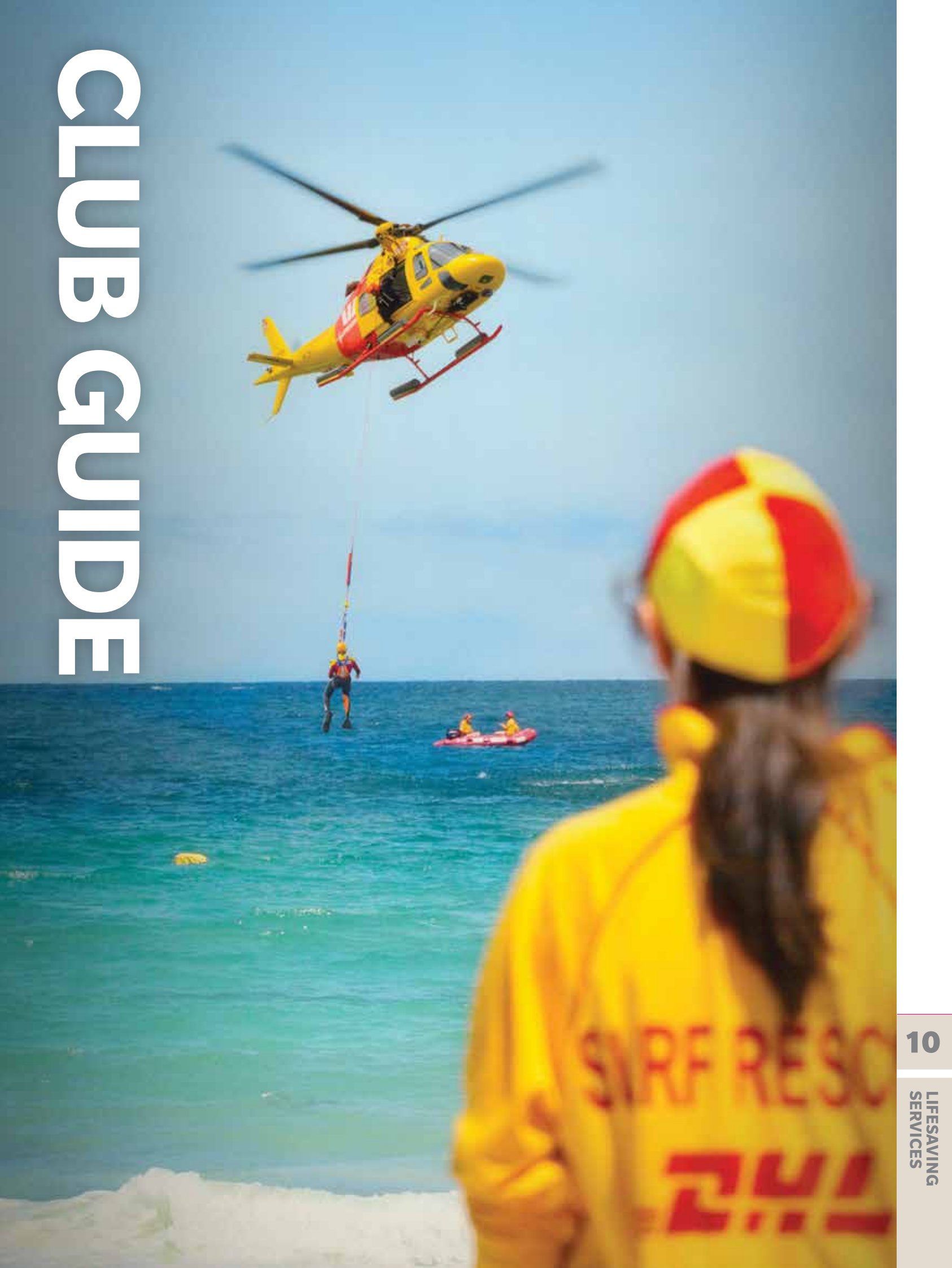


CLUB GUIDE





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10.1 MEMBER ACCIDENT INSURANCE

On behalf of Clubs and Members SLSWA maintains insurance policies for the times when Members are involved in accidents or suffer an injury or loss as a result of participating in authorised Club or Lifesaving activity. The Member Accident policy provides cover for certain medical expenses that result from an injury or loss of income if a member is unable to attend their workplace as a result of the injury. A claims procedure has been developed to guide the Club and Member on the steps to take in the event of an injury.

In general any costs covered by Medicare cannot be claimed, including any Medicare Gap. Despite SLSWA maintaining this insurance policy all Members of Surf Life Saving are encouraged to maintain Private Health Insurance at a level that suits their individual need.

Where a member intends initiating a claim against the policy please ensure the Member advises SLSWA Legal and Corporate Services of the claim.

Details of the Members Accident Insurance Program and relevant Claim Form downloads are available from www.jlta.com.au/slsa.



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10.2 MEMBER COUNSELLING

Within the Surf Life Saving environment there are many types of extraordinary incidents that can occur. In the immediate hours, days, weeks or months some Members can be left feeling traumatized from their involvement or exposure to the incident and unsure of how to adequately deal with the feeling. To assist in returning the Member to a healthy and balanced emotional state SLSWA can assist in providing the Member/s with counselling. The following situations may be times that Counselling may be required.

- When the event is extraordinary
- Occurrence of a serious incident
 - Death/Drowning
 - Failed resuscitation
 - Injury to Patrol Member
 - Rescued person known to Patrol Member
 - Rescued patient with extensive injuries
 - Shark attack rescue
 - Patrol Member in danger (surf etc.)
- Strong media involvement and interest
- A large number of Members are involved
- Members appear distressed by the event
- There is evidence of distress or adverse behaviour

If a member wishes to seek Counselling services they or a Club representative are advised to make contact with SLSWA Lifesaving Operations Coordinator. Alternatively, the Member can make contact with their General Practitioner (GP) who can refer them to a Counsellor from within their GP network.



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10.3 MANAGING LIFESAVING RECORDS

The importance in the quality management of records should never be underestimated. The following information contains a snapshot of the data and records to be maintained by each Club and Service.

Managing Your Records

Club Captains need to ensure that lifesavers have adequate record sheets at all times and that information is being recorded:

- In blue or black pen (not pencil)
- Neatly and easy to read
- Accurately
- Completely (many forms are often submitted with missing fields of information).

SurfGuard

Surf Guard is a National IT database that manages and stores surf lifesaving records. All Club Captains should have a username and password for SurfGuard. These are available through SLSA IT Helpdesk.

Club Captains (or delegate) are responsible for recording/requesting the following information/actions through SurfGuard as part of their role:

- Service Profiles (Patrols and Water Safety)
- Proficiency records
- Incident reports
- Patrol Rosters
- Patrol hours and statistics
- Gear and equipment assets and inspections
- Lifesaving officer positions (i.e. Patrol Officer)
- Patrol log re-open requests

Patrol Logs

Club and Patrol Captains need to ensure that a log book is at each beach patrol location and monitor the patrol log books on a regular basis (weekly) to ensure that records are being maintained sufficiently and appropriately.

Completed Patrol Logs, including statistic summaries, are to be entered into SurfGuard no later than four weeks from the date of hardcopy entry.

IRB Logs

The Surf Life Saving Inflatable Rescue Boat (IRB) Log is to be used every time an IRB is in operation, including Club based water safety. Club Captains need to ensure that the log is maintained and the information recorded is not different from similar information within the Patrol Log form.

Incident Report Logs

Clubs need to ensure that Incident Report Logs are used and completed as per the Lifesaving Standard Operating Procedures. Clubs should on a monthly basis review the Incident Report Logs as part of their continual improvement and risk management responsibilities, and provide recommendations to the Club Committee or Lifesaving Advisory Committee regarding trend analysis, service levels, skill sets and training standards.



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Lifesaver Qualifications

Club Captains are responsible for ensuring that all lifesavers within their area of supervision have the required qualifications at all times. Lifesaver qualifications must be current at all times of patrol and shall be recorded on Surf Guard or maintained in a fire proof cabinet in hard copy.

Lifesaver qualifications that are not from Surf Life Saving or a Registered Training Organisation shall not be accepted unless they form part of an initial Lifeguard Exchange Program or have evidence of being the ILS equivalent.

Copies of all Certificates that are not SLSWA Certificates shall be forwarded to SLSWA headquarters for assessment and processing into SurfGuard.

Lifesaver Skill Maintenance (Proficiency)

SLSWA will annually release a guideline document relating to lifesaver the skill maintenance of frontline lifesavers. This guideline provides detail of minimum National and State requirements of the basic skills a front line lifesaver must demonstrate in order to be endorsed to undertake continued frontline services. Th guideline provides a detailed description of the proficiency requirements for all awards lifesaving information.

Induction Records

A copy of the Surf Life Saving Induction checklist must be completed for all Lifesavers prior to them patrolling for the first time. An induction checklist is located within the Standard Operating Procedures and forms part of the SLSA Safety First Club Safety program.

Reference

- SLSWA Standard Operating Procedures (Lifesaving)



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10.4 MANAGING YOUR BEACH

The importance of a professional customer service approach to patrols should never be underestimated. The following information contains a snapshot of the required information, policies and procedures relating to Lifesaving activity.

Standard Operating Procedures

The SLSWA Standard Operating Procedures (Lifesaving) is the minimum level Club's should operate at in order to patrol their beach and deliver guide the implementation of lifesaving operations. Additional to this there are a number of items that Club Captains should be doing as part of their role.

These are as follows:

- Patrol Captain workshops and meetings (at least two per year)
- Proactive localised community education opportunities
- Development of Local operating procedures for beaches and patrol locations (previously called beach management plans)
- After hours and out of patrol responses (emergency call out procedures/protocols and numbers)
- Engagement with the Local Emergency Management Committee
- Training activities on patrol (scenarios)

Pocket Patrol Guidebooks

All active lifesaving Members are to be issued the Pocket Patrol Procedures Guidebooks V2.0 2014. The pocket procedure guidebook is designed to provide the front line lifesaver with ready access to important summarised Lifesaving standard operating procedure. The pocketbooks have been developed with longevity and robustness in mind with cover folders and water proof paper stock utilised.

Patrol Portal

Administrative resources relating to all lifesaving activity are available to be posted and accessed via the member portal. Clubs are encouraged to have their Members sign up as a registered user of the portal so they can readily access a range of administrative resources relating to lifesaving operations and activity.

The SLSA IT Help Desk can assist in establishing and registering Members.

IT and Voice Activated Sign On (Patrols)

It is now possible to sign on a patrol using the SLSA Voice Response System

SIGN ON WITH VOICE RESPONSE SYSTEM

1. Call **1300 884 621**
2. **Authentication takes place based on:**
 - a. A person's mobile phone number and year of birth or;
 - b. If not mobile number, then the SLSAID from the Members portal.
3. **Work flow of system, signing on a patrol**
 - a. "Please select which phase of the patrol you would like to report – start, mid or end?"
 - b. "What is the patrol strength – Full, Partial, Surveillance, Setup or None?"
 - c. "What is the water craft status – Operational, Not Operational of Standby?"
 - d. "What is the beach status? Open, Closed or Surveillance?"
 - e. "You entered the following information – is this correct – yes or no?"



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Patrol Ops Application

Patrol Ops/Patrol Tracker is a real time hazard and activity related communication system. It is a portal that allows frontline lifesavers to provide live information into the SLSA BeachSafe portal, which is used to communicate to the public live information relating to a range of beach safety information and activity.

The app can be used by any patrolling member to log the location of patrol equipment, hazards and incidents on their beach in real time. Incidents and patrol information is then displayed on the Beachsafe website for the public to view.

The app can also be used by patrolling Members to sign-on, update their status and sign-off their club (allowing for more ways to perform functions that are currently only performed over the radio/phone to SurfCom).

In order to effectively use Patrol Tracker the member or Club must have a smart device and is a registered and authorised user of the patrol tracker portal. Registration can be achieved via the Club contacting the SLSA IT Help Desk and completing the appropriate authorisation forms.

Reference

- SLSWA Standard Operating Procedures (Lifesaving)



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10.5 MANAGING YOUR EQUIPMENT

The importance of ensuring all lifesaving equipment is maintained should never be underestimated. The following information is a guide for Club Captains and Gear and Equipment Officers, detailing gear and equipment responsibilities.

Gear and Equipment Procurement

Only approved Gear and Equipment can be obtained for the purposes of patrol, water safety and lifesaving training activity. All gear and equipment used for the above purposes is placed through a testing and trial processes prior to it being approved. The testing and trial process is overseen by a National Gear and Equipment Advisory Committee. Both the equipment and the supplier must be approved under this system.

Reference to approved equipment and suppliers can be found via the SLSA Member Portal.

Standard Operating Procedures

The SLSWA Standard Operating Procedures (Lifesaving) is the minimum level that surf lifesaving Clubs should operate with regards to lifesaving equipment and services. The SOP's are available in hard copy via the SLSA Members Portal.

A summary guide of the SOP's is available in notebook form to provide frontline patrolling Members with ready access to important SOP's while on patrol. The pocket guide books will be distributed via SLSWA as required.

Manufacturers' Guidelines

Most pieces of equipment will have manufacturer guidelines for operations and servicing. Surf Life Saving Clubs should have a register of the manufacturer guidelines and Club Captains/Gear and Equipment Officers should be familiar with the content of guidelines and its location for reference if required.

Regular Maintenance

Surf lifesaving Clubs should have a regular maintenance program so that all equipment is at its optimum operating level to allow for services to provide an appropriate standard of care. This should be managed through the Gear and Equipment module within Surf Guard.

Gear and Equipment Inspections

Each year Surf Life Saving Clubs are required to participate in a gear and equipment inspection. Guidelines for this are contained within the SLSWA Standard Operating Procedures. Inspection reports can be printed direct from Surf Guard; whereupon the results of each annual inspection are then updated direct into SurfGuard. SLSA/SLSWA use this module to assist in the assessment of equipment grant applications, so clubs should ensure the most up to date information is maintained to enable appropriate and fair assessments to be made.

Research and Development

Innovation is an important aspect of continuous improvement and both SLSA and SLSWA encourage research and development into equipment used by the frontline. However; to ensure that Members operating new equipment are covered by insurance and that equipment hasn't been trialed elsewhere, a National Gear and Equipment Committee and Equipment Trial Guidelines exists.

Club Captains should ensure they are meeting all guidelines prior to trialing equipment. Liaison with the SLSWA Lifesaving Operations Coordinator is essential prior to initiating a trial.



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Licensing of Equipment

Powered equipment used by Clubs such as IRB's, ATV's and 4WD's must be licensed with the Department of Transport and carry registration stickers or certificates. SLSWA and the Clubs are provided discounted license fees for sale and acquisition of equipment. All equipment of this type is owned and operated by Clubs and therefore it is the Club responsibility to ensure the relevant licenses' and registrations remain current.

Clubs and Members must follow appropriate asset management procedures when selling or disposing of equipment and acquiring new equipment.

Equipment Exemptions

SLSWA is privileged to maintain exemptions from certain acts and regulations relating to marine safety. These exemptions are held by SLSWA on behalf of the clubs and relate to:

- the carriage of regulated safety equipment when within 400m of the shore line
- the ability to enter protected fish habitat areas for rescue purposes



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10.6 LIFESAVING SERVICES AND SUPPORT OPERATION GROUPS

Roster Patrols/Outpost/Surveillance Patrols

Each season Clubs are required to develop a Lifesaving Service Agreement in consultation with their Local Government and SLSWA. The agreement establishes the service profiles and patrol types the Club will deliver to its local community over the duration of the summer and other key times of the year.

Lifesaving Service Agreements are developed by reviewing and analysing the previous seasons patrol activity statistics, incident history, beach usage frequency and population loading, the activity types along the foreshore and the number of beach access tracks along the coastline that the public is able to use to access the foreshore. The development of the agreements and service profiles is not limited to the analysis of the above fields of information or data. A great deal of data can be sourced via Surf Guard and the Incident Report Database so long as the Club has been disciplined in collecting the data at the frontline and then transferring this to the electronic SLSA databases.

13 SURF

13 SURF is an emergency contact number that is only to be used by Hazard Management Agency (HMA) such as the WA Police. A call to 13 SURF is to enable the HMA to coopt surf lifesaving assets or resources that may be able to assist in a marine search and rescue.

13 SURF is manned by SurfCom and all tasking of Club of Support Operation Group services is coordinated via SurfCom and the rostered SLSWA Duty Officer. 13 SURF is not for public use or dissemination.

Club Water Safety

When Members participate in water based activities such as lifesaving training, Club swims, Nipper activities, surf sport training or events then the Club must provide water safety that is appropriate to the activity. Guidance on how to meet the water safety requirement is contained within the SLSA Policy and Procedures listed below.

In addition Clubs and Members can download an application to a Smart Device that also assists in helping Members understand how to meet the water safety requirements. The application "Water Safety" is available by contacting the SLSA IT Help Desk.

References

- 1.01 Water Safety Policy – June 2014
- 1.01a Water Safety Procedure – June 2014

Community Water Safety

Clubs and Support Operation Groups are often requested to provide water safety or first aid services to external groups that provide events for community participation. When providing services to events that involve persons who are not Members of SLSWA, then the Clubs participation must be registered with SLSWA and a sanctioning process must be completed prior to the Club and its Members providing services.

The SLSA approved Event Sanctioning process is critical to the application of a consistent and effective risk management process where Clubs are involved in operating events or providing safety or advice services to third parties that may be running an event. *Guidelines for Safer Surf Clubs Volume 4: Event Sanctioning and Management* is the relevant point of reference when planning, preparing and documenting the Clubs involvement in an event. The guidelines for the sanctioning process, including forms and templates can be downloaded from the SLSA web-site (sls.com.au/Members/club_and_member_resources/workplace_health_and_safety/safer_surf_club_guideline_resources/volume_4_event_sanctioning_and_management).



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Once SLSWA has reviewed the planning and documentation for the event and has sanctioned Club involvement, SLSWA will then notify the insurers of the event and which Clubs are providing services. It is at this stage of the sanctioning process that Clubs are assured of the SLSWA insurance policies (Public Liability/Professional Indemnity and Member Accident) covering the Club and its Member's during that event.

Any Club that does not submit appropriate documentation and plans for SLSWA review and approval should under no circumstance commit the Club or its Members to providing services.

The SLSA Insurers have applied a per competitor levy to Event Sanctioning which is to be paid direct to SLSA Broker, Jardine Lloyd Thompson upon invoice from them (accessible via [sls.com.au/Members/SLSA Insurance Program/Special Events](https://sls.com.au/Members/SLSA%20Insurance%20Program/Special%20Events)). The levy will now only apply to special events that are owned or managed by the Club and involves non-Members. The levy does not apply to events where a Club provides third party services (i.e. water safety, first aid).

If the Club is aware of events that it delivers or provides services to annually then it is appropriate to work proactively with the organisers to have the relevant documentation in place with SLSWA well before the event conduct. In reviewing the documentation and plans, SLSWA may be in position to assist or provide direction in the development of the plans or securing of resources to deliver to the required services.

Clubs are reminded that it is up to the Club and SLSWA to determine the levels of services that are provided to an event. Service levels should not be prescribed by the event organisers or be designed to fit into budgetary constraints. The budgets must fit the event type. SLSWA and Clubs should never compromise the position of participant safety.

Policy requirements

Both SLSA and SLSWA develop and maintain a range of policy relating to frontline lifesaving activity. The Policy and associated procedures must be complied with at all times that activity is underway. Often policy is communicated and reminded each year through the use of Circulars or Member Advisory Forums; however, Club Captains and Patrol Officers/Captains should ensure they are aware of where to find relevant lifesaving policy and procedure and have electronic or hardcopy access to the Policy and Procedure.

The policy and procedures list can be found via the SLSA Member Portal.

All matters relating to the SLSA or SLSWA Policy and Procedure should be directed to the SLSWA Lifesaving Operations Officer.

Support Operation Group

The Support Operation Group is a collective of services that are implemented and maintained by SLSWA to support the activities of the Clubs and Hazard Management Agencies and work toward closing any service delivery gaps that may be outside of a Clubs ability to influence. The following services are considered Support Operation Groups:

Surfcom (Emergency Rescue Communications Network)

SurfCom is the command and control hub of communications for all patrol and Support Operation Group activity. SurfCom is operational 365 days of the year and is in place to support operations of patrols and other frontline services. SurfCom is able track and record major incidents, request additional assistance from police, ambulance, volunteer marine rescue or local government rangers and provide frontline services with up to date information regarding weather, incidents underway, beach closures, incoming weather warning etc.



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Contact with SurfCom can be made via the repeater network or telephone fixed lines.

SurfCom also provides a vital role in communicating beach safety information to the general public via social media and smart device applications. SurfCom is responsible for the regular update of beach safety information (Shark hazards, Dangerous Rips, Thunderstorms, Dangerous Surf Conditions etc) using the following communication tools.

- Twitter (@slswa)
- www.beachsafe.org.au
- Beachsafe app
- Instagram

Clubs can request SurfCom to post beach safety information for any hazard or activity occurring along their coastline of foreshore.

All matters relating to the delivery of SurfCom services and its operations should be directed to the SLSWA Lifesaving Operations Coordinator.

Duty Officers

The Duty Officer program has been in operation since October 2011. There are numerous Duty Officers, who are trained and inducted in the system. The Duty Officer provides 365 operational communication, command and coordination, and external liaison in response to the emergence of incidents along the coastline that have the potential to become emergencies or threat to life. The Duty Officer is authorised to dispatch appropriate resources to incidents as requested by hazard management agencies, emergency or lifesaving services. The Duty Officer represents Surf Life Saving WA in both critical incidents as well as media relations.

Training of Duty Officers included media, Marine Search and Rescue On-Scene Controller, Australasian Inter-Service Incident Management System (AIIMS).

Duty Officers can be contacted via SurfCom.

All matters relating to the delivery of Duty Officer Program and its operations should be directed to the SLSWA Lifesaving Operations Coordinator.

Lifesaver Jet Ski Program

The Lifesaver Jet Ski Program commenced in the 2004/2005 season. Expansion of the program into each of the key districts and regions of coastal Western Australia has improved the services and responses to aquatic emergencies.

This service train and operate closely with the Water Police and Volunteer Marine Rescue groups in marine search and rescue. Not only does the service support State Hazard Management Agencies but also Club and community programs. The operators and equipment provide extended coverage in prevention and rescue activity by providing water safety during abalone fishing season, community events and Surf Life Saving club patrol activity.

While SLSWA work collaboratively and cooperatively with Clubs in locating assets and equipment and identifying local Members to become endorsed operators within the program, Clubs are not permitted to own or operate Jet Ski's. The Lifesaver Jet Ski program is funded and managed by SLSWA.



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All requests for support or assistance of the Lifesaver Jet Ski Program is to be made via the Lifesaver Jet Ski Regional Coordinator, Rostered Duty Officer or SurfCom.

All matters relating to the delivery of the Lifesaver Jet Ski program and its operations should be directed to the SLSWA Logistics and Training Officer.

PAID LIFEGUARD SERVICES

Some Local Government's provide paid Lifeguard services to assist in the management of beaches especially throughout the peak of the Western Australian summer. The need for a paid service, especially during the mid-week is necessitated by the inability of volunteers to reliably fulfill the service profiles required by the service. The delivery of this type of service is not considered core business activity for most Local Government and is usually something they prefer to outsource to an agency with relevant experience and expertise.

SLSWA fulfill this role on behalf of the movement and manage a number of paid lifeguard services throughout the State. Where possible SLSWA seek to enter into agreements with local Clubs for the use of Club space, storage of equipment or use of Club equipment such as radios, rescue boards/tubes, patrol shelters, ATV's, First Aid supplies, beach safety signs etc. In developing the agreements SLSWA seek to provide a reasonable return to the Club for use of the relevant space or equipment. In addition, SLSWA attempt to employ Members and place them at their individual Club location; however, this will not always be the case.

Clubs are not permitted to enter into commercial arrangements for the delivery of paid Lifeguard services. Only the State Centre's are permitted to enter into these agreements.

All matters relating to the delivery of the Lifeguard program and its operations should be directed to the SLSWA Lifeguard Operations Officer.



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10.7 WESTPAC LIFESAVER RESCUE HELICOPTERS

Background

In 2008-09 SLSWA reintroduced a helicopter surveillance and rescue service for the Perth metropolitan area; some 20 years post the last service of its type. Since 2008-09 the operation has changed significantly – both in structure and operational capability.

Today the Westpac Lifesaver Rescue Helicopter Fremantle is a full time service 365 days a year and provides coastal surveillance, search and rescue response and support to emergency services, flying over 400 hours each year. Driven by a changing ocean environment and with support of the WA State Government, SLSWA commenced helicopter surveillance operations in the South West at the end of 2011. This service commenced primarily as a surveillance operation within the State Governments Shark Mitigation Strategy, however it has fulfilled a number of other roles, chiefly due to the lack of aviation assets in the South West.

The Westpac Lifesaver Rescue Helicopter Busselton is another step in realising the vision for SLSWA to improve public coastal safety in the South West. The South West coast is an isolated and treacherous environment that is home to a rapidly growing local population; and is a popular tourist area that accounts for a high proportion of coastal related deaths each year.

The vision of SLSWA Westpac Lifesaver helicopters is:

1. A key provider of aviation services; namely
 - coastal surveillance;
 - search and rescue; and
 - emergency medical services
2. Provide an aviation rescue service which is of intrinsic value to the community and based on effective practice and innovation; and
3. Integrated into Surf Life Saving coastal public safety and Western Australia's emergency management strategy

Locations

Westpac Lifesaver Rescue Helicopter Fremantle is based at Rous Head, Koorlinga Drive, North Fremantle and operates during daytime hours, 365 days per year. Patrol area is Dawesville in the South to Yanchep in the North; including Rottnest Island. The aircraft is available to respond to emergency incidents and support emergency services anywhere in Western Australia.

Westpac Lifesaver Rescue Helicopter South West is based at Busselton Airport and operates seasonally from November to March; with additional patrols across key public holiday periods. Patrol area is from Binningup in the North to Augusta in the South. The aircraft is available to respond to emergency incidents and support emergency services anywhere in Western Australia.



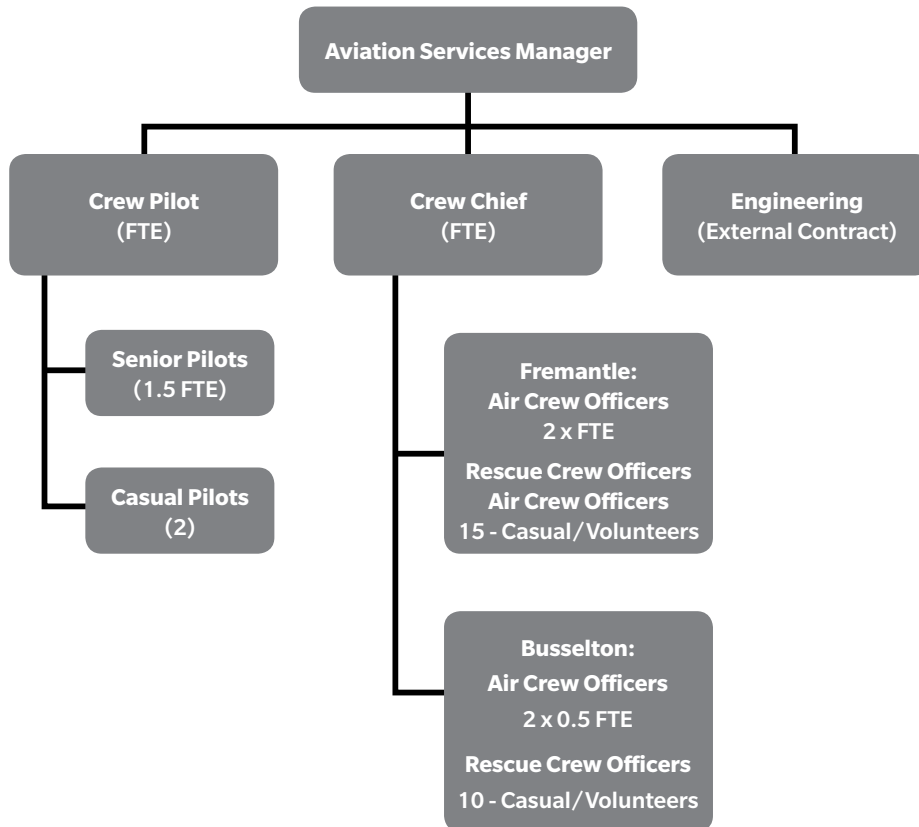
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Structure



SLSWA Westpac Lifesaver Rescue Helicopters are staffed by a core group of full time employees; supplemented with trained and experienced volunteer Rescue Crew Officers.

Requirements for Air Crew Officers and Rescue Crew Officers can be obtained from the Aviation Services Manager, SLSWA.



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Tasks

Westpac Lifesaver Rescue Helicopter tasks are:

Providing coastal surveillance patrols:

- Part of the State Governments 'Shark mitigation strategy'
- Providing real time intelligence on local conditions for local authorities (lifeguards / Local Government) and
- Undertaking preventative actions

Undertaking search and rescue missions and emergency medical services in our community:

- Responding to emergency incidents, with a primary focus on the coastal areas
- Ability to respond to road trauma or major emergencies as required

Integrating into SLSWA coastal public safety management solutions

- Supporting beach services – lifeguards; Wesfarmers Emergency Response Jet ski team
- Collection of data including photographs, beach user statistics
- Providing 'real-time' intelligence on beach conditions via social media

Working alongside Police, Ambulance, Fire and Emergency Services

- Providing support to local emergency services wherever possible
- Part of the St. John's Ambulance 'First Responder' program