

Circular

Title:	2020/2021 Patrol Operations Manual
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Department:	Clubs Services – Lifesaving Services
Audience:	All Members, All Clubs, All Branches & State Lifesaving Committee
Summary:	2020/2021 Patrol Operation Manual
Date:	27 July 2020

Good afternoon all,

The 2020/2021 SLSQ Patrol Operations Manual is in the final process of being endorsed and will be uploaded and available to view in the Members Portal and on the SLSQ Members App from Wednesday 29th July. This can be found under:

Members Portal – Document Library – Surf Life Saving QLD - lifesaving

SLSQ Members App - 'Lifesaving'

The Patrol Operations Manual is also available on the SLSQ App.

- <https://sqsqcm.entegyapp.com.au/>- link to the app on a desktop
- or Search SLSQ App in Apple or Google Play Stores

Note that you must have a Members Portal log-in to access the Patrol Operations Manual via the portal. The document will be uploaded and saved into the club's Patrol iPad (iBook's App) for quick reference or can be downloaded in sections individually for a quick reference.

Please note that there **will not** be a hard copy of the Patrol Operations Manual provided.

A broad summary of changes is as follows:

Note- *All sections have had the new season dates updated.*

SECTION	CHANGES
1 Introduction & Document Management	No Changes other than dates
2 Patrol Season	Wording changed to... <ul style="list-style-type: none"> • ALL CLUBS ARE STRONGLY ENCOURAGED TO PROVIDE SURVIELANCE PATROLS (As per Clubs Patrol Contract) DURING PEAK PERIODS WHEN THE PUBLIC CONTINUES TO SWIM OUTSIDE NORMAL PATROL HOURS.
3 Patrol Times	No Changes other than dates
4 Patrol Strength	No Changes other than dates
5 Patrol Service Obligations	<ul style="list-style-type: none"> • Changed ATV to SSV • Wording change in 1.3 to... <ul style="list-style-type: none"> • ALL CLUBS ARE STRONGLY ENCOURAGED TO PROVIDE SURVIELANCE PATROLS (As per Clubs Patrol Contract) DURING PEAK PERIODS WHEN THE PUBLIC CONTINUES TO SWIM OUTSIDE NORMAL PATROL HOURS.



SECTION	CHANGES
<p style="text-align: center;">6 Patrol Hour Obligations</p>	<ul style="list-style-type: none"> Updated SLSA Guidelines replaced old version
<p style="text-align: center;">7 Patrol Roles & Responsibilities</p>	<p>Additions in Bold.</p> <p><u>BEACH PATROLS GENERAL</u> section</p> <ul style="list-style-type: none"> Combined points 4 and 5 – relating to patrol members not congregating in central patrol position Updated point 9 to - Appropriately designated patrol members (Eg. IRB driver) should be contactable via radio at all times during patrol. Updated point 17 to include Patrol members shall not participate in award or, induction or Surf Sport training while signed onto patrol. <p><u>PATROL CAPTAIN</u> section</p> <ul style="list-style-type: none"> Point 10 changed to - Be contactable via radio at all times. This includes with Surfcom in relevant areas. Point 18 change from “MAY Hold” to “MUST Hold” SMBM award Point 21 updated to include - Not participate in award, induction or Surf Sport training while signed onto patrol, nor allow Patrol Members to participate in award, induction or Surf Sport training while signed on to patrol. <p><u>PATROL MEMBERS</u> section</p> <ul style="list-style-type: none"> Point 20 to include - Not participate in award, induction or Surf Sport training while signed onto patrol.
<p style="text-align: center;">8 Patrol Operations</p>	<p>Additions in Bold. Deletions crossed out</p> <p>Added text to <u>SURVEILLANCE PATROLS-</u> If a club decreases its patrol type to a surveillance patrol the minimum patrol strength outlined in your club’s patrol service agreement shall be maintained, however greater numbers may be appropriate at the discretion of the patrol captain.</p> <p>Surveillance patrols may be used in the following circumstances;</p> <ul style="list-style-type: none"> Anytime agreed or directed by the branch or state director of lifesaving; During extreme weather events or disasters; when beach populations are low Any other circumstances considered reasonable by the patrol captain in consultation with the duty officer and branch director of lifesaving. <p>The minimum patrol equipment standard required for surveillance patrols shall be:</p> <ul style="list-style-type: none"> One fully operational IRB placed in a position best suited for quick launching as (on waters edge, slipway or approved launching point) agreed to by Branch Director of Lifesaving and State Lifesaving Committee. The IRB may be left on the trailer during Surveillance patrols; <p>Listed equipment should be located on the beach. or at the top of the beach access ramp. Changes to equipment location due to environmental or other issues (e.g. erosion, special events etc) are to be approved by the Branch Director of Life Saving in conjunction with the SLSQ Regional Life Saving Coordinator</p> <p>Note: A red flag should not be displayed during surveillance. A yellow flag may be displayed if a specific hazard is identified and such accompanying messaging to highlight the hazard should be displayed.</p> <p>Edits under CLOSING BEACHES</p> <ul style="list-style-type: none"> Shark – minimum 60 minutes from last confirmed sighting or until the threat is no longer E.G. completion of search (Unless directed by authorities); <p>Deleted text in <u>LOST MISSING</u> PERSONS (Gold Coast and Sunshine Coast clubs should contact SurfCom in the first instance who will advise the police Services who utilise. E. IE Surfcom should do so via Surfcom) if:</p> <p>Added text to Co-ordinated search:</p> <ul style="list-style-type: none"> Lifesavers to continue as directed by coordinating agency in conjunction with the duty officer/ Lifeguard Supervisor (When applicable). <p>Complete overhaul of Situational Awareness Checklist for Patrol Captains – Refer to document</p>
<p style="text-align: center;">9 Patrol Uniforms</p>	<ul style="list-style-type: none"> Included wearing patrol shorts when operating IRB on patrol in point 3



SECTION	CHANGES
<p style="text-align: center;">10 Patrol Equipment</p>	<ul style="list-style-type: none"> • Updated ATV to SSV • Included Bollard for 4WD / SSV in Beach Patrol Equipment list • Revised Example Patrol Set Up diagram to assist with bollard and cone placement on beach. Included reference to alternate vehicle parking at bottom of ramp • Updated Pricing on order form and updated SLSQ ALAQ contact details and other suppliers contacts listed in First Aid Section • Moved Patrol Stats and Marine Incident Stinger Report to Degraded Operations Equipment along with Netting Forms
<p style="text-align: center;">11 First Aid Operations</p>	<p>Additions in Bold. Deletions crossed out</p> <p>In <u>FIRST AID ROOM EQUIPMENT AND SUPPLIES</u> section</p> <ul style="list-style-type: none"> • Added HALO Oxygen Cylinder • Added Tourniquet kit x 1 • Removed Dressing pack trays • Removed Nail Brushes • Added 1 x Tourniquet Kit per Soft Pack <p>Deleted entire EMERGENCY KIT (SHARK KIT)</p> <p>In <u>Equipment</u> section</p> <ul style="list-style-type: none"> • Added - Should include a Suction Device and accessories • Deleted - Air Viva two resuscitation bags are to be removed from kit <p>In <u>Servicing</u> section</p> <ul style="list-style-type: none"> • Removed - All resuscitation and theory equipment is to be discarded after use <p>In <u>DEFIBRILLATOR DAILY PATROL CHECKS/HYGIENE & ANNUAL SERVICING</u> title removed REGULAR SERVICE</p> <ul style="list-style-type: none"> • SLSQ and ALAQ contacts updated • Medical Suppliers contacts updated
<p style="text-align: center;">12 Patrol Reporting & Forms</p>	<p>Changes under the heading - LIMSOC REPORTING</p> <p>Amended paragraph 3 - LIMSOC has replaced the incident report log and statistics log Daily Report Log book. However, in the event of a LIMSOC failure, statistics will be recorded on paper before being sent to Surfcom. Due to this, Clubs should keep a daily report log at the patrol as a back up. these should always be kept on patrol as a back up.</p> <p>Added after paragraph 3 - LIMSOC requires users to enter statistics every other hour, in addition to sign on and sign off.</p> <p>- At sign on, users are to enter the beach populations as they are currently. This is the only time this style of counting occurs.</p> <p>At each interval point, the user is to estimate the amount of unique people that have passed through the area since the last point.</p> <p>Added after paragraph 4 - (e.g. advice given to dog owners, smokers etc) this is the total for the day.</p> <p>Added after paragraph 5 - between the flags since the 9am interval. Between the flags: 90 At 5:30pm it was time to sign off, the member estimated only 3 people had been between the flags since the last interval which was only 30 minutes ago at 5pm. Between the flags: 3</p> <p>The above also applies for preventative actions, which are recorded at each interval. Noting that this is only the number of actions taken, not the total people warned. E.g. Using the public announcement system to warn of a rip where you approximate 50 people heard the warning: Preventative action: 1 - People warned 50.</p> <p>Added after paragraph 6 - if a mistake is made, a member can phone SurfCom where they will be able to adjust any errors. Additionally, if statistics are missed Surfcom can assist to enter these. Clubs interested in statistics relevant to themselves (such as an annual report) may contact their branch.</p> <p>Deleted from end of paragraph 6 – NOTE : There should be only one IRL (Incident Report Log) per person per Incident</p> <p>Changes under the heading – INCIDENT REPORTING</p> <p>Added after paragraph 1 - ..</p>



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	<ul style="list-style-type: none"> • create an incident in the system, additionally an “Incident Report Log” (IRL) may be allocated to the incident to allow patient or other information to be added. • NOTE: One IRL per Person per Incident. • In the event of a member injury, in addition to the LIMSOC report, members are required to fill out an SLSA Incident Report Log Paper copy. Members are to advise their respective club admin who is then required to enter the details into Surfguard in a timely fashion. <p>Under the heading LIMSOC Incident Report Form Procedure</p> <ul style="list-style-type: none"> • The whole Flowchart is to be updated with changes to LIMSOC <p>Forms Section updated</p> <ul style="list-style-type: none"> • Lifesaving Patrol Log – Degraded Form • Patrol Attendance Form – Updated • Updated bottom section for Positions on Patrol • Marine Stinger and Netting Forms – Degraded Forms • Ops Support Application form – Updated • Deleted First Aid Restock Price Lists and Checklist Form • Deleted Pain Management forms 1-6 plus Prompt and Step By Step forms • Blue Card forms to be added when new ones available from QLD. GMENT. • SLSQ CYRMS Incident Member Harm form – With Membership Services being updated • LSOS - 005 - Westpac Lifesaver Helicopter Rescue Service Request Form - Updated
<p>13 Surf Craft Management Guidelines</p>	<ul style="list-style-type: none"> • Added sign on and sign off to Craft Training checklist • Changed SLSA Surf Survival Program to Queensland Health Beach Safe Program
<p>14 Powercraft Operations</p>	<p>Additions in Bold. Deletions crossed out</p> <p>Updated 1st Paragraph -</p> <ul style="list-style-type: none"> • Deleted injury and added Grievous bodily harm <p>Updated 3rd Paragraph -</p> <ul style="list-style-type: none"> • Deleted and Regulations and Department Primary Industry’s or Queensland Boating and Fisheries and added Department of Transport Maritime Safety Queensland <p>Updated Penalty’s</p> <p>Updated 5th Paragraph - master of the ship</p> <p>Added a new paragraph and heading after paragraph 5</p> <ul style="list-style-type: none"> • <u>SLSQ’s Powercraft Safety Management System</u> <ul style="list-style-type: none"> • As part of our organisations operating procedures and exemptions, Surf Life Saving Queensland’s safety management system is made up of the following: <p>SLSA powercraft training manual</p> <ul style="list-style-type: none"> • Patrol operations manual, section 14 • Code of conduct • Training resources • SLSQ policies and procedures • IRB risk matrix <p>All IRB drivers/masters must familiarise themselves with these resources and adhere to them.</p> <p>Updated under heading <u>The following points shall be adhered to for all IRB operations:</u></p> <ul style="list-style-type: none"> • Point 5 altered to “ a private registered craft” • Point 11 altered to “All incidents are advised to the Patrol Captain and/or the IRB Captain” • New Point 12 added ‘A Marine Incident form must be completed by the master of the ship and submitted directly to the regional office.’ • New point 13 added ‘No junior activities, SRC’s, Bronze medallion holders or general public are permitted in the IRB. This excludes a rescue situation. (excluding an emergency or rescue situation)’. • New point 14 added ‘Failure to following relevant policies and procedures may result in further ramifications/penalties for the master of the ship.’ <p>Updated under heading <u>The following points shall be adhered to during the operation of all IRB’s for patrol:</u></p> <ul style="list-style-type: none"> • Point 3 added - All IRB operators operating in an IRB on patrol must wear a yellow patrol wet shirt/patrol shirt and red and yellow cap tied up under their chin, red and yellow type 50 lifejacket (AS4758) and patrol or wetsuit shorts unless wearing a stinger suit.



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	<ul style="list-style-type: none"> Point 12 deleted and changed to 12. No junior activities, SRC's, Bronze medallion holders or general public are permitted in the IRB. This excludes a rescue situation. (excluding an emergency or rescue situation) <p>Updated under heading <u>The following points shall be adhered to during the operation of all IRB's for training:</u></p> <ul style="list-style-type: none"> Point 3 added – 'Two trainee drivers are not permitted to operate the IRB in training.' Point 4 added – 'patrol or wetsuit shorts' <p>Updated under heading <u>The following points shall be adhered to during the operation of all IRB's for water safety:</u></p> <ul style="list-style-type: none"> Point 4 added – ' This excludes an emergency or rescue situation.' Point 5 added – 'Approval must be given prior to taking part as water safety.' Point 6 added – '/officials/ starters/ course judges ' <p>Updated under the heading <u>The following points shall be adhered to during the operation of all IRB's for Competition and Competition Training:</u></p> <ul style="list-style-type: none"> Point 2 now includes All IRB operators operating an IRB for IRB competition and competition training must wear a club cap tied up under their chin, type 50 lifejacket (AS4758)/type 2 lifejacket, Patrol or Wetsuit Shorts (Competition Training Only) and it is also recommended that operators wear a long sleeve high visibility garment. <p>Updated under <u>POWERCRAFT LAUNCHING AREAS FOR IRB OPERATIONS:</u></p> <ul style="list-style-type: none"> Points 5 and 6 now include ..." with a minimum of six witches hats/bollards" <p>Updated <u>QUEENSLAND TRANSPORT REGISTRATION LABELS section</u></p> <ul style="list-style-type: none"> Added Queensland Transport and Main Roads. Registrations must be displayed in the IRB room and accessible at all times. And Deleted and a registration label must be placed on the inside of the transom on the starboard side. <i>if a label is lost or damaged the club/service must contact QLD Transport for a replacement immediately</i> <p>Updated <u>MARINE INCIDENT REPORTING, PATROL LOGS AND REPORTING section</u></p> <ul style="list-style-type: none"> Updated NOTE: Altered to All forms must be completed and submitted directly to the regional office emails listed below and CC in your Lifesaving Services Coordinator/Regional Manager in your area. Added current Contacts table for entire state <p>Updated <u>SLSQ POWERCRAFT INCIDENT & INVESTIGATION GUIDLEINE section</u></p> <ul style="list-style-type: none"> Third paragraph under Reporting heading -changed – Lifesaving Coordinator within 48 hours to regional office within 48 hours of the incident. Last Paragraph under the heading <u>Investigations</u> Updated to read - If IRB/operational support powercraft personnel are found to be in breach of codes of conduct and relevant policies, as a result the personnel(s) involved may have their licence/awards suspended from all powercraft operations. All marine incident investigations are given to Department of Transport and Main Roads and personnel involved in the incident may incur a heavy fine. All investigations are internal documentation and are private and confidential. It is recommended that the club stand the member/s down from IRB operations pending the outcome of the investigation. <p>Updated - <u>SLSQ POWERCRAFT INCIDENT & INVESTIGATION FLOW CHART</u> <i>Numerous changes and updates - Refer to updated Flow chart Document</i></p> <ul style="list-style-type: none"> Position Statement endorsed New SLSQ Code of Conduct recommended and updated Wording on Step by Step IRB Award flowchart updated from TACO to Regional and Endorsed IRB Facilitators

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<p>15 Surf Boat Operations</p>	<p>Updated Infringement amounts Dot Point 2 – Amended the age as per competition manual and SLSQ Policy SS05 SLSQ Use of Equipment – Craft (Policy) included in this section</p>
<p>16 Radio Procedures Patrol Operations</p>	<p>There are major changes to this section of the POM this season and it is recommended it be read in its entirety.</p> <p>Additions in Bold. Deletions crossed-out</p> <p>ADDED - OVERVIEW Surf Life Saving Queensland (SLSQ) owns and operates its own radio network to enable instant communication between all of its operational personnel. A constant work in progress, SLSQ maintains equipment from Ellis Beach in north Queensland all the way to Point Danger on the Gold Coast.</p> <p>The purpose of this network primarily is member safety and welfare monitoring, but is also heavily used for incident management, asset dispatch and patrol logistics. Advantages of a radio network over other communication equipment (mobile phones, internet etc) is in the way messages are broadcast to all listeners. This style of communication allows an exceptional amount of situational awareness particularly for neighbouring services and operations support, allowing lifesavers and lifeguards to make informed decisions.</p> <p>This however forms a caveat that only one station can transmit at a time, highlighting the importance of Radio Protocol, procedure and ongoing training.</p> <p>ADDED – FURTHER INFO TO BE ADDED TO THIS SECTION ONCE NETWORK UPGRADES ARE FINALISED.</p> <p>ICOM 4263DS KENWOOD NX3300 KENWOOD NX5800</p> <p>AMENDED – <u>In Non-Routine Traffic</u> These are transmissions that are not expected or abnormal such as a mass rescue or change of beach status.</p> <p>Example of unnecessary transmissions during a sign on (remembering information is entered into LIMSOC):</p> <p>“Mooloolaba Patrol, Surfcom. Morning sign on” “SurfCom, Mooloolaba Patrol, we are signing on, we have all our patrolling members, our beach is open, our IRB is operational, all our equipment is operational.</p> <p>Patrol sign ons should be short sharp transmissions;</p> <p>“Mooloolaba Patrol, Surfcom. Morning Radio Check.” ‘Surfcom, Mooloolaba Patrol. Loud and clear. How do you read?’ “Mooloolaba, Surfcom. Loud and Clear Out”</p> <ul style="list-style-type: none"> • AMENDED – in <u>SIGN ON AND SIGN OFF</u> <p>Signing on patrol Once a patrol is ready on the beach, a member may sign on the patrol in LIMSOC. (See Appendix 6) When the sign on is complete SurfCom will receive a sign on notification advising of your patrol status– when workload allows, the Operator will then Request a radio check from the patrol. Mindful of the fact that Operators may also be monitoring other regions, please avoid initiating the sign on radio check until called by Surfcom.</p> <p>During this radio check the patrol should also advise of any non-routine information regarding their patrol. For example:</p> <p>“Mermaid Beach Patrol, Surfcom, morning radio check.” “Surfcom, Mermaid Beach Patrol, Loud and Clear. Be advised beach is closed due to dangerous Surf and our SSV is offline due maintenance.</p>

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	<p>“Roger Mermaid Beach, All understood, you are coming through loud and clear also. Out”</p> <p>Always remember to include your mobile phone number in the LIMSOC sign on!</p> <p>Signing Off Patrol</p> <p>Once again LIMSOC is used to sign off patrol. The process is even simpler than sign on Once all interval statistics are filled out completed a patrol member will be able to select click sign off and fill out the end of day stats.</p> <p>When completed LIMSOC will generate a send a notification at Surfcom advising of the patrol’s completion. This is noted only if no data (incident outstanding)</p> <p>Any incidents throughout the patrol day should have been communicated with SurfCom at the time they occurred. In the case where details have not been provided during the shift, arrange to telephone SurfCom or report these over the radio upon completion of all stations sign off reports; and</p> <p>Statistics such as preventative actions, minor first aid cases, etc are not required during sign off as these are recorded in LIMSOC. All major incidents are reported to Surfcom throughout the patrol via LIMSOC at the time or as close as possible to the time of the incident</p> <p>ADDED LARGE SECTION – after STATUS CHANGE paragraph</p> <p>Interval Statistics SLSQ uses information gathered through LIMSOC from patrols to aid in resource management and to advise key stake holders of significant details that present themselves. We are fortunate to have a system that gives us live feedback on beach populations. With this in mind it is imperative that patrols record their statistics on time in the intervals that have been set.</p> <p>CALCULATING INTERVAL STATISTICS</p> <ul style="list-style-type: none"> • At sign on, patrol counts the number of people at that time. For all other times, record the total persons that have been inside a specified area since the last interval. Example - 11am statistics record the amount of swimmers between the flags since 9am. Note – each interval is independent to the last and cannot be totalled. • This is a best guess for the period stated. It is hard for us to be able to get a very spot on number of people in the water and on the beach. All this is saying is that “between the hours of 9 and 11, how many people swam between your flags and were on the beach?” <p>RESCUE AND PREVENTATIVE ACTION DEFINITION</p> <ul style="list-style-type: none"> • The definition of rescues as set out by SLSA, our governing body, is: • Retrieving a person in distress, delivering them to a place of safety and the application of first aid and basic life support as may be required. • The Definition of a preventative action again set by SLSA is: • Direct action taken to reduce or eliminate the probability of a specific rescue, first aid or other reportable incident from happening in the future. • Note: A preventative action will be recorded as the singular activity taken (i.e. clearing the water for lightening will be one preventative action. The number of people warned/alterd as a result of this action will be recorded separately as a warning). • So should verbal commands be recorded as a rescue? No. That is a preventative action. • If you conduct 5 rescues, you record 5 rescues. If you verbally move 5 people out of a rip that is 1 preventative action and 5 people warned. <p>PERSONS ADVISED</p> <ul style="list-style-type: none"> • The total number of people that heard or observed safety instructions or advice from a patrolling member. • Example – patrol uses a public address system to advise of a dangerous rip. 30 people heard the announcement: 1 preventative action, 30 people advised. <p>Incidents and Rescues When an incident or rescue occurs at your beach, normal patrol duties are to be followed. If the patrol needs any further assistance then the patrol needs to radio through to Surfcom to gain assistance.</p> <p>“Surfcom, Mermaid Beach Patrol. Requiring an Ambulance, stand by for more information”</p>



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	<p>Mermaid, Surfcom. Go Ahead with further details.”</p> <p>The information Surfcom needs for different incidents can sometimes vary depending on what QAS will need. The basic information needed for Surfcom to call an Ambulance is as follows;</p> <ul style="list-style-type: none"> • Location • Description of the problem, What happened. • Number of patients? • Gender? • Age? • Is the patient awake/conscious? • Is the patient bleeding? • Is the patient alert? • Is the patient breathing normally? • Any existing medical condition? Does the patient take any medication? • What treatment have you administered? <p>Once Surfcom has enough information they will call the Ambulance and will advise you once they have done that. Be advised that QAS will not give an estimated time of arrival to Surfcom so Surfcom will not know.</p> <p>Once the ambulance arrives at your patrol area, you should immediately radio SurfCom and advise that QAS is on scene and they are currently assessing the patient.</p> <p>After the ambulance has left your patrol area you need to radio back to Surfcom and advise where they are transporting the patient.</p> <p>“Surfcom, Mermaid. Advising QAS is taking the patient to Robina Hospital.” ‘Roger Mermaid Beach. Surfcom out.’</p> <p>After an incident has been completed by a patrol, there will be an IRL on the club iPad that will need to be filled out.</p> <p>NOTE: 1 IRL per patient only, if you have an additional incident during patrol you need to radio SurfCom and advise them of the details. SurfCom will create an additional incident form and assign you a separate IRL for completion.</p> <p>See Appendix 6 for LIMSOC</p> <p>Member Duress</p> <ul style="list-style-type: none"> • <i>Inserted photos of Red Duress button on Kenwood and ICOM radios</i> • <i>Inserted photo from alto of a radio in emergency</i> <p>LIMSOC Failure</p> <p>In the event of a LIMSOC failure, Surfcom will broadcast over the radio network what has happened and will outline the steps below.</p> <ol style="list-style-type: none"> 1. Sign on will occur North to South at the instigation of Surfcom. No club is to radio through out of order. 2. The following detail will be needed from each club. <ul style="list-style-type: none"> - Beach open or closed - Number of members on patrol - Status of equipment, e.g. All equipment is operational. If not what isn’t operational? - Approximate number of people on the beach and in the water - Conduct an IRB Radio Check <p>Eg: Surfcom, Maroochydore Patrol. Our Beach is open, we have 12 Patrolling members. There are 50 people in the water and 150 people on the beach. All equipment is operational. Stand by for an IRB radio check.</p> <ol style="list-style-type: none"> 3. The patrol should then use statistic recording sheets provided to record all statistics throughout the day. All incidents and rescues should still be broadcast through Surfcom as Standard Operating Procedures.

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	<p>4. Any updates throughout the day in the update of the LIMSOC failure will be broadcast over the radio network as soon as information comes to hand.</p> <p>Sign Off 10 minutes before the sign off time for the day, Surfcom will mention a process for signing off which will Appendix 1 – Radio Channel List</p> <p>CHANNEL ASSIGNMENT CHANNEL DISPLAY TEXT CHANNEL USAGE/DESCRIPTION/NOTES</p> <table border="0"> <tr><td>1</td><td>DIGITAL 1</td><td>NATIONAL COMMON SIMPLEX 1</td></tr> <tr><td>2</td><td>DIGITAL 2</td><td>NATIONAL COMMON SIMPLEX 2</td></tr> <tr><td>4</td><td>DIGITAL 4</td><td>GC SPRINGBROOK</td></tr> <tr><td>5</td><td>DIGITAL 5</td><td>GC POINT DANGER</td></tr> <tr><td>6</td><td>DIGITAL 6</td><td>GC BURLEIGH HILL</td></tr> <tr><td>7</td><td>DIGITAL 7</td><td>GC Q1</td></tr> <tr><td>8</td><td>DIGITAL 8</td><td>SC REDCLIFFE</td></tr> <tr><td>9</td><td>DIGITAL 9</td><td>PL POINT LOOKOUT</td></tr> <tr><td>10</td><td>DIGITAL 10</td><td>SC MORETON</td></tr> <tr><td>12</td><td>DIGITAL 12</td><td>SC CALOUNDRA</td></tr> <tr><td>13</td><td>DIGITAL 13</td><td>SC POINT CARTWRIGHT</td></tr> <tr><td>14</td><td>DIGITAL 14</td><td>SC COOLUM</td></tr> <tr><td>15</td><td>DIGITAL 15</td><td>SC NOOSA</td></tr> <tr><td>15A</td><td>15A</td><td>SC ALEXANDRIA BAY USE ONLY</td></tr> <tr><td>16</td><td>DIGITAL 16</td><td>SC DOUBLE ISLAND POINT– LINKED TO NOOSA</td></tr> <tr><td>17</td><td>DIGITAL 17</td><td>WBC HERVEY BAY (PREV 7)</td></tr> <tr><td>18</td><td>DIGITAL 18</td><td>WBC BUNDABERG (PREV 6)</td></tr> <tr><td>19</td><td>DIGITAL 19</td><td>WBC AGNES WATER</td></tr> <tr><td>20</td><td>DIGITAL20</td><td>WBC TANNUM SANDS</td></tr> <tr><td>21</td><td>DIGITAL 21</td><td>WBC EMU PARK</td></tr> <tr><td>22</td><td>DIGITAL22</td><td>WBC YEPPON</td></tr> <tr><td>23</td><td>DIGITAL 23</td><td>NB SARINA</td></tr> <tr><td>24</td><td>DIGITAL 24</td><td>NB MACKAY</td></tr> <tr><td>25</td><td>DIGITAL 25</td><td>NB ALVA BEACH</td></tr> <tr><td>27</td><td>DIGITAL 27</td><td>NB TOWNSVILLE</td></tr> <tr><td>32</td><td>DIGITAL 32</td><td>NB FORREST BEACH</td></tr> <tr><td>31</td><td>DIGITAL 31</td><td>NQ MISSION BEACH</td></tr> <tr><td>34</td><td>DIGITAL 34</td><td>NQ ETTY BAY</td></tr> <tr><td>35</td><td>DIGITAL 35</td><td>NQ CAIRNS</td></tr> <tr><td>37</td><td>DIGITAL 37</td><td>NQ TRINITY BEACH</td></tr> <tr><td>38</td><td>DIGITAL 38</td><td>NQ PALM COVE</td></tr> <tr><td>39</td><td>DIGITAL 39</td><td>NQ ELLIS BEACH</td></tr> </table> <p>Appendix 2 – Radio Usage Guide Appendix 3 – Prowords and Phonetic Alphabet You may hear or use procedural words (prowords) when operating a radio. Prowords are a single word or phrase with a common meaning and provide a quick and simple way to keep transmissions short.</p> <p>Prowords should be used where possible</p> <table border="0"> <tr> <td>PROWORD</td> <td>MEANING</td> </tr> <tr> <td>Go ahead</td> <td>Proceed with the transmission of your message</td> </tr> <tr> <td>Stand by</td> <td>Please wait until I can call you back. Other stations may transmit</td> </tr> <tr> <td>Roger</td> <td>I have received and understood all of your last transmission</td> </tr> <tr> <td>Wilco</td> <td>Your last message has been received, understood and will be complied with. I will do what you have asked me to.</td> </tr> <tr> <td>Say again</td> <td>I missed part of your last transmission. Transmit it again.</td> </tr> <tr> <td>Correction</td> <td>An error has been made; the correct version is ...</td> </tr> </table>		1	DIGITAL 1	NATIONAL COMMON SIMPLEX 1	2	DIGITAL 2	NATIONAL COMMON SIMPLEX 2	4	DIGITAL 4	GC SPRINGBROOK	5	DIGITAL 5	GC POINT DANGER	6	DIGITAL 6	GC BURLEIGH HILL	7	DIGITAL 7	GC Q1	8	DIGITAL 8	SC REDCLIFFE	9	DIGITAL 9	PL POINT LOOKOUT	10	DIGITAL 10	SC MORETON	12	DIGITAL 12	SC CALOUNDRA	13	DIGITAL 13	SC POINT CARTWRIGHT	14	DIGITAL 14	SC COOLUM	15	DIGITAL 15	SC NOOSA	15A	15A	SC ALEXANDRIA BAY USE ONLY	16	DIGITAL 16	SC DOUBLE ISLAND POINT– LINKED TO NOOSA	17	DIGITAL 17	WBC HERVEY BAY (PREV 7)	18	DIGITAL 18	WBC BUNDABERG (PREV 6)	19	DIGITAL 19	WBC AGNES WATER	20	DIGITAL20	WBC TANNUM SANDS	21	DIGITAL 21	WBC EMU PARK	22	DIGITAL22	WBC YEPPON	23	DIGITAL 23	NB SARINA	24	DIGITAL 24	NB MACKAY	25	DIGITAL 25	NB ALVA BEACH	27	DIGITAL 27	NB TOWNSVILLE	32	DIGITAL 32	NB FORREST BEACH	31	DIGITAL 31	NQ MISSION BEACH	34	DIGITAL 34	NQ ETTY BAY	35	DIGITAL 35	NQ CAIRNS	37	DIGITAL 37	NQ TRINITY BEACH	38	DIGITAL 38	NQ PALM COVE	39	DIGITAL 39	NQ ELLIS BEACH	PROWORD	MEANING	Go ahead	Proceed with the transmission of your message	Stand by	Please wait until I can call you back. Other stations may transmit	Roger	I have received and understood all of your last transmission	Wilco	Your last message has been received, understood and will be complied with. I will do what you have asked me to.	Say again	I missed part of your last transmission. Transmit it again.	Correction	An error has been made; the correct version is ...
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	<p>Affirmative Yes or permission is granted Negative No or permission is not granted Over I have finished my message and expect a reply Out The conversation is finished and I don't expect a reply. Used at the end of transmissions as an indication to other stations that the network is clear and free for use. Break I have finished a conversation with one station and am calling another without breaking my transmission.</p> <p>The phonetic alphabet is an international method of transmitting letters or spelling words.</p> <p>PHONETIC ALPHABET A ALPHA B BRAVO C CHARLIE D DELTA E ECHO F FOXTROT G GOLF H HOTEL I INDIA J JULIET K KILO L LIMA M MIKE N NOVEMBER O OSCAR P PAPA Q QUEBEC R ROMEO S SIERRA T TANGO U UNIFORM V VICTOR W WHISKY X X-RAY Y YANKEE Z ZULU</p> <p>The phonetic alphabet is a set of internationally accepted words that clearly identify specific letters of the alphabet which allows the operator to spell out words where confusion is likely. To use the phonetic alphabet follow these steps:</p> <ul style="list-style-type: none"> • Say the word; • Spell out the word. For example: Surf – Sierra, Uniform, Romeo, Foxtrot. <p>Use plain English spelling unless the following conditions exist:</p> <ul style="list-style-type: none"> • Radio conditions are known to be poor (the receiving station has frequently asked for repeats of messages) and when transmitting difficult or unclear words; • The correct spelling is critical and plain English spelling is proving unsuccessful e.g. Claire Street v Clare Street; • Numbers and letters (such as a registration) or single letters need transmission: 30358QC (spoken – three zero three five eight Quebec Charlie; and • The receiving station requests use of the phonetic alphabet. <p>Appendix 4 – Sign On/off during a LIMSOC Failure Appendix 5 – Backup Statistics Sheet APPENDIX 6 – LIMSOC</p> <p><i>TO BE UPDATED AFTER LIMSOC UPGRADES ARE FINISHED</i></p> <p>Addition of a Queensland customised Radio Cheat Sheet - PDF</p>

SECTION	CHANGES
<p>17 Junior Activities & Water Safety</p>	<p>Policies Updated</p>
<p>18 Vehicle Operations</p>	<p>Updated ATV to SSV in all documents in this section</p> <p>Added - Vehicle on beach location and safety All operational 4WD vehicles and or SSV's are to be parked in a designated area on the beach. This area can be used as a secondary stationary observation platform for the lifesavers to observe the water.</p> <p>When a 4WD vehicle is stationary, they are to have a single tall bollard style hazard identifier placed at the front centre of the vehicle, that will be viewable from the driver seat. The tall bollard style hazard identifier is to be removed as a part of the Lifesavers safety walk around the vehicle and check for people and personal belongings under the vehicle. The tall bollard style hazard identifier is to be used at all time the vehicle is stationary on the beach – as pictured below:</p> <ul style="list-style-type: none"> • Large Photo showing placement of bollard in front of vehicle • Large Photo of “Walk Around” door sticker included. <p>Section 7 - Colour and Signage significant update Added - Safety Signage All SLSC vehicles operating on the beach must have the following stickers located in a highly visible area Deleted - in good visual person for the operators to see. Added - They are a safety reminder for each time a vehicle is operated. The two primary safety stickers are:</p> <ul style="list-style-type: none"> • Safety Walk sticker to be located on the driver's door above the door handle. • Safety Procedures sticker to be located inside the vehicle in clear view of the operator. <p>Deleted reference to Quad Bike Tractor Guideline Updated SSV 4WD Policy Updated</p>
<p>19 Animal Control</p>	<p>No Changes other than dates</p>
<p>20 Dangerous Marine Creatures</p>	<p>Changes to this section will be rolled out later this year</p>
<p>21 Adverse Weather Conditions and Disaster Management</p>	<p>Reordered the Procedures Renamed this section of the POM to ADVERSE WEATHER CONDITIONS AND DISASTER MANAGEMENT Added an additional sub heading DISASTER MANAGEMENT and included “The SLSQ CEO has total discretion to suspend all Lifesaving activities due to extreme events”. and reference to Policy LS09 with an extract specific to the above statement.</p>
<p>22 WH&S</p>	<p>Under GENERAL heading amended second paragraph</p> <p>Following is a number of relevant policies and general guidelines to assist lifesaving personnel to ensure a safe environment for participating in surf lifesaving activities and are available on the Members Portal:</p> <p>Smoking Guidelines – Amended 1st Paragraph “Surf Life Saving Queensland is committed to raising the awareness of the health and safety issues associated with smoking. The aim of this guideline is to ensure the provision of a smoke free environment and to ensure the use of cigarettes and other tobacco products does not compromise the safety or health of lifesaving personnel or others.</p> <p>Amended 3rd paragraph “PATROL MEMBERS SHALL NOT SMOKE WHILE IN UNIFORM, IN THE PUBLIC'S VIEW AND WHILE REPRESENTING THE ORGANISATION such as attending events and engagements and when part of a panel or committee.</p>

SECTION	CHANGES
<p style="text-align: center;">23 Risk Managements</p>	<ul style="list-style-type: none"> New Working With Children Blue Card forms had not been updated by the Commission prior to finalising the 20-21 Patrol Operations Manual. Clubs will be advised and made available when updated.
<p style="text-align: center;">24 Skills Maintenance</p>	<p>Please refer to the new Training Operations Manual for further details.</p> <p>Additions in Bold. Deletions crossed out</p> <p>AUTHORITY TO CONDUCT SKILLS MAINTENANCE</p> <ul style="list-style-type: none"> Endorsed Person <p>Endorsed person must:</p> <ul style="list-style-type: none"> Be a minimum of 18 years of age Hold Be proficient in the award for which they seek endorsement; Have completed the current previous season's skills maintenance conducted by the club CTO, or delegate and therefore be deemed as proficient in the SLS award in which they are to conduct the skills maintenance: Be approved by club management; Be listed on the Skills Maintenance Endorsed Delegate Record form that has been signed by the CTO and one other member of the club executive committee and this form is forward to the relevant branch to allocate the award. Be re-endorsed annually if they wish to continue in this role; and Clubs to submit list of endorsed delegates to branch or regional office before skills maintenance is conducted <p>Club to Notify Branch</p> <p>Instructions:</p> <ol style="list-style-type: none"> The CTO is to list the proposed delegates full name and mark them for the appropriate awards they are to be endorsed for and include the date they completed the previous season skills maintenance and conducting skills maintenance requirements induction completed. A member of the club executive committee must then co-sign the form to endorse or reject the proposed delegates. <p>A copy of the completed form is to then be forwarded to your Branch office to raise the necessary award and allocate the award. The original form must be stored at the club for 18 months.</p> <ul style="list-style-type: none"> SKILLS MAINTENANCE RECORD KEEPING <p>Clubs are required to submit to the branch/regional office:</p> <ul style="list-style-type: none"> A master attendance sheet, all candidates must have signed the master attendance sheet as proof of attending on the specific date; and Award proficiency assessment Form 14, signed by the club CTO with the names of all endorsed delegates/assessors from that date listed in the comments box. This season will see the introduction of the 'assessing' app. Available on the app store by searching assessing. This app allows Trainers, Assessors and Endorsed persons to access the skills maintenance and after completion will push the results direct to SurfGuard*. In these cases no form 14's are required. Pool swims, if documented will still need to be retained as usual. <p>* Proficiencies can be removed after the fact if the member is not eligible or the club has not completed the correct process</p> <p>Where the paper version is still used all master attendance sheets and signed Form 14's must be submitted to branch/regional office within seven working days after completion of the proficiency.</p> <ul style="list-style-type: none"> Evidence of completion of theory paper (either hard copy or online completion certificate print out) This season will see the introduction of the "on the beach" app. Available on the App store. This app allows Trainers, Assessors and Endorsed persons to access the skills maintenance and after completion will push the results direct to SurfGuard. In these cases no form 14 are required. Pool swims if documented will still need to be retained as usual. <p>SKILLS MAINTENANCE THEORY REQUIREMENTS</p>



SECTION	CHANGES
	<p>2020/202021 skills maintenance theory paper is to be answered by all patrolling members regardless of awards held. The knowledge required to complete the questions is contained in the skills maintenance bulletin which must be read prior to completing the assessment. There is a second paper this season to accommodate the Bleeding Control kits being issued to all clubs and services. A short video and information in the skill maintenance bulletin will accompany this. Practical demonstration on the use of the kits is mandatory.</p> <p>Printed Paper Skills Maintenance Theory Members wishing to complete the skills maintenance theory in a printed format will need to obtain a theory paper and skills maintenance bulletin from their club. This must be marked by an assessor and the member must achieve 100% and is required to provide the completed theory paper as evidence of completion to their CTO or administrator.</p> <p>AQUATIC AWARD SKILLS MAINTENANCE REQUIREMENTS</p> <p>Bronze Medallion: Note: must hold the Certificate II Public Safety (Aquatic Rescue) PUA21010 or PUA21012 to complete the skills maintenance and requires completion of:</p> <ul style="list-style-type: none"> • Resuscitation [AID]: <ul style="list-style-type: none"> • a casualty assessment on a live casualty and demonstration of lateral position; • DRSABCD, CPR 1 and 2 persons (adult and infant) on a manikin – to include resuscitation methods using a mask; and • team CPR including DRSABCD, use of resuscitation mask with oxygen supplement and AED. • Tourniquet: a practical demonstration: <ul style="list-style-type: none"> • Demonstrate the appropriate application of a tourniquet on a limb <p>OTHER AWARD SKILLS MAINTENANCE REQUIREMENTS</p> <p>Qld Observers</p> <ul style="list-style-type: none"> • Theory; • Signals; demonstrate all signals correctly; <p># Observers must also complete a proficiency in any other patrolling awards they hold (i.e. Radio, Resuscitation, ART etc.)</p> <p>Radio Operators Certificate For those who hold the stand-alone Radio Operators Certificate (i.e. who hold the Observers and do not have their BM), a practical demonstration is necessary of a scenario involving equipment (without transmitting) including at least three of the following situations must be conducted for each candidate.</p> <ul style="list-style-type: none"> • Theory; <p>SSV, Tractor and 4WD Inductions These awards do not have an annual skills maintenance requirement but to hold these awards a member's Australian driver license must be current. A member's driver license must be sighted annually for currency.</p> <p>A member who does not hold a current Australian driver licence cannot operate an SSV, tractor or 4WD. This includes a suspended or cancelled licence.</p> <p>With the SSV Operator Induction Award replacing the ATV Operator Induction a F14 for an award type should be raised for existing ATV Induction Award holders only once they have completed another award skills maintenance. This will ensure the only members who are currently active receive the award and help clubs gain a more accurate view of their current capacity in regards to vehicle operations. all members should now hold the SSV award before being eligible to drive the vehicles.</p> <p># Please note that the SSV award will show as having an expiry date on the members portal however there is no proficiency requirement in Queensland.</p> <p>TRAINER AND ASSESSOR AWARD PROFICIENCY REQUIREMENTS</p> <p>Facilitator Ongoing endorsement is dependent on the assessor meeting all the following criteria:</p> <ul style="list-style-type: none"> • Remaining currently proficient in the SLSA award and the holding the current unit/s or qualification aligned to that award;



SECTION	CHANGES
	<ul style="list-style-type: none"> Hold the current Certificate IV in Training and Assessment (note this is a change from previous seasons – holders of only the five units from the training officer and assessors clusters are no longer eligible) with the relevant units of competency required in the standards for RTOs <p>RPL BACK TO A LESSER AWARD Where a member can no longer meet the physical proficiency requirement of their award they can be RPL back to a lesser award i.e.</p> <ul style="list-style-type: none"> If they can no longer complete the timed run-swim-run for the Bronze but can achieve the SRC R-S-R requirements they be issued with an SRC OR A member can no longer (or temporarily) meet all of the physical requirements or the Bronze and/or SRC they be issued with the observers. <p>This is to be raised as an RPL in Surfguard with a note in the comments stating the award they previously held and that they are no longer willing or able to complete the physical requirements of this award.</p>
<p>25 Peer Group Support</p>	<ul style="list-style-type: none"> New Peer support Officers form
<p>26 Media Procedures</p>	<p>Major changes to this section so it is recommended to be read in its entirety</p> <p>Additions in Bold. Deletions crossed out</p> <p><u>ISSUES MANAGEMENT – WHEN IS IT APPROPRIATE FOR SLSQ MEMBERS TO COMMENT TO THE MEDIA</u> An appropriate chain of communication has been established to deal with issues as they arise and through SLSQ’s and Public Affairs arm Media Team, a more efficient and proactive filter of internal communication will take place.</p> <p>While general guidelines for media activity have been set out below in order for clubs and branches to continually enhance the reputation of our valuable community service, there are a number of important guidelines that should dictate when and where it is appropriate for comment from any representative of Surf Life Saving Queensland to provide comment to the media.</p> <p>And These protocols are listed below. Always remember that any comment made by an individual surf lifesaver in uniform can be assumed as the overall position of SLSQ. Never say anything to a journalist or media representative that you wouldn’t want to read on the front page of the newspaper the following morning be reported.</p> <p>Some of the guiding principles which operational heads of SLSQ should use as a checklist when dealing with the media include:</p> <ul style="list-style-type: none"> The main priority for surf lifesavers remains - we save lives our commitment to the safety of beachgoers and continue to as we strive towards our ultimate goal of “zero preventable deaths in Queensland public waters In any circumstances where a perceived unlawful situation arises on the beach during patrols, it is only our position to monitor the situation and then call alert the relevant authorities (i.e. local police). These authorities have greater powers with respect to the law, and again our priority remains to ensure beach-goers remain safe and are swimming between the red and yellow flags; If questions relate to anything outside normal patrol duties, please refer any media queries to your regional Lifesaving Services Coordinator or the SLSQ Media Team unit, but We are not obliged to comment. We are clear about our safety messages such as not swimming at unpatrolled beaches or outside patrol hours and, as such, should not comment “that did not happen on our watch.” Be mindful of comments made on social media, which can also have wide-reaching impacts on the organisation. Be aware that comments made on social media channels can also reflect back upon the organisation, and even potentially even be picked up and reported by media. As a general rule of thumb, you should not post any comments online that you wouldn’t want reported and attributed to you and this or the organisation in the news. It’s a good idea to familiarise yourself with SLSQ’s Social Media and Online Communication Policy, which outlines appropriate standards of online behaviour and conduct for members and staff alike; and If in doubt contact the appropriate people. If you have a concern or query please relay these through to the SLSQ Media Team via SurfCom. SLSQ’s Media Team is on-call on weekends 24/7 to assist with any issues or enquiries. The SLSQ on-call Media Officer can be contacted at any time on 0419 201 246.



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	<p><u>COMMUNICATION CHAIN – RESPONDING TO MEDIA INQUIRIES</u></p> <p>The chain of communication will remain the same for all reactive responses to media enquiries about incidents on the beach or in the region (rescues, first aid treatments, safety warnings, beach visitations, etc.).</p> <p><i>Gold Coast and Sunshine Coast</i></p> <ol style="list-style-type: none"> 1. Incident occurs 2. Patrol Captain is informed 3. Patrol Captain advises SurfCom 4. SurfCom advises will then advise the relevant personnel (e.g., Rove Lifeguard, LSSC or RM, as well the MEDIA TEAM). <p>3.5. LSSC advises others (e.g. council) DO advises LSSC, & MU LSSC advises others (e.g. council)</p> <ol style="list-style-type: none"> 4.6. If necessary, the DO, Rove Lifeguard, LSSC or RM Duty Officer or Lifesaving Services Coordinator will make media comment (or MU if necessary) in consultation with the MEDIA TEAM. <p>(Note – COO or MCUMT MEDIA TEAM will appoint appropriate spokesperson if the issue is serious – such as a drowning. The Club Captain or Patrol Captain may comment if the issue relates specifically to their beach – such as a beach closure, crowd numbers, minor rescue, minor first aid, shark sighting, weather, etc. – and the Duty Officer/Lifesaving Services Coordinator has approved).</p> <p><i>North Queensland, North Barrier and Wide Bay Capricorn</i></p> <p>Due to the SurfCom infrastructure in South-East Queensland we have slightly different procedures for central and North Queensland.</p> <ol style="list-style-type: none"> 1. Incident occurs 2. Patrol Captain is informed 3. Patrol Captain advises Lifesaving Services. LSSC advises RM, MU Coordinator or Regional Managers (e.g. council) 4. Lifesaving Services Coordinator or Regional Managers makes media comment. <p>(Note – MCE MU will appoint appropriate spokesperson if the issue is serious – such as a drowning. The Club Captain or Patrol Captain may comment if the issue relates specifically to their beach – such as a beach closure, crowd numbers, minor rescue, minor first aid, shark sighting, weather, rescue, first aid, shark sighting, marine sting, etc. – and the Lifesaving Services Coordinator/Regional Manager has approved).</p> <p><u>COMMUNICATION CHAIN – INCIDENT EXAMPLES</u></p> <p>Example: Rescue on patrol</p> <ol style="list-style-type: none"> 3. Patrol Captain in NQ/NB/WBC informs Lifesaving Services Coordinator or Regional Managers Patrol Captain on GC/SC informs Surf Com 3.4. (SurfCom notifies Duty Officer, Rove Lifeguard, LSSC or RM, as well as MEDIA TEAM) 4.5. MEDIA TEAM liaise with relevant spokesperson Patrol Captain or Duty Officer speaks to media <p>Example: Media contacts patrol about safety warnings (eg large number of marine stingers present, or sharks feeding close to shore)</p> <ol style="list-style-type: none"> 3. Patrol Captain informs SurfCom 4. SurfCom notifies Duty Officer, Rove Lifeguard, LSSC or RM, as well as MEDIA TEAM 3. MEDIA TEAM liaise with relevant spokesperson Patrol Captain/Club Captain in NQ/NB/WBC informs Lifesaving Services Coordinator or Regional Managers Patrol Captain/Club Captain on GC/SC informs Duty Officer 4. Patrol Captain or Duty Officer speaks to media <p>Example: Drowning</p> <ol style="list-style-type: none"> 1. Patrol Captain informed



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	<p>2. Patrol Captain informs SurfCom</p> <p>3. SurfCom notifies Duty Officer, Rove Lifeguard, LSSC or RM, as well as Media Team</p> <p>2. Patrol Captain in NQ/NB/WBC informs Lifesaving Services Coordinator or Regional Manager</p> <p>Patrol Captain on GC/SC informs SurfCom/Duty Officer</p> <p>3. NQ/NB/WBC LSSC informs MU & LSSM and others as necessary; GC/SC SurfCom informs Duty Officer (who informs COO, LSSC's, MU and others as necessary)</p> <p>4. COO or MU MEDIA TEAM appoints spokesperson and liaises with this person before interviews is undertaken.</p> <p>5. Lifesaving Services Coordinator, Duty Officer or other approved and appointed person (MTMEDIA TEAMU if necessary) makes comment/statement to media.</p> <p>Clubs and branches are encouraged to be mindful of any state-wide sponsorship relationships which exist through SLSQ when doing any cross- promotion with other corporate identities. For further information contact SLSQ's <i>Media and Public Affairs Department on 3846 8035 media team on 0419 201 246 or via media@lifesaving.com.au.</i></p> <p><i>It is important we promote positive stories that happen on the beaches including member awards, newsworthy rescues, first aid treatments (on or off the beach), safety warnings (e.g. marine stingers, rips, big surf) — be proactive!</i></p> <p>The media is an important and powerful tool for Surf Life Saving Queensland to communicate the important and incredible work they do in keeping Queensland's beaches safe. Speaking positively of the organisation and the work you do will only deepen the connection the general public feels towards SLSQ's work. This can be achieved by promoting positive news stories that happen at beaches including rescues, first air treatments, safety warnings (e.g. marine stingers, rips, big surf etc). If you know of a great story please reach out to the Media Team.</p> <p><i>Gold Coast and Sunshine Coast</i></p> <p>1. Positive story idea</p> <p><u>APPROPRIATE CLUB/BRANCH SPOKESPEOPLE</u></p> <p>Club Presidents can also contact the Media team, their Lifesaving Services Coordinator or Regional Manager for advice. or refer the media to these representatives.</p> <p>3. Branch President – Speaks on branch issues. Branch Presidents can also refer media queries to the Lifesaving Services Coordinator or Regional Manager to handle. consult the Media Team, Lifesaving Services Coordinator or Regional Manager for advice.</p> <p>5. SLSQ Representatives (SLSQ Media Team, Chief Operations Officer, CEO, General Managers, Surf Sports Manager) – SLSQ spokespersons will be appointed to speak publicly on specific state-wide issues. The SLSQ Media Team can also appoint an appropriate regional spokesperson on serious issues as required.</p> <p><u>GENERAL MEDIA GUIDELINES</u></p> <p>5. NQ/NB/WBC – Please contact <i>your relevant Lifesaving Services Coordinator/Regional Manager</i> SurfCom immediately when a major incident occurs in your region — regardless of time or day e.g. a drowning; mass rescue; major marine sting, etc. - If it is outside SurfCom hours, contact your Lifesaving Services Coordinator or Regional Manager</p> <p>6. GC/SC – Please contact SurfCom when a major incident occurs in your region. If it is outside SurfCom hours, contact your Lifesaving Services Coordinator or Regional Manager — regardless of time or day.</p> <p>7.6. The Lifesaving Services Coordinator/Regional Manager will inform all necessary people (Media and Public Affairs Relations Communications Manager, councils, Operations Manager, Lifeguard Supervisors, etc.).</p> <p>12.11. While it can be difficult to assess a situation (particularly sensitive issues) and media can be quite demanding, please try to be considerate and polite to all who contact you. They are unaware of what constraints you are under and it is likewise when you are talking to them. may not be aware of the constraints which you are under.</p> <p>13.12. When dealing with persistent media, please be considerate and polite – even if they are pushing you for comment. Patrolling members - direct them to your Patrol Captain. Patrol Captains – direct them to the Lifesaving Services Coordinator/Duty Officer SLSQ Media Team if necessary.</p> <p>14.13. Never say “no comment”. This only makes the media more interested in finding information. Instead, use the phrase “I am unable to comment on this issue, but I will introduce you to our Patrol</p>



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	<p>Captain who will be able to assist you”. The Patrol Captain can then refer the media to SLSQ’s Media Team.</p> <p>RESOURCES AND CONTACTS</p> <p>Surf Life Saving Queensland GM Media and Marketing Katie Churchill (07)3846 8057/0427 181 737</p> <p>Media and Communications Manager Josie Fielding (07)3846 8044/ 0417 387 158</p> <p>Media Officer–Media Officer for all Media Inquiries - (07)3846 8037/ 0419 201 246</p> <p>Surf Life Saving Queensland GM Communications, Partnerships & Community Kym Richardson (07) 3846 8043/0437 220 743</p> <p>Surf Life Saving Queensland Media and PR Manager Alena Wilson-Dodd (07) 3846 8044/0417 387 158 Media Officer Tibor Van Maas (07) 3846 8036/0448 220 535</p> <p>Sunshine Coast Regional Manager Aaron Purchase 0410 621 568 Lifesaving Services Coordinator Jacob Thomson–Caige Price 0403 577 650 SurfCom 07 5444 8804 5414 1660 Weekend Duty Officer (rostered) 0408 709 409</p> <p>“News centre” shows the latest media releases posted by SLSQ. The Media page on the SLSQ website contains the latest media releases issued by the organisation.</p>
<p style="text-align: center;">27 Operations Support</p>	<p>Many Changes – Suggest reading section in its entirety New Text in BOLD Deletions in Italics and crossed out</p> <p style="text-align: center;">OVERVIEW OF OPERATIONS SUPPORT</p> <p>Across Queensland, lifesavers and lifeguards on the beach are supported by Surf Life Saving Queensland Operations Support. These services are critical to our operation, patrolling dangerous and unpatrolled areas. Operations support focuses on known blackspots across the Queensland coastline that are not patrolled. Operations support craft are there to monitor and encourage the bathing public to swim at safe areas.</p> <p>On the water, the offshore rescue boat (ORB) and Rescue water craft (RWC) are an invaluable part of our operation, patrolling long stretches of coastline and are a backup service for clubs. They operate in a white-water environment and are fast, manoeuvrable and a vital part of the complete lifesaving service–Operation Support</p> <p>The Surf Life Saving Operations Support also includes the Westpac Lifesaver Rescue Helicopter Service. Its role is to patrol the beaches with aerial surveillance, alerting lifesavers on the beach to hazards and conditions, as well as rescuing people in trouble. The Westpac Lifesaver Rescue Helicopter Service is also used for emergency response, searches and winches away from the beach and is regularly tasked by other emergency services including the police, ambulance and fire services.</p> <p>The Westpac Lifesaver Rescue Helicopter Service provides an airborne component to Operations Support. Currently consisting of two twin engine aircraft (H135 P2 and a BO105 CBS-5) their primary role is to patrol beaches in Queensland’s South-East corner. Both these machines carry a range of equipment including First Aid and Resuscitation Equipment, Life raft and signalling equipment, Radio Direction Finder (for EPIRB homing), Stretcher and Hoist. With a highly trained crew and a significant range and endurance this unit provides a critical service to our organization and the wider community as a whole.</p>



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	<p>SLSQ's State Operations and Communications Centre (SOCC) is a dedicated beach surveillance and communications network, coordinating the frontline operations of all surf lifesaving services across Queensland. On weekends it is supported by the Sunshine Coast SurfCom. Both communication centres provide a central point of contact to all patrol services and operational support services, providing up to date information and tracking lifesaving services. Operators also liaise with external emergency services when required.</p> <p><i>Tying our network together are the state-of-the-art Radio Communication Centres (known as SurfCom). The SurfCom centres on the Gold Coast and Sunshine Coast are the central intelligence of our patrols. Lifesavers at SurfCom provide lifesaving services with up to date information and track lifesaving services, task emergency services, and track what is happening on our expansive coastline using cutting edge technology including GPS tracking systems for all lifesaving craft, UHF and VHF radio frequencies, voice recognition data recording and operate a surf safety camera surveillance system.</i></p> <p>RESCUE WATER CRAFT</p> <p>The <i>RWC (waverunner) rescue water craft (RWC)</i> is primarily responsible for patrolling outside the flagged areas in South East Queensland. The RWC is a fast response piece of equipment within the operations support fleet. It is light and manoeuvrable and can get in to close proximity of the beach to perform rescues and advise swimmers and the bathing public of potential issues.</p> <p>SURFCOM – COMMUNICATIONS</p> <p>SurfCom operators are responsible for proactive and reactive beach surveillance, using a range of technology including GPS tracking and SLSQ's network of coastal cameras. They also task emergency services, liaise with lifeguards and lifesavers on the frontline, and coordinate SLSQ's response to rescues, first aid treatments, and other coastal incidents in real time.</p> <p><i>As a SurfCom operator you are responsible for the operations of the radio communications and camera network. SurfCom is the heart of SLSQ; it allows effective coordination of all our resources, facilitate club sign on and assign off and assist our resources by sourcing external agencies to assist when requested.</i></p> <p>SurfCom Purpose:</p> <ul style="list-style-type: none"> • Be the key liaison between clubs and other emergency services (where practicable); • <i>Operate the SurfCom system efficiently and to the SOP standard;</i> • Provide a high level of radio communications; • <i>Ensure cameras are monitored for swimmers in trouble and task the most appropriate asset to investigate or assist; Closely observe the Coastal Safety Camera network and monitor for any potential situations that could arise.</i> • Manage club sign on and sign off; and • <i>Manage club incident reporting through the radio network. Oversee coordination of coastal incidents</i> <p>6M OFFSHORE RESCUE BOAT</p> <p><i>The 6m ORB, used in Moreton Bay has a patrolling role providing back up to patrolled and unpatrolled beaches throughout the patrolling season. They are involved with special events, community awareness programs and multi-agency search and rescue operations with other marine rescue agencies.</i></p> <p>Offshore Rescue Boat Purpose:</p> <ul style="list-style-type: none"> • <i>Provide aquatic supervision to the bathing public;</i> • <i>Assist external agencies when tasked by SLSQ duty officer and water police;</i> • <i>Complete preventive actions to ensure bathing public are appropriately warned about potential dangers;</i> • <i>Complete roving patrols within a designated area during the allocated patrol season;</i> • <i>Responsible to the duty officer or lifeguard supervisor (depending on location); and</i> • <i>Operate within the endorse SLSQ SOP's for this service.</i> <p>Crew Prerequisites:</p> <ul style="list-style-type: none"> • <i>Be a minimum of 16 years old on the date of final assessment; and</i> • <i>Hold a current SLSA Bronze Medallion; and</i> • <i>Advanced Resuscitation Techniques (ART).</i>



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	<p><i>Driver Prerequisites:</i></p> <ul style="list-style-type: none"> • Be a minimum of 18 years old on the final date of assessment; • Hold a current SLSA ORB Crew Certificate; and • Have a vehicle licence to operate a tow vehicle. <p><i>Skipper Perquisites:</i></p> <ul style="list-style-type: none"> • Be a minimum of 18 years old on the final date of assessment; • Hold a current SLSA ORB driver certificate; • Hold current VHF marine licence; and • Hold current state endorsed training units of competency. <p>DUTY OFFICER</p> <p>The <i>lifesaving</i> duty officer is the tasking officer and on scene incident coordinator for volunteer patrols is a volunteer position and operation support services throughout the patrol season. and will primarily take on the role of the tasking officer of Surf Life Saving patrols, within the designated patrol season. The position is designed to utilise suitably qualified lifesavers to enhance lifesaving service delivery. A duty officer is expected to possess a level of understanding of all of SLSQ's operations. Duty officers make up the remainder of the operations support network; duty officers are responsible for the coordination and deployment of club and operations support units.</p> <p><u>DRONE OPERATOR</u></p> <p>The Queensland Drone Operations Program has been established to integrate 'rescue drone' operations within Surf Life Saving Queensland's (SLSQ) activities. The program will assist SLSQ with its efforts to increase public safety on Queensland beaches, prevent drownings up and down the coast, and effectively mitigate the potential risks of dangerous marine creatures including crocodiles and sharks</p> <p>Drone Operators purpose is:</p> <ul style="list-style-type: none"> • Provide aquatic supervision by way of RPAS/ Drone operations • Undertake surveillance and rescue with the use of a drone • Keep the bathing public informed of dangerous marine creatures and or beach conditions • Monitor aquatic activity • Use cutting edge technology to save lives. • Work towards zero preventable deaths in Queensland public waters. <p>Drone Operators Minimum Qualifications:</p> <ul style="list-style-type: none"> • Certificate II in Public Safety (Aquatic Rescue) (Bronze Medallion) • Radio Operators Certificate • Advanced Resuscitation Techniques (or equivalent) • Provide First Aid (HLTAID003 or equivalent), <p>Drone Operators Prerequisites:</p> <ul style="list-style-type: none"> • Be a minimum of 18 years of age • Be a current financial and proficient member of a Surf Life Saving Queensland affiliated Surf Life Saving Club • Have completed a minimum of three years SLS beach patrol service • Be endorsed by their SLS Club for duties with Operations Support • Have no limiting disabilities • Have an excellent record of SLS beach patrol attendance • Have excellent teamwork skills • Hold a current vehicle driver's license • Have a current Working with Children Check • Be proficient in the minimum awards as outlined below • Undertake drug and alcohol testing at commencement of training and on a random basis as required • Any other criteria as determined by the selection panel

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<p style="text-align: center;">28</p> <p>Local Operating Procedures</p>	<p>Phone Numbers Updated</p>

Please take your time to familiarise yourself with the changes.

The Regional Lifesaving Services Coordinator or Regional Manager for your area may arrange a time to go through the changes with you prior to the start of the season.

Kind regards,



CLINT SWANTON
 State Lifesaving Officer



PETA LAWLOR
 Lifesaving Services Manager