.

Introduction

It is an unfortunate reality that at some point while performing lifesaving duties most lifesavers will be involved in a critical incident. To assist with the management of critical incidents, Life Saving Victoria offers a variety of services and resources for members:

- Training of key personnel in psychological first aid
- External counselling services
- Flyers and pamphlets

Health practitioners encourage people affected by traumatic events to seek the support of family, friends, community and professional groups.

Always talk to your doctor at any time if you feel very distressed or your reactions are interfering with your work or relationships or contact LSVComms to seek assistance.

Process

Critical incident advised to LSVComms which may include:

- Contact with deceased person
- Resuscitation
- Unsuccessful/long/complicated rescue
- When a patient is a child

S
O
P

- Serious injury to self or another member
- Exposure to gruesome sights
- Threat to life

LSVComms 13 SURF (13 7873) will:

- Advise Lifesaving Operations Officer
- Advise State Duty Officer
- Advise State Emergency Management Officer
- Advise Director of Lifesaving Services

Lifesaving Operations Officer to:

- Attend scene and conduct a voluntary operational debrief.
- If unable to attend, appoints representative (e.g. Assistant Lifesaving Operations Officer / Training & Assessment Officer or similar) to attend and conduct session.

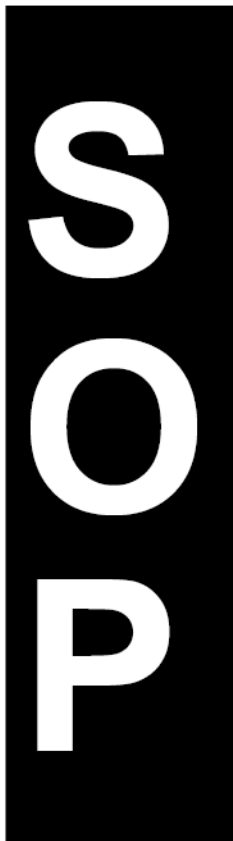
Voluntary Operational Debrief:

- Will be conducted by the Lifesaving Operations Officer or appointed representative who will:
 - Firstly, refer to Psychological First Aid documentation, before conducting an Operational Debrief.
 - Record names and phone number of members involved and Lifesaving Operations Officer promptly sends to LSV Lifesaving Operations.
 - Conduct Operational Debrief and assist club to gather information needed for prompt completion of Incident Report Form and SurfGuard's Incident Report Database.
 - Provide LSV Critical Incident Information brochures to all members and highlight Lifeline Service.
 - Advise that LSV Stress Management Personnel can be accessed via 13 SURF number.
 - Follow up members via phone 1-2 weeks later with options for additional assistance.

Critical incident closure:

- Lifesaving Operations Officer advises LSVComms when Operational Debrief complete.
- Lifesaving Operations Officer gives site report to Director Lifesaving Services.

There is no standard recipe for how people cope with trauma. Each person has a unique way of recovering, they should be supported in using strategies and resources that suit them and that are readily available.



Following a stressful event, ensure the following is done

- Spend time with people who care.
- Give yourself time.
- Find out about the impact of trauma and what to expect.
- Try to keep a routine going, work, study and at home.
- Return to normal activities.
- Talk about how you feel or what happened when ready.
- What can you do right now?
 - Do things that help you relax.
 - Do things that you enjoy.

DON'T do the following

- Use alcohol and drugs to cope.
- Keep yourself busy and work too much.
- Engage in stressful family or work situations.
- Withdraw from family and friends.
- Stop yourself from doing things that you enjoy.
- Avoid talking about what happened at all cost.
- Take risks.

When to get help

If someone

- Doesn't feel any better after two weeks.
- Feels highly anxious or distressed.
- His or her reactions to the traumatic event are interfering with home, work or relationship.
- Is thinking of self-harm or harming others.

Some of the signs that a problem may be developing are:

- Being constantly on edge or irritable.
- Having difficulty performing tasks at home and work.
- Being unable to respond emotionally to others.
- Being unusually busy to avoid issues.
- Using alcohol, drugs or gambling to cope.
- Having significant sleeping difficulties.

Where to get help

LSVComms – 13 SURF (13 7873) Lifeline – 131114 or www.lifeline.org.au
Kids Lifeline – 1800 55 1800 (for those 5 to 25 years of age)

S
O
P

SOP 5.06 – Emergency Callouts & Response

Section 5 – Emergency Operations

Page 1 of 4

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the procedures and processes and provide a framework in relation to emergency response to ensure the effectiveness of Life Saving Victoria's emergency response and Search and Rescue system.

Scope

All operational areas of Life Saving Victoria and other emergency service organisations wishing to contact Life Saving Victoria in an emergency response capacity.

Procedures

The Life Saving Victoria Communication Centre (LSVComms) is the first point of contact for lifesaving clubs and services as well as other emergency service organisations, should lifesaving resources be involved or be required for emergency response.

LSVComms can be contacted via 13 SURF (13 7873) or the Radio Network (during patrol hours or an ongoing incident only).

Contact through LSVComms is the initial step of two way communication between LSV clubs and services and other agency resources. LSVComms is able to feed information through to other agencies or LSV Services and can also pass on information that they have received. It is important that LSVComms is aware of what is happening across the state in regards to incidents and lifesaving responses so they can pass on accurate and up to date information to other LSV Personnel or other agencies when required.

Definition

An emergency response is one which occurs outside of patrolling hours. Either:

- Before operations have begun for the day
- After operations have closed for the day
- On a day where no operations are scheduled
- In an area where a Lifesaving Service is not situated close by

An emergency response during operational times to a location away from a flagged area should also consider the following guidelines.

S
O
P

Background

The nature of emergency response often results in a situation where:

- Patients are in the mid-latter stages of the drowning cycle
- There is limited to unknown circumstances
- There is a lack of and/or delay of 'on-site' backup and support.

SAR Stages

The response to a SAR incident usually proceeds through a sequence of five stages. These stages are groups of activities typically performed by the SAR system in responding to a SAR incident from the time the system becomes aware of the incident until its response to the incident is concluded. The response to a particular SAR incident may not require the performance of every stage. For some incidents, the activities of one stage may overlap the activities of another stage such that the portions of two or more stages are being performed simultaneously. The five SAR stages are:

1. Awareness: Knowledge by any person or agency in the SAR system that an emergency situation exists or may exist.
2. Initial Action: Preliminary action taken to alert SAR resources and obtain more information. The stage may include evaluation and classification of the information, alerting of SAR resources, communication checks and, in urgent situations, immediate performance of appropriate activities from other stages.
3. Planning: The development of operational plans including plans for search, rescue and final delivery of survivors to medical facilities or other places of safety as appropriate.
4. Operations: Dispatching SAR resources to the scene, conducting searches, rescuing survivors, assisting distressed craft, providing necessary emergency care for survivors and delivering casualties to medical facilities.
5. Conclusion: Return of lifesaving services to a location where they are debriefed, refuelled, replenished and prepared for other missions, return of SAR resources to their normal activities and completion of all required documentation.

S
O
P

Aim

The following procedure aims to reduce the risk to responding Lifesaving personnel, as well as maximise the speed and quality of a coordinated emergency service response. It is imperative that any Lifesaving personnel responding to an emergency response make their best efforts to minimise the risk to themselves.

Response Sequence of Actions Awareness Stage

- a) The State Duty Officer will advise the applicable services and advise
- b) Lifesaving Operations Officer and LSVComms and staff (if required).
- c) The affected Lifesaving Services will alert their personal, and other
- d) participating organisations.
- e) The State Duty Officer may promulgate information to the State Emergency Management Officer, Director – Lifesaving Services and Manager – Lifesaving Operations.

Initial Action

- a) The State Duty Officer will begin monitoring the situation.
- b) The affected Lifesaving Services will place their personnel and equipment on call for operations (at club/base),
- c) The State Duty Officer will advise the Lifesaving Operations Officer. Other agencies will be advised as deemed appropriate by the State Duty Officer and Lifesaving Operations Officer.
- d) The Lifesaving Operations Officer will begin monitoring the situation.

Planning

- a) The State Duty Officer will review existing plans (if in existence)
- b) The Lifesaving Operations Officer will provide SITREPS on the Initial Action Stage
- c) The State Duty Officer will review SITREPS, Weather Reports and operational information for an action plan, including appropriate radio zone and talkgroups for communication
- d) The State Duty Officer will communicate the plan

Operations Stage

The State Duty Officer will:

- a) Assume communications command of operations and monitor the situation.
- b) Advise other agencies at state level, particularly the Water Police.
- c) Provide Situation Reports to relevant State Officer, LSV Staff including
- d) Media, record in LIMSOC
- e) Acquire and coordinate both internal and external support resources as appropriate.
- f) Provide a mobile control teams if required to establish forward communications control.
- g) Will assume the role of Lifesaving Operations Officer in their absence.

The Lifesaving Operations Officer will;

- a) Activate and assume control of operations.
- b) Advise other agencies of their requirements for support and arrange that support and establish appropriate liaison.
- c) Arrange to provide logistic support for out of area groups. d) Arrange to provide operational stores for all teams.
- d) Liaise with or act as the Incident Commander

S
O
P

The Lifesaving Service will;

- a) Advise and establish liaison arrangements with their Lifesaving Operations Officer, LSVComms, other emergency services and participating organisations.
- b) Commence operations.
- c) Call for assistance from Lifesaving Operations Officer as required.
- d) Request support if appropriate.
- e) Maintain constant communications and SITREPs with Duty Officers

Conclusion

- a) The State Duty Officer will co-ordinate a voluntary operational debrief
- b) The Lifesaving Operations officer facilitate the debrief
- c) Lifesaving Services will refuel, replenish and undertake post operational checks
- d) All parties will complete the necessary documentation
- e) Lifesaving services can participate in the voluntary operational debrief

**S
O
P**

SOP 5.07 – Missing Persons

Section 5 – Emergency Procedures

Effective Date – 1 September 2018

Page 1 of 2

Review Date – 1 September 2020



Electronically Controlled Document

Purpose

To outline the correct procedures for when a missing person is reported.

Scope

All operational areas of Life Saving Victoria

Procedures

Definitions

A 'missing person' is when lifesaving personnel are alerted to the fact that a person is missing, either on land or in the water.

A 'located person' is when lifesaving personnel locate the missing person or are notified that the missing person has been located.

Once notified of a missing person, the police should be contacted without delay via LSVComms to ensure the best response to the situation.

Prioritising Information Gathering

Where possible, lifesavers should gather information on the incident before declaring the type of response required, and then follow a series of escalating procedures to handle lost and found persons. This process should be undertaken promptly and efficiently.

Consideration should be given to the following factors:

- Whether the person was last seen in the water or on land
- How long the person has been missing for

Information that should be gathered for all search incidents include:

- Initial Action - Commence Log and Ascertain Details:
 - Time/Date/Place:
 - Identity and location of informant or information sources:
 - Name:
 - Age:
 - Gender:
 - Clothing:
 - General Description: (size, weight, race)
 - Location last seen:
 - Nature of incident / activity:
 - likelihood of being in the water,

S
O
P

- Swimming ability
- Floatation devices
- Send Lifesavers to site on the beach (where their clothes / possessions are)
- and/or to their car
- Friends/Family others with them
- Reassure parents or carer and where possible obtain additional details such as other possible search areas i.e. location of car, residence, etc.

Declaring an in-water Search

Incidents where persons are missing in the surf or believed to be missing in the surf require an immediate, coordinated and methodical response by lifesaving personnel.

An in-water search should be declared by the person in charge (Patrol Captain) under the following circumstances:

- Lifesaving personnel witnessed submersion – while under surveillance or in the process of rescuing.
- Public communicated missing person – last seen in water.
- Public communicated missing persons – believed to be in the water
- Public communicated missing infant / child (<8) – last seen near the water.
- Personnel missing (dangerous conditions) – last seen in water.

In-water search response

- Details collected and log continued
- Complainant retained
- Lifesaving personnel dispatched
- LSVComms informed
- Radio communications
- Observers from tower with binoculars (or elevated position)
- Shoreline search (foot and/or ATV/4WD)
- Water based search with power craft
- In water swimmer positioned at last known location
- Consider crowd control
- Emergency services support requested
- Additional lifesaving services requested (if required)

In-water Search Considerations

- Consider current / drift direction
- Activate on-scene resources ASAP.
- Remember to maintain management of flagged area or close flagged area if it cannot be adequately maintained.
- Ensure all responding units/services have radio communications (excluding swimmers / board.

S
O
P

SOP 5.08 – Night Operations

Section 5 – Emergency Procedures

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020



Electronically Controlled Document

Purpose

To outline the procedures for low light and night emergency response operations.

Scope

All operational areas of Life Saving Victoria

Procedures

At no time are on-water low light or night operations to occur without prior approval from the State Duty Officer or LSV Director – Lifesaving Services. Low light or night operations include operating for any activity, including emergency response, in conditions where reduced visibility due to low light exposes crews to increased risk.

Lifesavers are trained in saving lives and search and rescue and are provided with equipment to assist in this. There is however a limit beyond which such action is not expected and cannot be justified in terms of risks to others.

Known and inherent risk must be carefully weighed against the mission's chances for success and the gains to be realised. Personnel and equipment should not be jeopardised, nor the mission attempted, unless lives are known to be at risk and the chances of saving the lives are within the capability of the personnel and equipment available.

Surf Life Saving personnel and resources may be tasked to perform search / rescue operations during low light conditions. This Standard Operating Procedure sets out the procedures to be followed when responding to situations during low light conditions. Low light conditions are considered but not limited to the period leading up to and shortly after sun rise or sun set.

IRB emergency response operations during low light conditions and at night are referred to as 'night operations' in this SOP.

Land Procedure

Land based searches between sunset and sunrise (night operations), similarly to day operations are to be conducted under the instruction and direction of the appropriate control agency (Victoria Police – Rescue Coordination Centre)

Water Procedures

Water activities are not undertaken after last light or before first light.

S
O
P

SOP 5.09 – Emergency Management Liaison Officers

Section 5 – Emergency Operations

Page 1 of 2

Effective Date – 17 December 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the role of emergency management liaison officers and their interactions with lifesaving services.

Scope

All areas of Life Saving Victoria.

Procedures

Lifesaving Victoria (LSV) is recognized as a key partner agency to Emergency Management Victoria (EMV). EMV have overall responsibility for the coordinated response to emergencies across Victoria. LSV is also recognised in the Emergency Management Manual Victoria as a support agency to the Victoria Police, in its role as the control agency for aquatic search and rescue.

Communication and coordination are key factors in ensuring success when undertaking emergency and rescue operations.

Recognised as part of formalized emergency management processes, Emergency Management Liaison Officers (EMLOs) provide the formalized link between LSV and our partner agencies.

Emergency Management Liaison Officers

LSV may be required to appoint EMLOs to attend at large incidents; or to staff regional or state control centres. These EMLOs will generally be selected by the Manager – Lifesaving Operations, however out of hours the State Duty Officer may select a member to act as an EMLO.

EMLOs should as a minimum have the following qualifications:

- 5 years experience in lifesaving patrols
- Silver Medallion Management Award
- Completed Emergency Management Liaison Officer Course (SES)
- State/Regional Duty Officer experience (preferable)

S
O
P

EMLO Role

The EMLO has an important role in feeding information into and out of an incident or a control centre. The EMLO will be responsible for sharing information on LSV based incidents, and other statistical data to EMV, Victoria Police or other government agencies. It is important to recognize that LSV's information and resources can be important to other agencies in achieving their missions.

EMLO Resources

As part of their duties as an EMLO, a member will be required to have:

- Access to the EM-COP application
- Access to the LIMSOC application

Log On/Off Procedures

When undertaking duties as an EMLO, members are required to log in using the "officer tracker" function on the LIMSOC application. Members are also required to contact the Regional Duty Officer when operating at a regional level, or the State Duty Officer when attending a significant and protracted incident or working from the State Control Centre.

Any requests for LSV resources outside of what has been committed to an incident will required the approval of the Regional or State Duty Officer.

Further Information

LSV subscribes to the *Australasian Inter-Agency Incident Management System* (AIIMS) in its management of personnel as they respond to incidents. The AIIMS system is based on principles of management by objectives, functional management and span of control.

S
O
P

SOP 5.10 – Duty Officers

Section 5 – Emergency Operations

Effective Date – 17 December 2018

Page 1 of 3

Review Date – 1 September 2020



Electronically Controlled Document

Purpose

To outline the role of duty officers and their interactions with lifesaving services.

Scope

All levels of Life Saving Victoria.

Procedures

Duty officers are a support service provided by Lifesaving Victoria (LSV) to frontline lifesaving services to assist in providing support and leadership. They are responsible to LSV for the co-ordination of lifesaving services within specific areas. In larger incidents, duty officers may attend and take command of lifesaving resources, or act as a liaison with other lifesaving services. It is recognized that in order to provide a high level of service to the community, duty officers will be made up of both volunteer and paid staff of LSV.

Recognising that in undertaking lifesaving members are undertaking work in a workplace; and that in a workplace a worker has the right to active and intrusive supervision. LSV takes the view that this supervision is to ensure that members are supported and undertaking their duties in a safe and professional manner.

Duty Officers will from time to time attend clubs and speak to patrol members, as well as other lifesaving services. Members should recognize that Duty Officers are not there to conduct inspections or enforce discipline but to ensure they are supported and delivering the best possible service to their communities.

State Duty Officer

The State Duty Officer is ultimately responsible for the deployment and co-ordination of lifesaving services in Victoria. They have responsibility to the State Emergency Management Officer and the Director – Lifesaving Services for the deployment of lifesaving services and managing statewide response to incidents.

The State Duty Officer is available 24 hours a day, and takes over the responsibility for managing the after hours service when “LSV Comms” is not operating.

The State Duty Officer has the authority to direct lifesaving services around their involvement in incidents, and may deploy, stand down or utilize resources as they see fit.

S
O
P

Regional Duty Officer

In order to maintain a proper span of control in the deployment of services, Regional Duty Officers are responsible for managing lifesaving services and response within specified areas, normally defined in line with Lifesaving Service Areas.

The Regional Duty Officer supports the elected Lifesaving Operations Officers, in supporting frontline members to manage incidents and to co-ordinate responses. They play an important role in ensuring that patrol captains have access to support whilst they are conducting their patrol operations.

The State Duty Officer will as required deploy Regional Duty Officers to attend incident scenes, perform incident debriefs and liaise with other emergency services.

Western Region Duty Officer

The Western Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Western
- Otway
- Surfcoast

Central Region Duty Officer

The Central Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Geelong
- Port Phillip
- Kingston
- Bayside

Eastern Region Duty Officer

The Eastern Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Peninsula
- Bass
- Gippsland

Chief Duty Officer

The Chief Duty Officer is responsible for maintaining the Duty Officer system on behalf of the State Emergency Management Officer and the Director – Lifesaving Services. They are responsible for maintaining the roster of duty officers and providing them with training relevant to their role.

Any compliments, concerns or complaints should be directed to the Chief Duty Officer.

Specialist Duty Officers

In recognizing that specific areas of lifesaving operations require specific knowledge and experience, some areas have their own duty officers to manage their services outside of the scope of Regional Duty Officers. The

S
O
P

Aircraft Duty Officer is responsible for the tasking of LSV aviation assets; and reports to the State Duty Officer in relation to the provision of aviation services to lifesaving.

The Lifeguard Duty Officer is responsible for managing paid lifeguard services across the state, and ensuring that the competing demands of these services are met. They are subject to managing the SOPs of the Lifeguard Service.

Further Information

LSV subscribes to the *Australasian Inter-Agency Incident Management System* (AIIMS) in its management of personnel as they respond to incidents. The AIIMS system is based on principles of management by objectives, functional management and span of control. LSV further believes that the use of duty officers contributes to providing a safe workplace for all LSV members and staff.

S
O
P

Section 6

Occupational Health and Safety

SOP 6.01 – Sharps and Contaminated Material

Section 6 – Occupational Health and Safety

Page 1 of 4

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide the requirements to members and staff to ensure the safe disposal of potentially contaminated sharps, syringes, clothing and any other waste products.

Scope

These procedures apply to all members and staff of Life Saving Victoria when undertaking lifesaving duties.

Procedures

Due to the likelihood of exposure to infectious diseases whilst undertaking lifesaving duties and the inherent risks associated with such diseases. Lifesaving members must ensure that all sharps, needles, syringes and contaminated products are disposed of in an appropriate manner.

Note: where these items are the property of another agency and it is reasonable to do so, these agencies, should be advised that they are responsible for the disposal of these items.

Roles and Responsibilities

Clubs:

All Life Saving Club First Aid Room and first aid kits MUST have a designated (yellow) secure disposable sharps container. Members must be suitably inducted and trained in safe handling and disposal of sharps.

Individuals:

Handling of Sharps: needles/syringes should always be handled without direct contact: e.g. use extended tongs. Other associated injecting equipment should be treated in the same manner e.g. needle caps, spoons, swabs and tourniquets. They should be handled in such a way that the sharp end presents no danger to the lifesaver or anyone else.

Beach sweeps and similar search activities should be carried out whilst wearing appropriate personal protective equipment i.e. closed toe shoes and gloves.

Disposal: They should as soon as possible, be placed in the yellow sharps container (needle end first). The container should be taken to the needle and then the needle placed into the container. Any member needle stick injury must be reported to the Patrol Captain or First Aid Officer for appropriate treatment and reported to LSVComms.

S
O
P

Delegations

The Medical/First Aid Officer is responsible for ensuring that all lifesaving members are informed of these procedures.

The Patrol Captain or Senior member in charge is responsible for ensuring these procedures are implemented at an incident.

Operation

What to do if you find an Unsafely Discarded Needle and Syringe

If you find a needle and syringe:

- Do not put your hands in any hidden or hard to access places (e.g. Drain pipes, toilets or thick bushes)
- Do NOT attempt to recap the needle
- Use a sharps container or find a rigid walled, puncture resistant, sealable container (plastic bottles are good if no disposal containers are immediately available)
- Put on latex/rubber gloves if possible
- Bring the container and place on ground beside to the needle / syringe.
- Do not hold the container upright in your hands as you are disposing of the needle/syringe
- Using extended tongs Pick up the needle/syringe by the middle of the barrel keeping the sharp end facing away from you at all times
Needles/syringes should be handled without direct contact e.g. use extended tongs Check the above
- Place the needle/syringe in the container sharp end first; and securely close the lid, holding the container at the top.
- Remove gloves and wash hands with running water and soap
- Place the sealed container into your nearest Needle and Syringe Program (NSP) for disposal as medical waste
- Other items that have come into contact with blood should be disposed of in the same container as the used needle/syringe, or placed into double plastic bags and then into rubbish, or taken to a NSP for disposal.
- Advise children to inform an adult if they find unsafely disposed of needles/syringes
- Call your appropriate local council to report any incidence of unsafely discarded needles and syringes.

S
O
P

Use of Infectious Waste Bags

A supply of impermeable plastic bags should be kept in the First Aid Room, available for the disposal of contaminated clothing and debris.

Waste including disposable gloves or soiled bandages must be placed in an infectious waste bag and sealed.

Linen, which can be re-used, should be placed in a separate impermeable bag to prevent leakage. This linen must be washed with detergent in hot water (at least 71°C) for 25 minutes.

Disposal of Waste Bags and Sharps Containers

Full sharps containers and infectious waste bags are only to be disposed of in one of the following methods:

- Through an approved medical waste disposal service.
- Ambulance Service.
- Local hospital.
- Medical Clinic.
- Municipal Health Department (Environmental Health Officer).

In your lifesaving area of operation, the club should establish an agreement with either one or more of the above listed services.

Post Incident Health Surveillance

Should a member suffer an exposure to blood or bodily fluids, or suffer a needle stick injury, the incident must be reported to the Patrol Captain or First Aid Officer immediately who will notify LSVComms

The area of the injury must be washed thoroughly in warm soapy water and the lifesaver concerned advised to see his/her own Medical Adviser or the nearest hospital at the earliest opportunity for treatment and counselling. A record must be kept of the incident detailing the date, time, location and circumstances. An Incident Report Log should also be completed.

Keeping Potentially Infectious Waste

No potentially infectious waste is to be kept on lifesaving premises unless the following conditions are met:

- No waste with the exception of recyclable items (i.e. clothing, linen etc.) and sharps in suitable containers.
- All recyclable waste (i.e. soiled linen etc.) is to be placed into infectious waste bags. These bags are to be sealed to prevent spillage.
- All used needles/syringes are to be placed into approved sharps containers.
- The Medical/First Aid Officer of the club is to determine the storage location of these containers.

S
O
P

- Sharps containers and infectious waste bags must be stored so as to prevent puncturing or tearing of these items.

Definitions

Infectious Waste Bag - Used to store contaminated waste including bandages or disposable gloves. The bag is clearly labelled and able to be sealed.

Sharps Container - A safe receptacle for placing syringes.

Waste Products - Refers to items to be disposed of including bandages, disposable gloves or dressings. Direct contact: e.g. use extended tongs. Other associated injecting equipment should be treated in the same manner e.g. needle caps, spoons, swabs and tourniquets.

S
O
P

SOP 6.02 – Risk Assessment and Management

Section 6 – Occupational Health and Safety

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To provide a standard approach to managing risk in a lifesaving environment.

Scope

The Risk Assessment and Management approach applies to all members and all areas of Life Saving Victoria activities.

Procedures

Risk management is the term given to the systematic identification of hazards, the assessment of risk posed by the hazards and the control of those risks.

Risk exists in all aspects of lifesaving, the level of risk faced at any one time is a combination of the likelihood of an event occurring and the consequences if it were to occur.

Risk Management and Assessment Process

The Risk Management and Assessment process outlines the steps as set out in the *Australian Standard AS/NZS ISO 31000:2009, Risk Management – Principles and Guidelines*:

1. **Communication and Consultation** – with members, club management and team leaders on each of the following steps
2. **Establishing the Context** – A risk management plan needs to be developed to identify the purpose, principals, scope, people involved, their roles and the implementation schedule
3. **Identify the Risks** – Through observation by all members, monitoring injury records and information gathered via the health and safety inspections.
4. **Risk Analysis and Evaluation** – Use the Risk Score Matrix to evaluate likelihood of an injury occurring and consequence of the injury. Use the Club Hazard Register to develop a Safety Action Plan
5. **Control the Risk** – Use the Hierarchy of Controls to identify the most practical option to control a risk – eliminate where practical; use PPE as a last resort.
6. **Monitor and Review** – Ask questions like: Where the controls effective? Is there any follow up action required?
7. **Documenting the process** – Regularly check to guarantee continuous improvement

S
O
P

Table 1 – Likelihood

Descriptor	Description
Rare	The event may occur only in exceptional circumstances.
Unlikely	The event could occur at some time.
Possible	The event might occur at some time.
Likely	The event will probably occur in most circumstances.
Almost Certain	The event is expected to occur in most circumstances.

Table 2 – Consequences

Descriptor	Description
Insignificant	No injuries, Low financial cost, little impact
Minor	First aid treatment, Medium financial loss.
Moderate	Medical treatment required, High financial loss, lower level political
Major	Extensive injuries, Major financial loss, medium level political
Catastrophic	Death, High financial loss, high level political embarrassment

Table 3 – Levels of Risks

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	L	L	M	S	S
Unlikely	L	L	M	S	H
Moderate	L	M	S	H	H
Likely	M	S	S	H	H
Almost Certain	M	S	H	H	H

Legend

H	High Risk	Detailed research and management plan
S	Significant Risk	Senior Management action needed
M	Medium Risk	Management responsibility must be specified
L	Low Risk	Manage by routine procedures

Refer to the [SLSA Guidelines for Safer Surf Clubs](#) – Risk Assessment and Management document for further information and a sample Health and Safety Inspection Form and a sample Risk Assessment Matrix

**S
O
P**

SOP 6.03 – Hazardous Goods Storage and Handling

Section 6 – Occupational Health and Safety

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline chemical storage requirements for Life Saving Clubs and to provide procedures to ensure the safety of members when dealing with chemical storage and handling.

Scope

All operational areas of Life Saving Victoria

Procedures

Legislative Requirements:

Chemicals should be stored in a manner that conforms to the relevant Australian Standards and Victorian regulatory or legislative requirements that may be applicable to the place of storage. The following procedures for Victorian Life Saving Clubs have been made with reference to *Dangerous Goods Act 1985*, the *Dangerous Goods (Storage and Handling) Regulations 2012* and the *Code of Practice for the Storage and Handling of Dangerous Chemicals*.

All Life Saving Clubs and affiliated services must use an appropriate hazardous Materials Storage Cabinet to store fuel when more than 20 litres of fuel is stored at any one time. A Hazardous Materials Storage Cabinet has a built-in spillage containment feature which prevents fuel leaking from the cabinet and reduces the chance of ignition of the contents.

Considerations when storing fuel:

- Assess risks by reviewing the Safety Data Sheet (SDS)
- Minimise quantities stored at any one time
- Method of storage – fuel cabinet & fuel storage containers
- Labelling of fuel storage containers
- Volume of fuel being stored
- Storing fuel out of craft when not in use
- Storage area location – i.e. away from exits and fire escapes
- Decanting – ventilation and PPE
- Ventilation of storage area
- Safety signage / placarding
- Approved Fire Extinguisher
- Training of members
- Risk assessment

S
O
P

Maximum Fuel Storage

Petrol is classed as a class 3 dangerous good. A dangerous goods license is required if greater than 250 litres of fuel is stored in any one location. Bulk storage of fuel in Life Saving Clubs is restricted to an absolute maximum of 250 litres. If a club or service needs to store more than 250 litres of fuel at any one time, a Dangerous Goods License must be obtained.

LPG Gas Cylinders (BBQ Gas)

All LPG Cylinders must be kept in cool dry place away from any other types of gas cylinders. Always handle this gas in a well-ventilated area, away from any sparks, flames and other ignition sources. DO NOT store in confined spaces and have fire extinguishers at the ready.

Fuel Storage Containers

All clubs that store fuel over 20 litres must use an appropriate hazardous material storage cabinet which has inbuilt spillage containment and prevents fuel leaking from the cabinet, thus reducing the chance of ignition of the contents. This cabinet should also be able to be locked whilst the Gear/IRB shed is kept open and can provide security against theft and vandalism. It will also protect the fuel from small children and passing smokers. This holding container must be clearly marked as a fuel container. It must be sealed and made from a fuel resistant material.

Medical Grade Oxygen

All Oxygen Cylinders must be kept in cool dry place away from any other types of gas cylinders.

Safety Signage

You must display 'HAZCHEM' outer warning placards at your premises, if the quantities of dangerous goods stored and handled at your premises exceed the 'Placarding Quantity' in Schedule 2 of the DG (S&H) Regulations. These are:

- Oxygen - 50 Litres or more
- Petroleum (fuel) - 250 Litres or more

It is a requirement to place signage at or near places where you store flammable liquids, gasses and toxic chemicals.

Additional appropriate signage includes:

- Petroleum - A "Dangerous Goods Diamond" (Red diamond, 250mm square, picture of flame, black lettering "FLAMMABLE LIQUID" & the number "3")
- Oxygen - An "Oxidising Gas Diamond" (Yellow diamond, 250mm square, picture of a flame, black lettering "Oxidising Gas" & the number "2")
- A general warning sign stating e.g. "Danger – Flammable Liquid – No Smoking – Keep Fire Away" being placed on the outside of the shed and adjacent to the storage area.
- A sign with the UN Number and Hazchem code from the Safety Data Sheet.

S
O
P

Safety Data Sheets (SDS's)

A Safety Data Sheet of a good provides valuable information and guidance on what to do in the event of a spill, splash or incident involving that substance.

The SDS must be located near the storage place of the chemical. In addition, a master copy must be held in the Club Safety Folder in an accessible place, i.e. in the First Aid Room near the Patrol Log Books.

Approved Fire Extinguishers

Dry Chemical Powder (DCP) extinguishers should be used for minor storages and kept close to fuel storage and their location indicated by an appropriate sign. A 9kg DCP extinguisher (2A 60B) should be kept within 3-10 meters of a hazardous material storage cabinet.

References

- *Dangerous Goods Act 1985 (Vic)*
- *Dangerous Goods (Storage and Handling) Regulations 2012 (Vic)*
- *Code of Practice for the Storage and Handling of Dangerous Chemicals*
- *AS 4326-2008 Storage and Handling of Oxidising Agents*
- *AS 1940-2004 Storage and Handling of Flammable and Combustible Liquids*

S
O
P

Section 7

Gear and Equipment

SOP 7.01 – Gear Inspection & Audit Requirements

Section 7 – Gear and Equipment Requirements

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To review and inspect the lifesaving equipment on the club premises that could be used on patrol and determine if they are in a condition to meet the minimum patrol equipment requirement.

Scope

All members of Life Saving Victoria.

Procedures

Each year all volunteer lifesaving equipment shall be inspected prior to the commencement of the patrol season by nominated inspectors, in accordance with the annual Gear Inspection and Audit Requirements.

All equipment shall be recorded by the 'inspector' and labelled with the LSV Gear Inspection Sticker with the annual 'year' date on it (as practical, noting that some items of equipment cannot 'hold' a sticker).

Clubs/services shall ensure gear and equipment information is regularly checked throughout the season and guarantee that the equipment is serviceable before it is used for any reason.

Introduction

To provide a safe operating environment for lifesaving members, all patrol gear and must be inspected at least once a season by suitably qualified personnel.

Clubs not meeting the requirements during their first inspection may be liable for the costs to hold a re-inspection. The Lifesaving Operations Executive will consult with the Club and Lifesaving Operations Officer before any reinspection occurs.

Lifesaving Operations Officers are tasked with coordinating the Gear Inspection process for clubs within their area.

S
O
P

Lifesaving Operations Officers

- Organise a date for the inspection with each club, preferably at least 4 weeks prior to the season commencement.
- Organise for appropriate & knowledgeable personnel to attend the inspection
- Ensure Gear Inspection and Audit Information and required tools are available at inspections to record/conduct inspection.
- Ensure that all inspection checklists are completed as required. This would include checking serial numbers of equipment, giving approved equipment an approval sticker, and giving rejected equipment an “Unserviceable” tag.
- Provide feedback to the club and Life Saving Victoria as to the result of the inspection and confirm the club does or does not meet the minimum equipment requirements as defined in the Gear Inspection and Audit Guide.

Life Saving Club

- Enter all patrol & lifesaving equipment into LSV Gear and Equipment Database via Club web login.
- Ensure that patrol equipment is checked and repaired where required prior to the inspection, as the inspection is simply a confirmation that equipment is at expected standards.
- Clubs that do not meet the minimum requirements and require follow-up inspections may be charged for the follow-up inspections.
- Before the date of inspection, the club should have completed checklists for each piece of equipment.
- Clubs must ensure that adequate club personnel, being a minimum of 4 able members are present to support the inspection while the inspection process takes place.
- Equipment must be laid out and ready for inspection at the appropriate time as requested in the Gear Inspection & Audit Guide and relevant circulars which are published from time to time.
- Once the gear inspection is complete the clubs should ensure their gear profile in the LSV Gear and Equipment Database is updated with any gear items that were not previously recorded and the results from their annual gear inspection.

S
O
P

SOP 7.02 – Automated External Defibrillators (AED)

Section 7 – Gear and Equipment Requirements

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To establish the appropriate requirements for the provision of defibrillators.

Scope

All personnel required to use defibrillator equipment should be appropriately trained and qualified. All defibrillator equipment should meet SLSA specifications.

Procedure

Start of Day Checks

- Check all equipment is fully operational (self-test + miscellaneous equipment check and check expiry dates on pads and battery).

End of Day Checks

- Repeat above checks;
- Notify club/service officers if replacement oxygen/consumables are required.

Deployment

All LSV clubs and services are to maintain an operational AED at all times. Due to the nature of cardiac arrest and the importance of “time to first shock” it is necessary that the AED is located with other first response equipment (on/in rescue vehicle etc.) or at a common and accessible location (patrol tent etc).

Equipment

An AED Kit must contain the minimum according to Gear Inspection and Audit Requirements.

Notifications

The Club Captain/Club Director – Lifesaving Operations as well as LSVComms are to be notified following any use of a club defibrillator.

Reference

- SLSA Approved Gear and Equipment Manual
- LSV Gear Inspection and Audit Requirements

S
O
P

SOP 7.03 – Oxygen Resuscitation Equipment

Section 7 – Gear and Equipment Requirements

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To establish appropriate requirements for the provision of oxygen resuscitation equipment.

Scope

All personnel required to use oxygen resuscitation equipment should be appropriately trained and qualified.

Procedure

Start of Day Checks

- Check all equipment has been cleaned and is fully operational
- Check oxygen cylinder is over ½ full, if not replace with a full cylinder
- Ensure at least 1 full backup cylinder is available

End of Day Checks

- Repeat above checks and replace cylinder if less than half full;
- Notify club/service officers if replacement oxygen/consumables are required.

Equipment Requirement Guidelines

An oxygen resuscitation kit should contain the minimum according to the Gear Inspection and Audit requirements.

Carry Case/Bag

The carry case/bag for oxygen resuscitation equipment must be:

- Of durable material, sturdy in design and able to protect contents from damage;
- Of non-corrosive material;
- Able to accommodate all the necessary equipment in a safe and orderly manner;
- Able to safely secure an oxygen cylinder (either internally or externally) to prevent movement of the cylinder;
- Be as water resistant as possible dependant on material/s used.

S
O
P

Technical Servicing (external)

A qualified service provider should closely check equipment as required. The oxygen regulator is required be serviced annually, preferably during non-peak times (winter months), and all consumable equipment checked for expiry. Service agents should also have:

- Adequate insurance to cover any claim made against them or their company in the event of their negligence causing injury to persons or damage to property. (This is to indemnify lifesaving);
- Be capable of obtaining the correct replacement parts for the units to keep resuscitators uniform;
- Be prepared to label and date such units as being serviced by the person;
- Be able to maintain a service register of equipment.

Cleaning

After having carried out resuscitation with an air bag resuscitator it is very important to clean all the equipment to minimise the chance of spreading disease or infections.

Disposable Bag-valve-masks are recommended for use as they are disposed of after use.

1. Oxygen therapy masks, regurgitation valves and resuscitation tubing should be discarded after use.
2. Disassemble patient valve, wash in soapy water to remove all solids, rinse in fresh running water and re-assemble.
3. Wash air bag in warm soapy water, rinse in fresh running water and reassemble.
4. Disassemble rear valve, wash in warm soapy water, rinse in fresh running water and reassemble.
5. Wash reservoir valve (bag only) and oxygen reservoir in soapy water and rinse in fresh running water, unless single use only.
6. Then soak all parts in a solution of at 10% bleach for at least two minutes.
7. They should then be rinsed and dried (not in direct sunlight). Refer to SLSA Policy.
8. Operate all features after drying before storage.

S
O
P

SOP 7.04 – First Aid Equipment Requirements

Section 7 – Gear and Equipment Requirements

Page 1 of 1

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum standard and quantity of equipment required in a Clubs first aid room and kit.

Scope

All members of Life Saving Victoria.

Procedures

Start of Day Checks

- Check all equipment has been cleaned and is fully operational
- Ensure there is back up equipment available.

End of Day Checks

- Clean and check all stocks and equipment
- Notify club/service officers if replacement of any equipment utilised is required.

The equipment that is to be contained within the First Aid Room and First Kits meets the minimum requirements as outlined in the Gear Inspection and Audit requirements.

S
O
P

SOP 7.05 – Disposal of Lifesaving Equipment

Section 7 – Gear and Equipment Requirements

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the requirements when selling, gifting or disposing of lifesaving equipment.

Scope

All levels of Life Saving Victoria

Procedures

Equipment used in lifesaving is often branded so that it is recognisable by lifesavers, the public and other agencies. It is vital that equipment that is no longer used for lifesaving purposes by an affiliated lifesaving origination has its branding and references to lifesaving removed.

This includes:

- Life Saving registration number
- Rescue branding and livery
- Rescue sponsorship logos or branding

Powercraft Equipment:

- Prior to selling, gifting or disposing of an IRB or RWC or another vessel used for surf lifesaving activities, the registration number is to be removed.
- If selling or gifting to a party other than a club or LSV affiliated lifesaving service, all surf lifesaving branding and wording must be removed from the vessel prior to the transaction being completed. Failure to remove branding may result in consequences for the club or service where the craft was registered to.

Vehicles:

Surf lifesaving branding, equipment and any LSV communications equipment must be removed.

Rescue equipment

Equipment such as rescue boards need to have branding removed.

Communications Equipment

Communication equipment is not to be sold. If it is removed from service, it must be returned to Life Saving Victoria.

S
O
P

Equipment records

It is a requirement that all lifesaving equipment is recorded and kept up to date in the LSV Gear and Equipment Management System (GEMS). If a new piece of equipment is purchased or received by a lifesaving club, it must be recorded in GEMS. If a piece of equipment is disposed of it also needs to be removed from GEMS. This database is used as part of annual Gear Inspection's and Audits and the information is used for reporting and grant allocations.

S
O
P

Section 8

Obligations and Standards

SOP 8.01 – Patrol Audits



Section 8 – Obligations and Standards

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To monitor, review, and promote club's patrolling efficiency. Providing a means of ranking clubs performance and identifying areas of weakness where support may be required.

Scope

These procedures apply to all general club patrols of Life Saving in Victoria.

Procedures

Patrol Audit formats (areas reviewed, scoring system, number of inspections) may change on a seasonal basis as well as within a season. The questions asked and rescue simulation will be determined by the State Service Efficiency and

Standards Officer, in conjunction with the LSOC Executive or Director – Lifesaving Services.

The critical aspect is that the Patrol Audit is fair and reasonable within each round of club audits and that the auditors are trained to provide a relatively impartial review.

The patrol audit, as defined each season, should be communicated to all clubs at the start of the season and covers:

Format

- Identification of auditors, date range, club, environment conditions and a patrol scoring system.
- Feedback method to the patrol and club of the results and feedback method to Life Saving Victoria if club fails to meet the minimum patrol requirements in any area.

Patrol Review

- Patrol meets minimum patrol strength
- Club is conducting best practice operations as outlined in patrol operating procedures
- Members attire in relation to uniform requirements
- General Lifesaving knowledge of patrol members
- Response of patrol in relation to a simulated rescue situation
- Location of members on patrol

S
O
P

Equipment

- If patrol meets minimum equipment requirements
- That relevant log books are appropriately filled out

S
O
P

SOP 8.02 – Patrol Uniforms

Section 5 – Emergency Procedures

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the minimum standards required by members for the patrol uniform.

Scope

This procedure applies to all those members who are actively patrolling.

Procedures

Patrol Uniform

Minimum Requirements:

The minimum requirements for the national lifesaving patrol uniform are defined as the following:

- Patrol shirt – As supplied by SLISA
- Patrol shorts – As supplied by SLISA
- A red and yellow quartered patrol cap
- Swimming costume (if you will be entering the water)

Recommended requirements:

The recommended requirements of the uniform are defined as the following:

- Wide brimmed hat or peaked cap
- Sunglasses (when not in the water)
- Rash shirt when performing duties in the water.
- Any other uniform or Personal Protective Equipment that is required by other procedures.

USE OF THE PATROL UNIFORM

- All members undertaking patrol duties shall wear the patrol uniform. This includes members undertaking patrolling/rescue duties and first aid operations.
- Members performing duties in the water are required to wear a patrol cap and swimming costume. It is highly recommended that a rash vest be worn for sun protection.

S
O
P

- Members performing Water Safety duties are must wear a Water Safety Uniform in accordance with the [Water Safety Policy 1.1](#) and Water Safety Procedure (refer [SOP 8.3 – Water Safety Procedures](#)).
- Only members holding a current proficiency in the Surf Rescue Certificate or Bronze Medallion/Public Safety and Aquatic Rescue may wear the red and yellow quartered patrol cap; those members who only hold another patrolling award are not able to wear the Quartered Patrol Cap, however must still wear the Patrol shirt and shorts.
- The Quartered Patrol cap is to be on the patrolling member at all times. Upon entering the water, the Quartered Patrol Cap must be worn on the head and fastened underneath the chin.
- A wide brimmed hat or peaked cap can be worn over the patrol cap while outdoors (except when in the water or using water rescue equipment).
- Patrol Bum bags (PPE) should be accessible at all times by members which comprise the minimum patrol requirements as set by the gear inspection and audit requirements.
- Any items of the SLSA patrol uniform shall ONLY be worn while on patrol duty or when attending official surf lifesaving functions and community education activities such as media promotions of lifesaving.
- Members' uniforms should be clean, neat and tidy in appearance.

S
O
P

SOP 8.03 – Water Safety Procedures

Section 8 – Obligations and Standards

Page 1 of 10

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the procedure for the provision of water safety for all aquatic activities conducted by lifesaving clubs or services.

Scope

All areas of Life Saving Victoria.

Procedures

The following procedure is for the provision of water safety for Surf Life Saving (SLS) Junior activities, member training (lifesaving and sport) conducted by SLS and SLS sanctioned/special events. These procedures have been developed using risk management principles, WHS legislation and regulation and many years of experience with the provision of water safety for aquatic activities.

Summary

The following table provides a summary of the complete water safety requirements for SLS member aquatic activities. For more information please refer to the full procedure that follows.

S
O
P

SLS ACTIVITY	ACTIVITY PARTICIPANTS WHO DO NOT HOLD A SRC OR ABOVE	ACTIVITY PARTICIPANTS WHO <u>DO</u> <u>HOLD</u> A SRC OR ABOVE
Junior Activities (Nippers)	1:5 (WSP : participants)	Buddy procedure
	1:10 (WSP : participants) Low-risk conditions Determined after a pre-activity risk assessment	
Member Training (Lifesaving and Sport)	1:5 (WSP : participants)	Buddy procedure
	1:10 (WSP : participants) Low-risk conditions Determined after a pre-activity risk assessment	
Pool Activities	Where applicable, refer to local pool management requirements. If no requirements 1:10 (WSP : participants) determined after a pre-activity risk assessment	
Surf Sport Competition	Refer to <i>SLSA Surf Sport Manual</i>	
Sanctioned/ Special Events	Refer to <i>Guidelines for Safer Surf Clubs</i>	

Note: 'Surf Rescue Certificate (SRC) or above' includes SRC, Bronze Medallion/Certificate II in Public Safety (Aquatic Rescue), Silver Medallion Aquatic Rescue or Gold Medallion.

Definitions

Activity participant: An activity participant may be a member of the public or a SLS member.

Aquatic rescue qualification: Surf Rescue Certificate (SRC), Bronze Medallion (BM) /Certificate II in Public Safety (Aquatic Rescue), Silver Medallion Aquatic Rescue (SMAR) or Gold Medallion (GM).

Low-risk conditions: Following a pre-activity risk assessment indicating they are operating in an acceptably low-risk environment*.

*A nominal wave height of 1m is considered the maximum wave height threshold when the 1:10 ratio may be implemented. Wave height is only one consideration in assessing surf zone hazards (examples of others could include: a heavy shore break, wave period, wind strength and direction)

therefore the Water Safety Supervisor will be required to complete a risk assessment in determining any decision to increase the ratio of WSP from 1:5 activity participants to 1:10

Personal training: Personal training is considered a personal or leisure aquatic activity that is not supervised or endorsed by an SLS organisation. This activity may occur individually or in a group. All responsibility for such activity is taken on by the individual/s.

Qualified: An activity participant who holds a proficient aquatic rescue qualification.

Risk: Standards Australia defines risk as the effect of uncertainty on objects (AS/NZS 31000:2009 Risk management - Principles and guidelines).

Risk assessment: Standards Australia defines a risk assessment as the overall process of risk identification, risk analysis and risk evaluation (AS/NZS 31000:2009).

Risk management: Standards Australia defines risk management as coordinated activities to direct and control an organisation with regard to risk (AS/NZS 31000:2009 Risk management - Principles and guidelines).

SLS Member: For the purpose of these procedures, Surf Life Saving Australia (SLSA) separates SLS members into two different categories:

- An activity participant who does not hold an aquatic rescue qualification – Surf Rescue Certificate (SRC) or above e.g. Activity participants in training for the SRC or BM and junior members under the age of 13.
- An activity participant who does hold a proficient aquatic rescue

Surf Sports Competition: Two or more clubs/entities hold an event consisting of activities defined within the SLSA Surf Sport Manual.

Stillwater activity: For the purposes of these procedures, SLS considers a stillwater activity to be one conducted in a man-made aquatic environment e.g. pool. Rivers and lakes are not considered a stillwater environment.

Water safety: The use of human resources and rescue equipment in an aquatic environment to provide a level of supervision to activity participants.

Water Safety Personnel (WSP): Qualified and proficient lifesavers (holding a SRC or above) who provide water safety. WSP act under the leadership of the WSS.

Water Safety Supervisor (WSS): The team leader for a group of WSP. The WSS must be qualified and proficient in the SLSA BM /Certificate II in Public Safety (Aquatic Rescue) and it is strongly recommended they also hold the Silver Medallion Basic Beach Management certificate.

S
O
P

General Water Safety Procedures

The following procedures should be considered together with the activity specific water safety procedures outlined later in this SOP.

General

Lifesaving Patrols Water safety procedures for lifesaving patrols are covered by [SOP 1.1 – Volunteer Patrol Roles and Responsibilities](#).

Members of on-duty lifesaving patrols can only be reallocated as WSP when the minimum patrol requirements are met and at the discretion of the Patrol Captain.

The on-duty lifesaving Patrol Captain/Lifeguard must not act in the position of WSS. The lifesaving Patrol Captain/Lifeguard's primary duty is public beach safety.

Supervision

Where water safety supervision ratios are implemented, 75% of water safety personnel must be in the water during the activity and using SLSA approved rescue equipment.

For activities where there is a mix of activity participants, the water safety ratio for participants who do not hold a SRC or above' should be applied.

Risk assessment, risk check and risk management tools

Clubs are encouraged to complete a pre-season/annual training plan together with a risk management plan for all aquatic activities. This plan should be completed by either the Club Captain/Director of Lifesaving/Director of Sport/Director of Junior Activities/Director of Education, together with their appointed coaches and trainers.

This risk management plan should be completed using the *Guidelines for Safer Surf Clubs* and address at a minimum: regular training plans (time/day/duration), location/s, number of participants, qualification of those participants, possible risks and how they will be managed should they arise.

In addition, for all aquatic activities, a pre-activity risk check should be conducted by the WSS in conjunction with the Patrol Captain or Lifeguard, outline any risks managed and where applicable, be lodged with the relevant SLS club/service officer. Risk assessments and risk checks should be retained for a minimum of 5 years.

Suitable risk assessment, risk check and risk management tools includes:

- SLS water safety risk mobile app (also available in paper form)
- SLS event risk mobile apps
- *Guidelines for Safer Surf Clubs* (available on the SLS [Members Portal](#))

S
O
P

Note: If there has been no change to the risks identified in the risk management plan, the pre-activity risk check can be a notation that a risk check has been conducted, there is no change to previously identified risks, and the risk mitigation strategies identified previously still stand.

Uniform

Uniform summary

EVENT TYPE	HIGH-VISIBILITY UNIFORM	SWIMMING CAP	SURF RESCUE UNIFORM
Surf Sports (Competition)	✓ Mandatory	N/A	N/A
Sanctioned Events	✓ Mandatory	Recommended	N/A
Ocean Swims	Recommended	✓ Mandatory	N/A
Junior Activities (Nippers)	✓ Mandatory	N/A	N/A
Member Training (Lifesaving)	✓ Mandatory	N/A	Recommended BM training and above
Member Training (Sport)	Recommended	N/A	N/A
Member Training (IRB Competition)	✓ Mandatory Approved Lifejacket	Approved Helmet (Patients)	N/A
Water Safety	N/A	N/A	Cap ✓ Mandatory Rash Shirt ✓ Mandatory

S
O
P

Activity participants – SLS surf sport competition and SLS sanctioned/special events

All aquatic activity participants in SLS surf sport competition and SLS sanctioned/special events must be clearly identified with a standardised high-visibility vest or swimming cap (ocean swims only) for easy identification above the water surface. (See High-visibility garments)

Activity participants – All junior activities and member training

For junior activities and member training, it is mandatory that aquatic activity participants be clearly identified with a standardised high-visibility Lycra vest or shirt for easy identification above the water surface.

Water Safety Supervisors and Personnel

For SLS junior activities, surf sport competition, member training and SLS sanctioned/special events, water safety supervisors and personnel must be wearing a clearly identified uniform.

WSP uniform must consist of a cap (secured under the chin) and rash shirt. This may be either:

Surf Rescue uniform

- SLS red and yellow quartered patrol cap secured under the chin;
- SLS Surf Rescue rash shirt;
- Where appropriate, SLS Surf Rescue wetsuits and stinger suits.

Or

High visibility (water safety) uniform:

- A high-visibility (fluorescent) orange cap secured under the chin;
- A high-visibility (fluorescent) orange rash shirt branded with 'WATER SAFETY' on the front and back of the shirt.

High-visibility garments

There are five high-visibility fluorescent colours endorsed by SLSA that SLS affiliated organisations can choose to use:

- Fluorescent Pink (PMS #16-2130 TN 'Knockout Pink')
- Fluorescent Yellow (PMS #13-0630 TN 'Safety Yellow')
- Fluorescent Green (PMS#13-0340 TN 'Green Gecko')
- Fluorescent Orange (PMS# 15-1360-TN 'Shocking orange')
- Fluorescent Red (PMS#485C)

The exact fluorescent colour will vary depending on the material used (e.g. nylon, Lycra/spandex, polyester). As a guide only, the above PMS (Pantone Matching System) codes should be provided to your vest/cap manufacturer.

Note: Fluorescent colours degenerate with prolonged exposure to water and light. Garments should be maintained as per the manufacturer care and cleaning procedure and monitored to ensure continued colour brightness.

Rescue equipment

Rescue equipment used for the purposes of water safety must be SLSA approved and can include:

- Lifesaving rescue equipment listed in the [SLSA approved lifesaving gear and equipment manual](#)
- SLSA approved competition boards

It is highly recommended that an IRB or RWC be used for water safety (where safe and applicable).

Note: Where WSP are using rescue equipment that requires a specific competency and award e.g. powercraft, the operator must be qualified and proficient in the appropriate awards.

During the activity, rescue equipment must be on the water and near the activity participants.

S
O
P

Equipment	Operator	Count towards Water Safety ratio
Rescue board	1 paddler	1
Rescue tube	1 swimmer	1
IRB	1 driver and 1 crew	2
RWC	1 driver	1
	1 driver and 1 crew	2

Roles and responsibilities

Water Safety Supervisor (WSS) - Team Leader

Must be qualified and proficient in the SLISA BM/Certificate II in Public Safety (Aquatic Rescue) and is strongly recommended to hold the Silver Medallion Basic Beach Management;

- Remain on the beach, except when required in an emergency;
- Be responsible for water safety and ensure it meets the prescribed and assessed requirements. E.g. the minimum supervision ratios or that the buddy procedure are applied;
- Conduct risk assessments using one of the tools available:
 - If the activity is to be conducted on the beach during patrol hours, the WSS must consult with the lifesaving Patrol Captain/Lifeguard on the most appropriate area of the beach to be used for the activity.
 - If the activity is to be conducted on the beach outside of patrol hours (or in unpatrolled locations), the WSS is to decide the most appropriate area of the beach to be used for the activity.

Note: The lifesaving Patrol Captain/Lifeguard is the ultimate authority on the beach

- Be aware at all times of the safety and welfare of those involved in the activity and act immediately if they have safety concerns;
- Supervise WSP
 - Ensure WSP are qualified and proficient.
 - Ensure that the most suitable rescue equipment is available.
 - Brief both WSP and activity participants on the conditions likely to be encountered during the activity.
 - Request that WSP advise the WSS of their competency levels in relation to the activity and conditions and if they have any pre-existing ailments that may impact on their participation. Any identified risks should be managed.

Water Safety Personnel (WSP) Reports to Water Safety Supervisor:

- Must be qualified and proficient in a SLISA aquatic rescue qualification;
- Carry out their duties under the leadership of the WSS;
- Be positioned on the beach and/or in the water as directed by the WSS;
- Be responsible for water safety in the appointed area;

S
O
P

- At all times be aware of the safety and welfare of those involved in the activity and immediately report any concerns to the WSS;
- Advise the WSS of any pre-existing ailments that may impact on their participation or if their competency does not meet the activity requirements or conditions.

Minimum supervision ratios

Supervision ratios apply to Junior Activities and member training where participants do not hold a SRC or above. These ratios also apply to groups with a mix of aquatic rescue qualification holders and non-award holder.

For junior preliminary evaluations (JPE) a maximum supervision ratio of 1:5 (Water Safety Personnel: Activity Participants) applies.

For Junior Activities and member training where participants do not hold an SRC or above, the maximum supervision ratio is 1:5 (Water Safety Personnel: Activity Participants).

For Stillwater /pool activities or low-risk conditions (ascertained after a formal risk assessment) the ratio maybe expanded to 1:10 (Water Safety Personnel: Activity Participants) should be conducted using one of the risk assessments tools provided.

Buddy procedure

The buddy procedure is where qualified activity participants of similar experience and ability participate together in the same aquatic activity. They continuously monitor each other throughout the activity, and able to offer immediate assistance to their 'buddy' if required.

The buddy procedure for water safety can be applied to SLS member training of 2 or more activity participants.

All activity participants must hold a proficient aquatic rescue qualification. In larger groups, the training plan and measures in an emergency may be the same for all participants. Participants should still however identify a buddy.

Prior to the commencement of the activity or training session, qualified members should identify a 'buddy'. In a group situation where there is an uneven number, a buddy group of three can be formed.

The WSS or buddy pair should form an agreed training plan. This plan includes:

- Specific activities to be completed
- Duration of the activity (start and finish time)
- Location (and destination if applicable)
- Outline measures in case of an emergency. For example: carrying a mobile phone, notifying family/a friend of your training intentions.

**S
O
P**

During the activity, each buddy pair should be in a position to:

- Be able to offer immediate assistance to each other if required
- Maintain communication – advise each other should training plans or conditions change
- If you lose sight of or contact with your buddy, alert the WSS and/or other participants and commence searching immediately
- In the case of emergency, assist their buddy to remove him/her from danger (where it is safe to do so)

Surf sport

Water safety procedures for surf sport competition (excluding surf sports training), as defined by the *SLSA Surf Sports Manual*, are to be conducted as per the *SLSA Surf Sports Manual*.

The water safety for club swims and club championships should be conducted as per Junior Activities and Member Training.

Please refer to the SLSA website to download a copy of the current *SLSA Surf Sports Manual*.

Stillwater/pool activities

For those activities conducted in a public pool, the safety procedures as laid down by the local pool management must be adhered to. These safety procedures may be applied under the pool or SLS management.

Aquatic activities conducted in rivers and lakes are not considered a still water activity, in which case the above water safety procedure should apply for the relevant activity.

Personal training

Where a group or individual undertakes 'personal training', all responsibility is taken on by the individual/s and/or their parents/guardians. Please be aware of the possible insurance and litigation issues resulting from an incident.

It is recommended that individuals undertake their own risk management process, including considering the increased risk of training alone, prior to any personal training being conducted.

S
O
P

Sanctioned/special events

Any aquatic activity conducted by SLS outside the SLS framework of lifesaving, sport or junior activities must receive SLS State/Territory approval. These activities may include (but are not limited to) ocean swims and triathlon /aquathon events.

The specific water safety procedures for these activities are covered by the *SLSA Guidelines for Safer Surf Club*. Please refer to the SLS [Members Portal](#) to download a copy of the current *SLSA Guidelines for Safer Surf Clubs*. Please refer to the SLS

Personal Protective Equipment (PPE)

The table below outlines requirements for PPE during water-based award and IRB Competition training activities:

Award	PPE		
	Hi-Vis	Lifejackets	Helmets
IRBC	✓ Recommended	✓ Mandatory	✓ Recommended
IRBD	✓ Recommended	✓ Mandatory	✓ Recommended
Note: All participants undertaking water-based activities during training and/or assessment are highly recommended to wear a high visibility vest underneath the lifejacket.			

S
O
P

Section 9

AMSAR Operations

SOP 9.01 – Helicopter Safety



Section 9 – AMSAR Services

Page 1 of 4

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

Helicopters are used in many emergency situations. It is therefore vital for members to be familiar with safety procedures around these aircraft.

Scope

These procedures apply to all levels of Life Saving Victoria.

Procedures

Introduction

In addition to operations by the Westpac Lifesaver Rescue Helicopter Service, members may be required to assist Ambulance, Defence or Police in their helicopter operations and the following aspects of safety must be known by all members.

The helicopter must be treated with respect at all times, or it can cause serious injury or death.

Main danger areas

Tail Rotor

This is unprotected and very difficult to see due to its high rotational speed. It has an arc of approximately 1.5 metres and reaches down to only one metre above ground level. The tail rotor is the major hazard area. At no time should a member approach the tail rotator of an aircraft whether the engine is running or not.

Main Rotor

The main rotor can tilt to below head height during normal operations. This clearance may be even less when working over uneven or sloping ground, or during gusty wind conditions. Care should be taken after the engine has been shut down until the rotors have completely stopped. While the main rotor is slowing, it can be affected by gusty winds, forcing the rotor blades to tilt close to the ground. At no time should a member approach the aircraft while the rotors are turning unless specifically directed by the pilot or escorted by a qualified crew member.

Radio Antennae

These may be variously located on the top or underside of the fuselage and underneath the tail boom, and are capable of causing radiation injury when operating. They can also be damaged by handling and must not be touched.

S
O
P

Particle Separator Outlet

This outlet is located above the main fuselage on most aircraft and is capable of throwing out debris with some force, and although it is normally above head level, this danger area should be avoided.

Emergency landing areas

The minimum controlled area required for emergency helicopter landings is 40 metres by 40 metres square, extending back from the water's edge if on the beach. This will allow the helicopter to take a flight path over water while landing and taking off. It is preferable that landings take place on grassed or paved areas wherever possible and safe to do so.

It is required that during helicopter operations, the emergency landing area be secured by club personnel using four (4) members, with one at each corner. Where possible, two signal flags should be held firmly to help identify the emergency area and wind direction, and one of the lifesaving personnel should be in direct communication with the aircraft. No one is permitted to enter the emergency landing area whilst any part of the aircraft is moving, and during take-off and landing. Personnel are only permitted to approach the helicopter while the pilot is in the cabin and only following the signalled permission of the aircraft pilot.

Using Helicopter Crew protocols, the helicopter crew may determine that it is safe to land outside a designated emergency landing area, using trained personnel to take up 'guard positions' so as to ensure safety of public, crew and aircraft is maintained at all times.

Helicopter 'downwash' creates a sandstorm and spectators must be warned to stand well clear during take-off and landing. Patrol members must make sure that no loose objects are left in the emergency area. Helicopter beach landings will not normally be made unless absolutely necessary because of inconvenience to the public and damage caused by operating in a sandy environment.

To avoid eye damage, patrol members and the general public should turn away during take-off and landing.

Helicopter low altitude operations

Whilst the helicopter is performing rescue operations, the Pilot's concentration is focused on the patient in the water, as this is the Pilot's only reference. The Helicopter crew person will also be directing the Pilot to the correct location and preparing for deployment of a rescue swimmer. This means that other rescue craft or personnel entering under the helicopter cannot be easily detected and can affect the concentration of the Pilot and the safety of the operation.

S
O
P

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 or within a fifty (50) metre circumference of an aircraft when it is conducting low altitude operations over water unless specifically requested by the pilot or crew person.

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

Approaching the helicopter

Permission to Approach

- The aircraft must not be approached without permission at any time when the aircraft pilot is in the cockpit, whether the engine is running or not.
- All approaches to the aircraft must be made in the pilot's field of vision, i.e.. between the ten and two o'clock positions, on the downhill side of any slope.
- To seek approval to move under the rotor disc, signal the pilot by extending one arm out from chest height in the standard "thumbs up" signal. Only when the pilot returns with a "thumbs up" signal can you move under the rotor disc.
- When approaching the aircraft with the pilot's permission, the path of turning rotor blades must be watched to avoid any possible contact.

Slopes

- Approach and leave the helicopter on the downhill side of any sloping landing point to avoid the main rotor.
- If this involves walking around the helicopter to avoid the area of lowest rotor clearance, the only path is around the front of the aircraft, **never the rear**.

Equipment

- When carrying equipment to or from the helicopter, hold it horizontal and below waist level, never vertical.
- Any long object should be carried between two people (one at each end) to avoid inadvertent contact with the rotor.

S
O
P

Blinding

If blinded by dust or a blowing object when the helicopter is landing, taking off, or before the rotors have stopped, immediately stop and sit down. Never grope your way towards or away from the helicopter.

- Protect your eyes by shielding them with your hand or by squinting.
- Warn spectators to protect their eyes against blown dust or sand.

Loose Objects

- Hold on firmly to loose objects.
- Never reach up for or chase after an object that has blown away.
- Never remove or put on any clothing while under the rotor disc in case your arms accidentally stray upwards.
- Caps or hats should not be worn under the rotor disc unless they are tied by a chin strap.

Vehicles

- No vehicle is to approach the helicopter while the rotors are turning.
- In the unlikely event that a vehicle needs to approach a stationary helicopter, this must happen only under the specific direction of the Pilot.

Smoking

Smoking is not allowed:

- Within 15 metres of the helicopter
- Within 30 metres of any fuel installation or fuel drum.
- Within the helicopter.
- When medical gases are being used.

S
O
P

SOP 9.02 – Rescue Water Craft (Personal Water Craft Operations)

Section 9 – AMSAR Services

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline the requirements for all operations in relation to Rescue Water Craft (RWC)

Scope

These procedure relate to all operational levels of Life Saving Victoria

Procedures

These procedures should be read in conjunction with the LSV Rescue Water Craft Management Policy.

Introduction

The Rescue Water Craft is a specialised item of rescue equipment used by Life Saving Victoria (LSV). LSV requires all RWC Operators to adhere to the established policies, procedures and guidelines to ensure safe and effective practices relating to RWC Operations.

Use of Rescue Water Craft:

Clubs and members are not permitted to operate, test or evaluate RWCs for lifesaving services or general lifesaving patrol work or commence training without the written approval of the Director – Lifesaving Services or their nominee.

Consideration will be given to services which patrol several areas or cover several locations. Approval for the use of such craft is more likely to be given to specialised or Lifesaving Operations services such as lifeguards, emergency callout services and event water safety services.

Rescue Water Craft Operations

- Unnecessary activity in close proximity to bathers and/or crowded areas should be avoided.
- RWC Operators should operate in a safe manner with concern not only for the general public, but with respect for the equipment as well.
- RWC Operators must operate within boating regulations when operating an RWC, including distance off requirements, unless in emergency situations and only then with careful regard for the public and themselves.
- All RWC operators must take reasonable care and responsibility to keep non RWC persons from accessing and operating RWC and ensuring the security of the craft and associated equipment (particularly the keys).

S
O
P

- Lifesaving services and operators of RWC must conform to all rules and Award Regulations as defined by LSV and or SLSA.
- All RWC Operations in Victoria must comply with LSV's localised policies and procedures.
- LSVComms must be notified prior to a craft being launched for ANY REASON

Training & Assessment:

Approval:

- All RWC Training and Assessment must be approved prior to commencement by the LSV Director – Lifesaving Services.
- Training and Assessment can only be conducted by an appropriately qualified Trainer, Assessor or Facilitator who is endorsed by LSV.
- Only qualified RWC operators are to operate RWC unless for the purpose of training within an LSV approved training course and only under the direct supervision of qualified personnel.

Training & Assessment Activity:

- A risk assessment needs to be conducted and recorded prior to practical RWC training commencing.
- Clubs and services must only train in conditions that are within the trainees, trainers and craft abilities and that are not excessive nor expose trainees, trainers or public to an excessive level of risk.
- All trainees must hold a Victorian PWC endorsed boating license prior to commencing any practical training.
- Trainee RWC training cannot occur during patrols or water safety activities.
- It is mandatory that during any RWC training sessions, any personnel in the water (acting as patient) wear an approved safety helmet that meets the EN1385 standard.
- Appropriate Signage should be erected where training or regular RWC patrol activity is taking place.

Rescue Water Craft Safety:

Safety Considerations:

- When undertaking an activity involving RWC, whether training, responding or another activity. Operators should consider how much risk they are exposing themselves to, as well as other members and the public. This should be weighed up against potential gains.
- LSVComms or a member situated on the shore should be notified prior to and post traversing a hazardous passage using a Rescue Water Craft.
- RWC Crew should not be carried routinely, other than during water safety for juniors or similar or during incident response If deemed appropriate. A standard crew briefing can be provided to non-qualified crew where required, to assist with incident response / rescue. A non RWC Qualified Crew person must at minimum be proficient in the SLSA Bronze

S
O
P

- Medallion.
- No RWC Operations are to take place during low light or at night under any circumstances.

RWC Equipment:

- An approved LSV Communications device must be carried at all times
- Craft and any associated equipment are to be approved for use under the appropriate equipment Policy.

Minimum Personal Protective Equipment:

- At all times whilst using an RWC, both operators and any crew must:
 - Wear an approved L50 Lifejacket (*Australian Standard: 4758 Personal Floatation Devices - Level 50 or International Standard: 12402:5 Personal Floatation Devices - Level 50*)
 - Wear an approved safety helmet which meets the EN 1385 Standard.
 - Wear wetsuit type shorts at minimum or another longer wetsuit product

Safety and Management

- All RWC are to have a Safety Management System document specific to that craft which is maintained in line with the services Safety Management Plan and LSV Requirements. This document does not need to be carried on board whilst operating on the water.

Accident Investigation:

- All incidents, accidents, non-conformances and near misses are to be reported appropriately according to [SLSA Guidelines for Safer Surf Clubs Safe Practices](#).

All incidents are to be recorded in the relevant logs.

S
O
P

SOP 9.03 – Marine Rescue Vessels

Section 9 – AMSAR Services

Page 1 of 3

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To present the minimum requirements for all operations in relation to Marine Rescue Vessels (excluding IRB's & RWC's).

Scope

These procedures relate to all operational levels of Life Saving Victoria.

Procedures

All procedures within this SOP must be adhered to.

Qualifications

For a Vessel not in Current Survey

- The skipper, or any driver under instruction, must possess a valid state boating license whenever operating the craft
- The skipper and crew must be current members of a Life Saving Victoria affiliated club or service;
- The skipper must be qualified in the Certificate II – Transport and Distribution (Maritime Operations) or equivalent or endorsed by the Director – Lifesaving Services to operate that particular vessel.

For a Vessel in current Survey

- The skipper must also hold a current Coxswains qualification or higher;
- The skipper and crew must be current members of a Life Saving Victoria affiliated club or service.

All Vessels

- Rescue crewpersons must hold as a minimum a current Certificate II in Public Safety (Aquatic rescue) Bronze Medallion
- Other crewpersons must have completed the unit of competency "Survive at sea in the event of vessel abandonment" or equivalent, and have completed an induction by the skipper of the vessel as a minimum.

Vessel Registration

- LSV Vessels are currently not required to be registered with VIC Roads or to be in Survey with Maritime Safety Victoria (MSV)

S
O
P

- If the vessel is in current survey it must be registered with MSV and must also be entered in Surfguard
- If the vessel is not in current survey, it must be registered with LSV by entry into Surfguard, this registration will be allocated by LSV and must meet the requirements of Size, Colour and Location as required by VIC Roads.

Pre-Operations

- Skippers must provide a safety briefing and induction of the vessel and equipment to all crew and passengers prior to getting underway in line with service operating procedures
- Vessels must operate in a safe manner with concern not only for the general public, but their crew and with respect for the vessel equipment, and always in accordance with procedures.
- All personnel are required to wear a L100 lifejacket at minimum and comply with any Marine Safety Victoria requirements at all times
- All vessels must operate with all safety and relevant equipment in line the vessels operational requirements

Availability

- LSVComms (13 SURF) is to be notified if a vessel becomes unavailable or not operational. This may be due to vessel maintenance or the unavailability of qualified crew.

Operations

- All 'near misses'/ Incidents are to be documented and logged and the relevant incident reporting procedures are to be followed
- The vessel must always be operated with a qualified skipper and minimum of one qualified crewperson.
- The skipper must always avoid operations in close proximity to bathers and/or crowded areas unless absolutely necessary and deemed safe.
- The crew must always be aware they are operating with no protection on the propellers.
- An approved LSV Radio must be carried on board and operational at all times.
- All relevant safety equipment to Maritime Safety Victoria survey standard must be carried at all times.
- The skipper and crew are highly recommended to wear Personal Location Beacon (PLB).
- LSVComms is to be notified upon tasking or launching of the vessel

S
O
P

Safety and Management

- All Vessels are to have a Safety Management System (SMS) document, relevant to that particular vessel which details the vessels operations, safety procedures and maintenance records. The Safety Management System should meet Maritime Safety Victoria's Requirements for Survey Standard.

S
O
P

SOP 9.04 – Helicopter Taskings

Section 9 – AMSAR Services

Page 1 of 2

Effective Date – 1 September 2018

Review Date – 1 September 2020



Electronically Controlled Document

Purpose

To enable LSVComms operators and State Duty Officers to task the Westpac Lifesaver Rescue Helicopter both during and outside patrol hours.

Scope

LSVComms operators, Helicopter Crew and State Duty Officers.

Information

The Westpac Lifesaver Rescue Helicopter Service is capable of static line rescue, search, and transport operations. It has an approximate endurance of 3 hrs, and its equipment includes first aid, resuscitation, defibrillation and frequency homing equipment.

Procedures

Patrol Hours - Only when signed on with LSVComms

1. Request for tasking received by LSVComms
2. LSVComms contact Helicopter Crew and request they prepare for immediate departure.
3. LSVComms contact Manager – Lifesaving Operations and request authorisation for tasking.
4. LSVComms contact RCC, activate aircraft or stand down aircraft as per instructions from Manager – Lifesaving Operations.

Should the Manager – Lifesaving Operations be unable to be contacted, the Director of Lifesaving Services is authorised to activate the aircraft in their place. If neither Manager – Lifesaving Operations or the Director of Lifesaving Services

can be contacted, the State Emergency Management Officer is to be contacted to provide authorisation. As final redundancy, if none of the aforementioned can be contacted the State Duty Officer may task the Aircraft only if it is at the request of Rescue Coordination Centre and a pager message is issued concurrently.

The aircraft shall not activate without prior authorisation as specified above.

S
O
P

Out of Patrol Hours – When not signed on with LSVComms

1. Request for tasking received by LSVComms or State Duty Officer
2. LSVComms or State Duty Officer contact Manager – Lifesaving Operations, requesting activation of aircraft.
3. Manager – Lifesaving Operations will advise aircraft and crew availability and response time.

Should the Manager – Lifesaving Operations be unable to be contacted, the Director – Lifesaving Services may fulfil the duties in tasking of the aircraft.

Community Goodwill or Westpac Promotional Events

While recognising the exposure and goodwill the helicopters generates in the community, they are first and foremost a lifesaving service and patrol and rescue activities must ALWAYS take precedence over any publicity and goodwill gestures that the aircraft is scheduled for or capable of.

Goodwill or Westpac promotional event requests are to be provided to the Manager – Lifesaving Operations for consideration. No offer or indication of participation is to be given prior to approval to do so by the Manager – Lifesaving Operations.

Club Requests for attendance at events and activities can be made using the Special Event Helicopter Request form, which can found on the LSV website under [Club Administration](#).

S
O
P

SOP 9.05 – RWC Governance



Section 9 – AMSAR Services

Page 1 of 5

Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To outline requirements and guidelines for Rescue Water Craft Management and operations for services affiliated with Life Saving Victoria.

Scope

This Standard Operating Procedure (SOP) applies to all LSV personnel; paid staff, officers and volunteer members of Life Saving Victoria where engaged in Rescue Water Craft Operations, Training, Assessment or Management.

Position Statement

Life Saving Victoria requires all RWC Operators to adhere to the established policies, procedures and guidelines to ensure safe and effective practices relating to RWC operations.

All Rescue Water Craft Operations are subject to the requirements of, and Life Saving Victoria exemptions under the Marine Safety Act 2010 (The Act).

The Act includes exemptions for Life Saving Victoria for Power Craft Operations. Life Saving Victoria requires affiliated Clubs and Services to abide by Life Saving Victoria Policies and SOPs to meet the requirements of the exemption.

Where any Life Saving Club or service is engaged in any form of Rescue Water Craft Training, Assessment or Operation, that Club or Service is required to be endorsed by the LSV Director – Lifesaving Services and adhere to the following requirements;

1. All relevant members within the definition of this SOP must be approved to undertake Rescue Water Craft Training or Assessment activities.
2. Prior to commencement of RWC activities with the club, the club / Service must have received written approval and endorsement from the LSV Director – Lifesaving Services.
3. Once approved, all training is to be conducted under the supervision of qualified and endorsed Training & Assessment Personnel

Related Material

This SOP should be read in conjunction with:

- [LSV SOP 9.2 – Rescue Water Craft \(Personal Water Craft Operations\)](#)
- SLISA Policy 4.4 - Gear and Equipment Policy

S
O
P

Background

The Rescue Water Craft is a specialised item of rescue equipment and as such, its use is subject to approval and endorsement by Life Saving Victoria.

Life Saving Victoria is committed to the health, safety and wellbeing of all its members and is dedicated to providing a best practise approach to ensure a safe environment for those participating in lifesaving activities.

All Rescue Water Craft Management, Operations and Training & Assessment falls under the portfolio of the LSV Director – Lifesaving Services who is responsible for approving and endorsing all areas of Rescue Water Craft Activities.

In 2013 Maritime Safety Victoria (MSV), a branch of Transport Safety Victoria (TSV) conducted an investigation into an incident involving a Rescue Water Craft and presented Life Saving Victoria with a number of recommendations. Following this, LSV conducted an internal review into RWC operations with particular regard to Safety & Management, Training & Assessment and Equipment and introduced additional policies and processes addressing MSV's Recommendations.

Ownership and Operating Authority

Clubs are not permitted to operate RWC's under SLISA Policy, however the LSV Director Lifesaving has historically authorised some clubs to operate RWCs. All RWCs will carry an LSV registration to represent that they are being operated on delegated authority of the State Centre.

LSV has not permitted any new clubs to purchase RWCs since 2013. From this date any new services introduced have been done so under a model whereby LSV owns the equipment and manages the operation with the addition of LSV approved localised policies and personnel, safety management system, and safety management plan.

Any existing service may continue to operate under their current arrangements, subject to a business case be submitted to LSV prior to any RWC grant application for additional or replacement vessels. If approved, written endorsement will be provided by the State Director of Lifesaving Services which is to accompany the RWC grant application. It is intended to explore options to transition club owned services to the current model of LSV State Centre ownership to maximise utilisation and efficiency of resources and minimise risk.

Reporting

As RWC services are operated on behalf of LSV State Centre, all RWC services are required to submit a monthly activity report including date of operation, hours of running time per hull, and hours per operator. Where possible this information will be extracted from LIMSOC and provided to the services to confirm.

S
O
P

Responsibilities

Life Saving Victoria Affiliated Clubs & Services

Must not test, operate or evaluate Rescue Water Craft for lifesaving services or general lifesaving patrol work or commence training without the written approval of the Director – Lifesaving Services or their nominee.

Rescue Water Craft Services / Clubs

Must retain an accurate record of their services operations through an approved Safety Management Plan and Safety Management System for each Rescue Water Craft the service operates.

Must retain only qualified and endorsed members operate and utilise Rescue Water Craft and associated equipment.

Must not test or evaluate non-approved Rescue Water Craft equipment without prior written authorisation.

Must only conduct Training and Assessment in accordance with the LSV Rescue Water Craft Operations SOP, using approved and fit for purpose equipment and qualified and endorsed Training and/or Assessment personnel.

Must not undertake training or assessment activities during operational activities i.e. water safety, patrolling or incident response.

Should only conduct operations or training in conditions that are within the operators, trainers and crafts abilities and that are not excessive nor expose trainees, trainers or public to an excessive level of risk.

Director – Lifesaving Services

Responsible for approving and endorsing RWC Members, Members to undertake RWC Training and newly qualified RWC trained Members. They are also responsible for approving any new Rescue Water Craft Service or Club.

Life Saving Victoria Staff

Assist the Director – Lifesaving Services in carrying out their function in relation to Rescue Water Craft, including assisting with record keeping, collating.

Members:

Life Saving Victoria may carry out periodic audits of Rescue Water Craft records to ensure compliance of this SOP and other Policies and reviews all services documentation on an annual basis at minimum.

S
O
P

New Rescue Water Craft Services

Life Saving Clubs are not permitted to operate, test or evaluate Rescue Water Craft for lifesaving services or general lifesaving patrol work or commence training without the written approval of the Director – Lifesaving Services or their nominee.

Life Saving Clubs wishing to commence a new Rescue Water Craft Service should adhere to the following guidelines:

Need or Requirement

Clubs are required to contact the LSV Director – Lifesaving Services in writing outlining an evidenced based need for a new Rescue Water Craft Service to be established.

This will include:

- a report on incidents in last 5 years where an RWC service would have been of benefit over other rescue craft available within or external to LSV;
- a demonstrated volunteer capacity to provide the service with a recent history of no patrol defaults; and
- a demonstrated ability to maintain the equipment demonstrated through gear inspection readiness.

RWC's are not intended to and will not replace the IRB at any lifesaving patrol. They operate in addition to IRB fulfilling a different capacity.

RWC's are not to be used as a member recruitment or retention tool but are rather based on the risk profile and operational need of the proposed area of operation, and the capacity of the service to be delivered.

Should it be the case that this process should progress, the LSV Director – Lifesaving Service may request a detailed RWC Service Commencement Plan.

A business case must be submitted to LSV prior to any RWC grant application. If approved, written endorsement will be provided by the State Director of Lifesaving Services which is to accompany the RWC grant application.

Service Commencement Plan

This document, compiled similar to a project proposal or business plan should include the following information:

- Evidence based need or requirement for the RWC Service
- Detailed outline of Proposal
- Coordination / Management Plan
- Endorsement from the Club's Executive Committee
- Training and recruitment plans
- Demonstration of suitably qualified members to support and maintain the service
- Financial plans
- Details of proposed number of operators and area of residence

S
O
P

Definitions:

- Transport Safety Victoria: The Transport Integration Act 2010 (Vic) established the independent statutory office of the Director, Transport Safety on 1 July 2010 and integrated the former Marine Safety Victoria and Public Transport Safety Victoria to form Transport Safety Victoria. Their primary objective is to independently seek the highest transport safety standards that are reasonably practicable, consistent with the transport system's vision and objectives under the Act.
- RWC: Rescue Water Craft, a customised Personal Water Craft (PWC) fitted with rescue equipment and approved for use in Life Saving Services.
- RWC Service: A Life Saving Club or Service with approval from the LSV Director – Lifesaving Services to operate and maintain Rescue Water Craft and its associated equipment.
- Safety Management Plan: An approved document outlining an RWC's organisational and operating plan including content on the coordination and safety of that service.
- Safety Management System: An approved document which captures the history, servicing and operations of a Rescue Water Craft and is maintained and updated when that craft is used
- Staff: Staff is any person employed in either a full time, part time, casual or licensee and/or contract capacity by LSV or an affiliated club.
- Member: A member is any person who is a current member of an affiliated Life Saving Club and has a current individual membership record on a Life Saving Club's membership register (i.e. SurfGuard).

S
O
P



200 The Boulevard
Port Melbourne VIC 3207
PO Box 353
South Melbourne DC VIC 3205

Tel (03) 9676 6900
Fax (03) 9681 8211

mail@lifesavingvictoria.com.au
www.lifesavingvictoria.com.au

ABN 21 102 927 364