

Minutes – Council of Lifesaving Clubs

VENUE: Ian Potter Room
Life Saving Victoria State Centre

DATE: 200 The Boulevard, Port Melbourne
Wednesday, 8 May 2019

1) Welcome, Attendance and Apologies

Delegates

Lisa Curran (Altona LSC), Margaret Hewett (Beaumaris LSC), David Rylance (Elwood LSC), Darren West (Fairhaven SLSC), Greg Goulet (Gunnamatta SLSC), Yvette Costello (Hampton LSC), Paul McMaster (Lorne SLSC), Rob Tennant (Mordialloc LSC), Rebecca Gibbs (Mount Martha LSC), David Pavia (Ocean Grove SLSC), Simon Merrigan (Point Leo SLSC), Stuart Rayner (Portsea SLSC), Darren McLeod (Seaford LSC), Rob O'Brien (Waratah Beach SLSC), Mark Scott (Wonthaggi LSC), Martin McIntosh (Wye River SLSC)

Remotely Accessing

Aaron Green (Jan Juc SLSC), Catherine Paulsen (Carrum SLSC), Darren Hill (Apollo Bay SLSC), Ian Powell (Port Fairy SLSC), Jason Menz (Kennett River SLSC), Jane Wright (Sorrento SLSC), John Kerr (Chelsea Longbeach LSC), Rebecca Moncrieff (Black Rock LSC), Amanda Castle (Seaspray SLSC), Scott McKenzie (Port Campbell SLSC), Simon Wilson (Portsea SLSC), Katrina Antony (Barwon Heads 13th Beach SLSC), Matthew Ponsford (Point Lonsdale SLSC), Corey Lovell (St Kilda LSC), Ben Rooks (Carrum SLSC), Judy Silom (Frankston LSC)

Council Officers

Georgie Wettenhall (Director), Ian Fullagar (Chair and Council Representative)

Staff

Nigel Taylor (CEO), Mevan Jayawardena (COO), Simon White (Acting GM, Lifesaving Club Development), Andy Dennis (GM - Training and Pool Safety), Emma Atkins (GM – People), David Potter (Manager, Volunteer Support), Nicholas Foon (Volunteer Support Officer), Kane Treloar (Acting Manager, Lifesaving Operations)

Proxies and Others

Kerry Bell (Edithvale LSC), Prue Weber (Anglesea SLSC), Matt Mahon (Portsea SLSC), Alan Evers-Buckland (Wonthaggi LSC)

Apologies

K. Bell (Edithvale LSC and Kingston LOO), Justin Taylor (Seaford LSC), Paul Lunny (Surf Coast LOO), Phil Hughes (Geelong TAO), Sam Hines (State Service Efficiency and Standards Officer), Sally Porta (Rosebud McCrae LSC), Rachel Mills (Rosebud McCrae LSC)

2) Welcome – Ian Fullagar (Chair)

- i. I. Fullagar welcomed to the Council of Lifesaving Clubs Meeting for May and provided a short introduction/welcome to Georgie Wettenhall. Ian also noted that we have some members attending online and requested any further apologies.



- ii. Confirmation of the minutes from the last Council meeting held on Saturday, 10 November 2018

Moved – D. Pavia

Seconded – Y. Costello

Carried, with the addition of the Wonthaggi Proxy to the previous minutes.

3) Port Campbell Incident Summary

- a. To all delegates K. Treloar gave an overview of the incident which occurred in Port Campbell on Easter Sunday which resulted in the deaths of two Port Campbell Members and seriously injured another, whilst trying to rescue a person in danger. The overview outlined what occurred pre-incident, during and follow up that has occurred. Since the event LSV has been providing direct support to the Club, Members, Family and Friends alike. Specifically, LSV would like to thank all the other services [Police, Parks Victoria, SES, SLSA, EMV] for all their assistance over the last days and weeks. Whilst we need to be sensitive around this incident, if you would like to ask any questions on the incident, please contact Kane Treloar.
- b. Specific acknowledgement went to the Media and Communications department for their work around managing the media for the incident.
- c. Following the incident, a review will be occurring which will be conducted jointly between LSV and the Port Campbell SLSC. This will be conducted by Steven Lay, Justin Dunlop and Paul Hawkins all of whom have significant experience within the wider emergency management. Once the details are finalized, the review will commence.
- d. R. Tennett (Mordialloc LSC) – commendation to LSV and all involved. Was amazing to see the community of Lifesaving come together over the period.
- e. S. McKenzie (Port Campbell SLSC) – Wish to thank everyone on behalf of the families and members of Port Campbell. It has been an overwhelming response from all involved, not least from the LSV staff and Officers who have been consistently providing support to everyone involved. Friday [the funeral and memorial] was a great tribute to the two members.
- f. M. Scott (Wonthaggi LSC) – Well done to all involved and commendation to Nigel whose eulogy resonated with many people.
- g. I. Fullagar – was good to see many Clubs across the country also wearing red in respect.
- h. Y. Costello (Hampton LSC) – how long will the fundraising program be going for?
- i. M. Jayawardena – it be ongoing for some time. Will be closed once appropriate to do so.

4) Standing Reports

- a. Board Update (Georgie Wettenhall)
 - i. A summary of the last board meeting on the 19th of April was provided including:
 1. The confirmation of the Building Leaders Scholarships candidates
 2. Reappointment of FRAC for the following year
 3. Update was received on the organisations budgets
 4. Radio feedback was discussed and noted that the majority was good and that program was appreciated in most ways
 5. Leases were discussed as an ongoing concern for clubs. It is noted that Clubs can use the draft policy to help drive their discussions with their land managers. If required, the VSOs can supply this document.
 - a. N. Taylor – it is good to see we are gaining ground with the minister on this one. An end is in sight.
 6. An update on the inflatable pool project
 - a. M. Scott – is the plan to push this out to other locations in addition to Williamstown S&LSC.
 - b. G. Wettenhall – Yes but will review and understand the review and potentially improvements before moving forward.
 7. A routine evaluation of the Board will also get underway soon
- b. Government Update (Nigel Taylor)
 - i. Since our last meeting we now have a new Emergency Management Commissioner (Andrew Crisp APM) and a new Minister for Emergency Services Minister – Lisa Neville.



- ii. It is widely understood that the last electoral term was one for spending, while this term will likely be tightening of the purse strings. Lifesaving may need to get a little more creative in our we position ourselves for the government.
- iii. The next major chance for building funds applications will be the 2020-2021 budgetary cycle which means bids will be worked on during the later parts of 2019.
 - 1. D. Pavia (Ocean Grove SLSC) – During our negotiations with the banks, have a found out that if we pay a minimal amount of rent (e.g. \$10), the facility becomes DELWPs in the eyes of the bank. This can cause issues when applying for loans etc.
 - 2. I. Fullagar – would be good to understand the accounting standards for this.
- c. Questions on Notice
 - i. R. Tennant (Mordialloc) - I would like to question why only 9 clubs voted for the teams' events to be redone at the nipper titles? Keen to understand why clubs voted for different choices.
 - 1. L. Curran (Altona LSC) – Put the choice to the committee who indicated most people had moved onto the sports by this time and it wasn't possible for this to occur.
 - 2. T. Brawn (ASC-E) – There were four main reasons (below) that Clubs didn't vote of this to occur. In light of this, there are a number of discussion being had at the council and executive level to see how this can be combatted for future years including the use of a day either side as back up.
 - a. Long Season, the members were reasonably tired.
 - b. By this time, members had already moved on to different sports
 - c. There was an acceptance that due to our operating environment, we take this risk
 - d. Unfortunately, were unable to supply the support members required to make the event run.
 - 3. D. Pavia (Ocean Grove SLSC) – It was a disappointing season for our nippers due to the number of cancellations including for EPA reasons. Backup venues need to be ensured that they won't encounter the same problem and therefore be cancelled as well.
 - 4. L. Curran (Altona LSC) – Believe our members need to commit to the whole weekend for a state championships to ensure that the Carnival can be run in full even if there are bad conditions on one day.
 - d. A. Green (Jan Juc) - I think clubs need better clarity in information in relation to recent changes to training process and awards processing. Seems to be a little unclear and not effectively communicated.
 - i. S. Merrigan (Point Leo SLSC) – This has also been raised at Point Leo SLSC as a concern from the club.
 - ii. A. Dennis – We have recently completed a review of Volunteer Training, like the Aquatic Sports review however not as in depth. We have committed to those review requirements which is being worked through. Some areas have not been explored yet in relation to the approach but will be soon. Over the next week, the volunteer training handbook will also be released which will cover almost all the details required to organize, training, assess and administrate courses. Many of these changes and upskills are the law and we must abide by them. LSV is trying to make it as easy as possible to ensure our volunteers are not overly burdened, but we do have to meet certain requirements. This includes the reduction in the number of units of competency our courses include.
 - iii. D. Pavia (Ocean Grove SLSC) – I understand that the organization is moving away from SurfGuard as an awards tracker. Can this be confirmed? If so, how we can we ensure our training managers are doing their jobs without having access to the system.
 - iv. A. Dennis – We will be using both Axcelerate and SurfGuard with linkages between the two. If we know the information and reports required, this can be built into the system to run for each club. Accelerate is a far superior system and we will continue to develop this relationship between SurfGuard and Axcelerate.
 - e. B. Gibbs (Mount Martha) - Membership & SLS online joining issues, one of the biggest frustrations and waste of hundreds of hours for administrators and members, can we simplify this, have other clubs found a simple solution that can be shared?
 - i. M. Jayawardena – At one of last year's CLCs, we presented a high level IT Development presentation and timelines. For this particular section, we had a trial this year at Mordialloc and there were some issues we needed to iron out which are in the process of being



completed. We are looking to roll this out wider this year, however we need to understand what a common pricing schema would look like across all clubs (not the same price – only the names). We are also the single sign on details which is one of the biggest projects are currently running from an IT perspective. In the coming weeks we are going to get an understanding of what clubs are currently doing with IT through a survey.

- ii. P. Weber (Anglesea SLSC) – life members have always needed to do paper, can we ensure this is reviewed?
- iii. S. Rayner (Portsea SLSC) – Clubs can do this online now. They just don't pay the fee.
- iv. D. Pavia (Ocean Grove SLSC) – for renewals this is too late.
- v. M. Jayawardena – Unfortunately renewals are a different situation. This is only concerning new members.
- vi. G. Goulet (Gunnamatta LSC) – On technology, is there a way to review the need the fact there is no signature on the patrol logs including if we transition this to LIMSOC. It would also be beneficial to have the previous days notes available for the current day to review. This way messages can be passed from one patrol to another.
- vii. D. McLeod (LSOCE) – LIMSOC is currently being reviewed and worked on at the moment, so we can review this.
- viii. S. White – the system is currently going through a platform change to improve reliability and ensure all its intended functionality needs are met.
- ix. M. Scott (Wonthaggi LSC and LSOCE) – In the review it would also be good for clubs to be able to access their own data.
 - x. D. Potter – This year's are being circulated by tomorrow to all clubs.
 - xi. D. Pavia (Ocean Grove SLSC) – For next year are we proceeding with paper sign on?
 - xii. K. Treloar – Likely to still be paper as we need to ensure the system works properly before increasing its capability.
- xiii. M. Hewett (Beaumaris LSC) – what do the clubs do with the statistics from the patrol log books.
- xiv. K. Treloar – these aren't required anymore as they are entered directly into LIMSOC on the day of patrol.

5) Director's Reports

- a. T. Brawn – Aquatic Sports Update
 - i. This year has seen a range of different challenges, however has seen some amazing highlights including the largest nipper carnival we have ever seen, great results at the world lifesaving championships and the Australian/inter-state championships.
 - ii. The main challenges this season has seen the following: Junior competitor volume, Weather, member behaviour, Venue selection and limitations, Variance in club capacities, event management challenges, carnival management processes, team fatigue and morale as well as accountability concerns.
 - iii. This year has also seen the aquatic sports review which aimed to identify the issues/challenges associated with the delivery of Aquatic Sport and recommend solutions for improvement. The goal was to make the sport better before we go bigger. From this review we have also seen 5 key priority areas – Developing people, priority safety, upgrading technology, increasing promotion and improving evaluation. Ultimately there is a 2-year workplan of implementing these areas which can be found on the website under www.lsv.com.au/sportreview
 - iv. Looking ahead we are looking into: Venue analysis and planning, Build and trialling of Apps, a year 1 Evaluation report published, and year 2 evaluation project commences, feasibility (entry fees and related policies), review of sponsorship and grants, increased risk management review and training as well as PD plan for officials and sport stakeholders and an asset management plan.
 - v. P. Weber (Anglesea LSC) – would be good to ensure that all of the names in a team are tracked on the results of events. Sometimes there is just a team name listed and no personal names.
 - vi. T. Brawn – Whilst we understand this is not great, sometimes this is not possible when running the event. The number eateries app may assist in this area.
 - vii. M. Scott (Wonthaggi LSC) – With the rostering app, will this also allow us to track the hours our volunteer commit?
 - viii. T. Brawn – yes this is part of this process.



- ix. D. Pavia (Ocean Grove SLSC) – has there been any research into the u/14 age groups and whether the changes brought in this year affected participation rates?
 - x. T. Brawn – there is a review coming out in June. Will await the results of this, but the aquatic sports executive is keen to understand how we ensure this transition between juniors and seniors can be improved.
- b. D. McLeod – Lifesaving Services Update
- i. Darren proceeded with an update of the Lifesaving Services Area from the 2018/19 Season which included an overview of the statistics. Statistics season to date are:
 - 1. Preventative Actions – 39,461
 - 2. First Aids – 1,543
 - 3. Rescues – 362
 - 4. Attendances – 914,999
 - ii. There have been 26 reported fatal drownings since 1 December to 28 February and 50 reported YTD. These are both higher than the averages.
 - iii. Patrol Defaults – 208 defaults over 42 Clubs. This year we saw a significant decrease in the amount of defaults. There is a common trend of most defaults occurring in the March period.
 - iv. G. Goullett (Gunnamatta SLSC) – seems to be an issue with attendance data being very low. Has this been reviewed?
 - v. D. McLeod – has been checked and it seems to be down across the board, however we are reviewing the LIMSOC Data at the moment to ensure its correct.
 - vi. Darren then provided an update with the LSOC Strategic Work Plan to give delegates an overview of the purpose and potential outcomes. The work plan can be found here: <https://lsv.com.au/wp-content/uploads/LSOC-Strategic-Action-Plan-Public-May-2019-LIVE.pdf>
 - vii. D. McLeod – Keen to keep hearing your feedback on all areas including LIMSOC and Radios.
 - viii. S. White then provided an update to the Staffing Structure of the Lifesaving Operations Area of the business. This plan has grown from several discussions from both those inside the room and outside the room. There is a three-area approach being Volunteer Support, Policy & Systems and then Service Delivery.
 - ix. S. White – one of the key areas where we wanted to improve was allowing for further face to face time and this means they will need to be both on the road and potentially in the areas. Policies and systems will be ultimately responsible for comms officers and operational officers. The Service Delivery roles will be ultimately responsible for any of the state services (Drones, WLRHS, RWCs etc).
 - x. M. Scott – Do we have timelines around each of these roles?
 - xi. S. White – Currently in progress, with some already out and others just awaiting final sign offs for advertisement. Some of these roles are awaiting funding from EMV as well, so am playing a bit of waiting game too.
 - xii. M. Scott – thank you too all the operations staff over the last summer.
- c. David Rylance – Training & Assessment Update
- i. Over the last summer, T&A lost several staff and therefore we saw this as an opportunity to review some of the processes and procedures involved within the process. This ultimately saw us investigate the public training components of LSV to see what things we can leverage off them as well.
 - ii. Key Achievements – we have seen a steady increase in the number of Awards processed and this may be due to a push for any outstanding awards to be processed; A volunteer training review has occurred to allow the department to function as best as possible and there has been an increase in training delivery.
 - iii. There have been several challenges both inside and outside the office which are currently being dealt with to ensure we can take some steps forward.
 - iv. David Rylance then ran through the Volunteer Training Review's Executive Summary on a page, outlining the 5 different areas of the area and explaining each item in the way in which it relates to the clubs and improving their processes whilst keeping within our RTO requirements
 - v. M. Scott – With the roll out of the iPads and training app, what's been the take up of this?
 - vi. A. Dennis – Its been approximately 40%. This is not good at the moment, given the amount of administration savings that can be made when this system is used.



- vii. D. Rylance – we have identified that the training for the system is something that lacked when initially rolled out. This is something we'd like to target this year.
 - viii. R. O'Brien (Waratah Beach SLSC) – Would be keen to see some research into why the younger members are not using the system.
 - ix. A. Dennis – The training portal is now completely being re-built to try and ensure its as easy as possible. This is currently being worked though with the subject matter expert groups for IT.
 - x. M. Jayawardena – In the past our staff has been too busy processing in the office and not out their facilitating the process out in the field. We also have state officers in the field who need to be engaged within this process to ensure they are push this at a club level as well.
 - xi. D. Pavia (Ocean Grove SLSC) – Would be keen to understand how area-based training could work as we need to ensure awards are processed through – there have been issues with this in the past.
 - xii. D. Rylance – The new system will assist with this and it's a wider communication piece we need to tackle to ensure members are following this up or the award is being processed.
 - xiii. M. Scott – Having the single sign on will really help assist here, as this may be one of the reasons why our members are not engaging with this process. Volunteer Training have some challenges here to ensure we engage.
 - xiv. D. Rylance – for your information, there are a number of reviews currently taking place including that of the bronze medallion at SLSA. These are expected to be released within the next 6 months.
- d. Yvette Costello – Membership and Leadership Development Update
- i. There have been a numb of key achievements over the last year including: New Nipper Resources, Nipper App, launch of the Building Leaders Program targeting operational patrols, completion of the MLD Forum, successful running of the inaugural starfish nippers carnival, we saw increase to participation across almost all programs, a great event on International women's day and targeted development strategies across the organization.
 - ii. Through this through, we did see a number of challenges: Increasing member to member issues and behaviours, Busy calendars – worlds and sport, limited capacity of team and expertise along with limited capacities of clubs, unfortunately issues with communication for reach and conversion into programs as well as potentially reporting and follow-up.
 - iii. There are also a range of different reviews occurring at the moment including: LCARR, Nipper App Version 2 and also a review of our members needs and programs to match these needs.
 - iv. E. Atkins – With regards to the resources, there was a survey completed at the start of the season and then at the end to see the effectiveness of the resources to ensure they are usable and worth while for the members achievements.
 - v. Yvette and Emma ran through the updated staffing structures for M&LD.
 - vi. Y. Costello – We have had 10 clubs using the nipper app, with 38 accessing it and 18 that didn't use it at all. We will be looking to focus on this over the next rollout to ensure clubs find this useful.
 - vii. Yvette also ran through a range different member programs which are being rolled out of the new season including; the reboot of YIPs, GAP Programs, Parents Pathways, Youth Symposium and Pathways and Member Inductions. We are also looking at a range of different processes as well including yearly planning, club engagement/reporting and cross council communication.
 - viii. E. Atkins – there is also a range of different focus areas that we need to focus on including: diversity/inclusion and compliance to ensure we are matching what our clubs needs.
 - ix. M. Scott (Wonthaggi LSC) – with all the new apps coming out, it would be good to ensure their logins are the same.
 - x. I. Fullagar – single sign on will assist with this.
 - xi. D. Pavia (Ocean Grove SLSC) – concerns raised of differences with our member protection policies and guidelines with SLSAs. Is there a plan to bring these closer together?
 - xii. E. Atkins – yes, we are looking to do this.
 - xiii. R. Gibbs (Mount Martha LSC) – With WWCCs is it still a requirement for the person to list both the club and LSV?
 - xiv. E. Atkins – yes, this is currently the policy however we are exploring ways to streamline this from all sides.



6) Governance Workshops – Emma Atkins

- a. Many committees would understand that we currently spend 80% of time of 20% of the issues. Currently there is a large gap in terms of our people development which we are currently exploring.

Purpose: Build capacity within clubs around the governance, to build leadership and effectiveness within boards and committees of lifesaving clubs.

Target Audience: Club Board/Committee Members, new and emerging leaders within lifesaving clubs.

Duration: 2 Days - option for additional international element to program

Method: face to face delivery / remote access. Resources and networking. Further information including the program can be found in the PowerPoint slides.

- b. There are also a range of other supporting initiatives which we are trying to bring on board, including a governance and integrity officer.

Meeting Close at 9:30 pm

Next Meeting

The next Lifesaving Operations Council meeting is scheduled for Saturday, 10 August 2019. Please note: this is the Annual Council Meeting

Attachments:

- The overall PowerPoint Slide Deck
- The LSOC Strategic Work Plan
- Volunteer Training Review Document

