

Circular

Title:	Lifesaving Service Agreement 2019/2020 Season
Date:	15 August 2019
Document ID:	25, 2019/20
Department:	Lifesaving
From:	Anna De Meersman, Lifesaving Development Officer Ph.: 08 9207 6666 (SLSWA Office Hours Monday to Thursday, 8.30am to 5pm) Email: anna@swwa.com.au
Audience:	Club Administrators and Club Directors of Lifesaving
Summary:	SLSWA requires clubs to develop a Lifesaving Service Agreement with discussion and involvement with their local government and SLSWA. The service profiles established by the clubs are to be agreed by Club, local government representatives and SLSWA.
Action:	<ol style="list-style-type: none"> 1. Clubs to define service profile (patrol times, dates and team make-up) based on capability, analysis of previous seasons beach statistics (attendance, preventative actions, first aids, rescues, etc.) obtainable from SurfGuard and consult with local government officers to understand expectations / requirements of the local community 2. Return completed and signed (by Club and Local Government) Lifesaving Service Agreement to SLSWA by COB Friday 13th September 2019. 3. Update Service Profile and manage Patrol Team information in SurfGuard one week prior to the first patrol to reflect 2019/2020 season.
Attachment	<ol style="list-style-type: none"> 1. Lifesaving Service Agreement 2019/2020 Season (Template) 2. Lifesaving Service Agreement 2019/2020 Season (Example)

The Lifesaving Service Agreement is a key document that outlines the service levels that each Club will commit to deliver this season. Completing the Lifesaving Service Agreement in a structured process, including consultation with key stakeholders, aims to ensure Clubs commit to providing lifesaving services that are sustainable and within its resource capabilities. Completing the Lifesaving Service Agreement may also provide a catalyst for Clubs to investigate areas of growth in their service profile, be it times of day, days of week / month, months of year or areas. This growth is typically triggered by changes in beach visitation (and hence associated risk) due to activation of the area, weather, seasonal / event driven visitation, etc.

It is essential that consultation with local government has occurred when compiling the Lifesaving Service Agreement. Transparent consultation and communication processes with regard to lifesaving services provides land managers with appropriate opportunity to be involved in the development of the lifesaving service profile. The SLSWA Lifesaving team can also be engaged to assist with defining, reviewing and advising on service profiles. This is particularly important if a SLSWA contracted lifeguard service is delivered at the location.

Each Club is required to submit to SLSWA (lifesaving@swwa.com.au) a completed and signed (by the Club and Local Government) Lifesaving Service Agreement for final approval and record keeping purposes by COB Friday 13th September 2019. Each Club is then required to update its 'Service Profile' (user guide help information available [here](#)) and 'Manage Patrol Teams' (user guide help information available [here](#)) in SurfGuard one week prior to the first patrol. This information is vital as it feeds directly into Operations App, SurfCom Management System and BeachSAFE. This information is also released to the media by SLSWA at various points before, during, and after the season.

If you have any questions or require assistance regarding the Lifesaving Service Agreement, or with updating SurfGuard, please do not hesitate to contact Anna De Meersman (Lifesaving Development Officer) via phone (08) 9207 6666 or via email anna@swwa.com.au.



James O'Toole
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