

Minutes – Lifesaving Operations Council Meeting

VENUE: Ian Potter Room
Life Saving Victoria State Centre
200 The Boulevard, Port Melbourne

DATE: Thursday, 7 November, 2019

1) Welcome, Attendance and Apologies

Delegates

Dominic Santullo (Altona LSC), Ross Marriner (Apollo Bay SLSC), Catherine Paulsen (Carrum LSC), Rhys Bartlett (Inverloch SLSC), Jenna-Rose Sheehan Jones (Kennett River SLSC), James Carew (Lorne SLSC), Colin Williams (Mentone LSC), Geraldine Wallace (Morning LSC), Chloe Hardman (Sandridge LSC), Aidan Moriarty (Waratah Beach SLSC), Mark Scott ESM (Wonthaggi LSC)

Remotely Accessing

Mevan Jayawardena (Chief Operating Officer), Lucas Welsh (Hampton LSC), Andy Nott (Point Leo SLSC), Terry Aslanidis (Bass LOO), Trish Armonio (Chelsea Longbeach SLSC).

Executive

Simon Wilson (Chair/Council Representative), Darren McLeod (Director – Lifesaving Services), David Rylance (Director – Training and Assessment), Katrina Antony (State Training and Assessment Supervisor), Grace Lightfoot (State Lifesaving Communications Officer), Jack Slykhuis (State Service Standards and Efficiency Officer), Mark Scott ESM (Council Representative).

State Officers/ Training & Assessment Officers/ Lifesaving Operations Officers

Jenna-Rose Sheehan Jones (State Training Membership Development Officer, Otway Life Saving Operations Officer), Hamish McKendrick (State Gear and Equipment Officer), Phillip Hughes (Geelong Training and Assessment Officer), Catherine Paulsen (Kingston Training & Assessment Officer), Simon Wilson (Peninsula Training & Assessment Officer), Tim Mason (Surf Coast Training and Assessment Officer), Alex Walton (Bayside Life Saving Operations Officer), Nick Giblin (Geelong Life Saving Operations Officer).

Staff

Simon White (Acting General Manager, Lifesaving Club Development), Jennifer Pearson (Volunteer Support Officer), Liam Krige (Manager, Lifesaving Operations).

Others

Toby Dobell (Gunnamatta SLSC), Vince Sheehan (LSV Independent Director), Jack Kennedy (Waratah Beach SLSC), Peter Bellion (Port Melbourne LSC), Davina Jackson (Jan Juc SLSC), Andrew McKinnon (Barwon Heads 13th Beach SLSC), Dianne Montalto (Edithvale LSC), Geoff Thompson (Jan Juc SLSC).

Apologies



Kane Treloar (Director Elect – Life Saving Services), Helen Quinn (Bayside Training and Assessment Officer), James Green (Western Training and Assessment Officer), Paul Lunny (Surf Coast Life Saving Operations Officer), Justin Taylor (Seaford LSC), Scott McKenzie (Port Campbell SLSC)

2) Welcome – Simon Wilson (Chair)

- i. S. Wilson welcomed to the Life Saving Operations Council Meeting and provided a short introduction to the executive. 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 Thursday, 9 May 2019

Moved – A.McKinnon

Seconded – A.Walton

Carried.

3) Executive Updates

a. Darren McLeod – Director, Life Saving Services

- i. Thankyou this is my last report just a couple of updates and highlighting some of the areas and circulars which have come out over the last few months. Protocols most have come back, there will be email to those who haven't returned coming out tonight or tomorrow.
- ii. D.Rylance highlighted a point before in relation to Circulars and/or email may not necessarily be the most effective to get info out. TeamApp has been working really well with a couple of clubs and LSV using it really well. Any issue or for further information please contact D.Potter.
 1. D. McLeod - TeamApp is working really well – clubs and LSV using it well – Everyone happy?
 2. V. Sheehan - Depends on administrator.
 3. R. Bartlett – Hard to share information – can't share internally very easily – have to have members on it...Facebook you could share more easily.
 4. S. White – Will see if we can create content on an email or similar to assist with members.
 5. D. McLeod – Should see if we can use it to share, 2 clubs are using it and its working really well.
 6. V. Sheehan - Lots of options for sharing, chrome, LinkedIn etc. to assist with sharing.
- iii. Disposal of equipment – if selling equipment removal of registration and LSV branding from them before selling. There are a number of IRBs around which are not club owned but still have Surf Rescue on the side. H. McKendrick has sent a number of emails and there is a circular – refer circular 99.
 7. D. McLeod - Gear Inspections going well – A number of clubs haven't completed them.
 8. H. McKendrick – No negative feedback on gear inspections any questions send them through.
 9. D. McLeod - Standard of gear presented has been really good.
 10. R. Mariner - Not as easy to generate PDF checklists, last year it was but this year you can't.
 11. H. McKendrick – Data is moving from old system to new system. I will follow up on the PDF.
 12. A. McKinnon - Is it possible to use GEMS on IPAD? Club IPAD?



13. D. Rylance – Internet is locked down quite severely, so you won't be able to get in.
 14. D. McLeod – Old GEMS login or /New Gems Login.
 15. A. McKinnon – Using the previous log in so not sure.
 16. D. McLeod - Todd Will follow up.
 17. C. Paulsen - Not applicable button could be added for certain equipment not required to be inspected.
- iv. Safety with mechanical cylinders. A circular has been released. Is everyone happy with that?
18. H. McKendrick – Spoke to SLSA and Advisory board – wiping and blowing into the cylinders was in a conversation and not something advised. This has now been amended in the circular.
 19. D. McLeod – Read Circular 132 to get upto speed.
- v. Circular 143 – EPA water quality program again running this year. Despite discussions with be first December until the March long weekend. The process is exactly the same as we have had previously. The short season is mainly due to resourcing.
 - vi. Circular 148 - Single Sign On – which has been released as of last week. There is a little issue with it but will be rectified shortly.

Action: Todd Richards to follow up regarding access of GEMS on iPad.

b. David Rylance – Director, Training & Assessment

- i. The Volunteer training review and dealing with items discovered in that continues. Looking at flexible training options, removal of units IRB crew, driver, RWC, updated award resources, single volunteer handbook, one skills maintenance guide, a lot up skilling of trainers and assessors as well as member through delivery of free resus and advanced first aid courses.
- ii. The burden that VET puts on as trainers and assessors is quite complex and difficult, we are working our best to try and manage it.
- iii. ASQUA has been deregistering RTOs en masse for non-compliance with the RTO standards, including individual assessors with fines up to 30k for transgressions as an assessor – Its being taken very seriously at that higher level, there are definitely consequences to LSV and members if things aren't done properly. Working our hardest to ensure we meet regulatory requirements which I understand is quite burdensome but in some cases we need to get on with it and do it as there are consequences for us and our organisation, and to our trainers and assessors as individuals. It's not great but doing the best we can to ensure we can still deliver the training within the regulatory requirements imposed on LSV.
- iv. Internal auditing indicates is almost up to 100%. The work that has been done has paid dividends.
- v. Competencies our assessors were mandated to do as at 30 June a number of people have taken that up and trying to deliver more for people who haven't taken that up and will deliver more to those who haven't been able to do it as funding becomes available. Training packages that cover LSV courses, we have Subject Matter Expert (SME) groups looking at those to see what we need to change moving forward as they come up.
- vi. Surfguard – Age old question and not a great system. Our system needs to talk with it and we do the best we can. We are aware there are some issues with the members portal not displaying current information this was progressed to SLSA but they have yet to progress this. Will meet with them this week to continue to advocate to be this fixed as if the information provided by SLSA is not accurate it makes things difficult.



- vii. Continue running the courses to get trainers and assessors up to speed to deliver courses. Working with Area Officer and assessors to facilitate the season. The testing and release of trainer app released later than what we would like to make sure it is 100% ready but will be an upgrade from previous version.
- viii. A number of recent statistics released. Reduced burden with blended courses...20% reduction. Have been delivering first aid, 15 courses 360 places for members. The 502 and 411 upgrade with nearly 200 people taking up the upgrade.
- ix. Number of awards between July and September has nearly doubled. We are doing a lot of work out there to get what we need done. Continuing to do that hard work to get patrollers on the beach.
- x. With the D9s there is currently over 140 signed off to deliver accredited training with nearly 100 still waiting to go through. All those with outstanding items should receive an email with detailing what those are in the last week.
 - 1. A. McKinnon – What is the time frame for courses going live?
 - 2. D. Rylance – Working through this. Dean used to live and breathe it and would upload things on a Sunday night. Need to find a balance. Courses need to be uploaded in a timely manner. Any issues should be communicated to the clubs so they can advertise.
 - 3. R. Marriner – Members registering for new courses...is there an ability for chief instructors to be able to view who is in the course.
 - 4. D. Rylance – Should be enabled, otherwise contact State to gain access.
 - 5. V. Sheehan – The development of apps who does this occur.
 - 6. K. Antony - Blended delivery and face to face component...online component done separately which is more convenient.
 - 7. D. Rylance – SLSA has developed a suite of resources for online training, bronze and others. We are taking the best of all for Volunteer Training.
- c. **Simon White - General Manager, Lifesaving Services**
 - i. In May we discussed the update and staffing changes and the process they went through and how we have progressed since then. We took on club feedback, the capacity of Ops Team to support those activities, policies and systems, connection with those key stakeholders, our Emergency Services credentials, a risk-based approach and a structure that supports both the club level and state service.
 - ii. Two new roles Service Delivery and Policies and Systems have been created, which was the old Ops Manager role was split into two. Both roles are now recruited, with Todd Richards fulfilling the role of Policies and Systems and Liam Krige Service Delivery.
 - iii. Org Chart Shown, all except two roles fulfilled.
 - 1. H. McKendrick...with new roles it's important that clubs and everyone knows who to contact and for what.
 - 2. S. White – Initially it is your VSO from a club perspective, and they will triage. On the beach it will be through the SDO arrangement etc... From an operations perspective it's a little simpler. Out of season it would be through the VSOs, for example Life Saving Ops manager will take a large portion of the activity in relation to that operational staff support sense. We will take it on notice and will actually communicate who to communicate with and what sort of elements. VSOs will direct that traffic to the right area.
 - iv. Liam Krige's roll is Service Delivery for the State Services. Originally from South Africa and spent the last 18 years in the UK. Was a Nipper in SA and then life guarding in the UK with



the RNLI. Has a wealth of experience in life Guarding and Life Saving Services and has just finished Day 2 with LSV.

1. L. Krige – Came up through the clubs, competed nationally in IRB racing and held some of the UK titles. Have been working for RNLI 18 years and progressed to Search and Rescue to Lifeboats. Has been in that role for the last 3 years, based out of the Channel Islands of the French Coast. Looking forward to learning from everyone in the room and LSV.
- v. Todd Richards roll is the management of Policies and Systems for LSV. Has a background with ESTA and the Australian Federal Police.
2. T. Richards – Was originally a Police Call-taker and dispatcher before moving to the Australia Federal Police. Primarily based in general duties and operated in a number of specialist teams, one of which was the dive team. Moved back to Melbourne and back to ESTA as a quality improvement Investigator. Was responsible for all adverse event investigations with a focus on quality improvement. Interested in improving current LSV Policies and systems and implementing a continuous improvement cycle.

4) General Business

a. By Laws Review Discussion – Simon Wilson

- i. The LSV Board has started a review of the by-laws to be conducted by the governance committee. The LSOC Exec in February in its strategic plan allocated looking at the by-laws to Simon and Mevan including, position descriptions, are they fit for purpose. Currently the role descriptions are being reviewed by the respective committees of the council and along with some overall items from the executive will be fed back into the governance committee. In early December they will send back the feedback, will do it electronically and any changes or suggestions send to Simon or any EXEC members. No major changes are expected.
- ii. V. Sheehan – The governance committee will look at voting and how councils are working. Electronic voting, use of proxies. Governance is how people work together and need input otherwise don't know what and how to improve. We need to work out what clubs can do to prevent issues. Happy to take emails and input.
- iii. M. Scott – How Vols and staff interact, 2 step process, which causes some angst and is a bit obsolete. Is it possible to review it? The ability to elect directly would make sense, to elected positions and then on the exec if they wanted. This would assist people who want to be on an exec but not wanting a portfolio.
1. S. Wilson – Lifesaving Services State Officers will work through how their positions will be designed and I'll get their feedback soon.
2. Scott – Procedures from an AGM to make sure everyone is thanked for nominating

b. Digital Radio Upgrade – Grace Lightfoot (State Lifesaving Communications Officer)

- i. Grace introduced herself. Recently elected into Comms Officer in August. From Jan Juc and joined in 2008. Have competed for them and ran competitions, also an LSV comms operator. Attended Sri Lanka for leadership conference and have just been awarded Lifeguard of the year.
- ii. Been working closely with Todd to get things ready for the season. Comms Centre upgraded with all new computers and tables for the operators.
- iii. 40 Operators apply this season. 15 new recruits, one training day completed and another to come up. Thanks to Sam Richardson for brand new training. In talks with ESTA and other ESO's to build stronger relationships.
- iv. Lots of behind the scenes work with LIMSOC, new front page, can also log out of hours rescues.
- v. SSO will get them onto LIMSOC.



- vi. All clubs have Kenwood's with several identified issues: chargers not working, batteries not charging. Have been talking to Telstra and AA radio to work out a solution.
 - vii. Working with Hamish to redesign the radio bags to make them better suited to what we are using them for.
 - viii. Circular sent about all ATVs requiring a radio
 - ix. Training materials and some short videos will be sent out to assist.
- c. **Ongoing Radio Infrastructure – Todd Richards (Manager Life Saving Operations – Policies and Systems)**
- i. The Digital Radio Upgrade Program (DRUP) was a six year, \$46.9M initiative responsible for delivering digital radio services to Victoria Police, Victoria State Emergency Service (VICSES), Life Saving Victoria (LSV), Corrections Victoria and Country Fire Authority (CFA).
 - ii. The difference between the digital and analogue network is that digital radios are either connected to the network or not, whereas analogue radios can go in and out of coverage.
 - iii. A number of clubs are experiencing radio coverage issues. The proposed solution is a Radio repeater which receives one frequency, strips off the voice or data and transmits on another channel. This is currently being developed by Telstra and should be rolled out prior to the season.
 - iv. A number of clubs are experiencing issues with Radio Battery Chargers, either not charging or having debris build up. If the radio battery charger contacts are cleaned with alcohol wipes this will help with connectivity.
 - v. Also, it has been noted that the batteries are not seating properly in the charger due to the design. If the battery is pushed back into the charger it will then charge. We are looking at options resolve this and have provided feedback to Telstra.
 - vi. The radio batteries are experiencing corrosion due to exposure to moisture. LSV will be sending out anti-corrosion pens to assist with cleaning the terminals and to remove the corrosion.
 - vii. LSV is in talks with the radio bag manufacturer to increase the size and length of the bag to prevent breakage or moisture leaks. Once developed LSV will test a number of bags to see which works best.
 - viii. An upgrade to the LSV Comms Centracom has now been completed with access gained to a number of multi-agency channels previously visible but not able to be accessed.
 - ix. Motorola is doing a full upgrade of all LSV Radio Equipment which will be completed prior to the beginning of the season.
 - x. A closure report for the Radio Project will be completed to assist with moving forward.
 - 1. A. McKinnon – Radio bag clips fall off which needs to be fixed
 - 2. T. Richards – This has been explained to the manufacturer and we are looking at solutions
 - 3. D. Santullo – How many people on duty in Comms?
 - 4. T. Richards – 1 - 4 normally
 - 5. T. Dobell – We need a video on how to put in harness correctly
 - 6. G. Lightfoot – This will be covered in the videos
 - 7. M. Scott – Cape Paterson reception issue. Wonthaggi having reception issue and need a solution.



8. T. Richards – Have been in discussions with Telstra and progressing this solution. The initial hold up was with LSV but have since provided structural building documents which will help to move this forward.

d. **Jack Slykhuis - (State Service Standards and Efficiency Officer)**

- i. Jack introduced himself. Have gone through Nipper to Bronze, Drones, Choppers, RWC, and now working for the MFB as a spatial analyst.
- ii. Gear inspections will follow the same process to keep consistency
- iii. 10 Inspectors from a range of clubs to cover whole state
- iv. 2 inspections per club for the season
- v. Will look at members qualification and attire, Patrol standards and requirements, Tube, Board, IRB, resus practical assessment, which the 4 areas inspectors will be aiming at
- vi. Next step is first training session will detail the program to ensure consistency
 1. M. Scott - What has changed?
 2. Jack – Only minor changes. Any feedback from last season let me know

e. **Katrina Antony - (State Training and Assessment Supervisor)**

- i. All chief instructors received an email from Andy Dennis advising over the next few weeks to call each individually to answer question and to provide clarity over training. Ensure all Chief Instructors have received the email and make contact accordingly.
- ii. Contact Training and Assessment Officers to get prepared for the season.
- iii. Be patient Andy will be contacting everybody shortly.

5) Ideas Exchange/Open Forum

a. **Issue with corrosion on the radios hard wired on ATVs? And issue with radio charging station? (C. Williams)**

1. T. Richards – aware of the issue and looking at solutions. Different clubs have experienced different corrosion, and this may become more of an issue in the next few years. If the radio is enclosed it will need a fan/heat sink due to the heat produced.
2. R. Bartlett – There are two ATVs with one radio installed under the canopy which is not experiencing any corrosion issues.
3. S. White – Do we need radios in the ATVs?
4. M. Scott – The recent circular stated all ATVs must be fitted a radio. This might not be the best solution if they are then going to get corroded. Needs to be a consideration.
5. T. Richards – We will work through this and see if some installation locations are better than others to then see if that could work for other clubs.

b. **Surf rescue stickers not lasting long on foam rescue boards, has any club made a stencil and painted on signs? (C. Williams)**

- i. H. McKendrick - Will look into it with Bennet. Better stickers would be the best solution.

Action: H. McKendrick to follow up with Bennet.

c. **SLSA provide a uniform every year but is it possible to include a cap? (C. Williams)**

1. H. McKendrick – There has been a grant to apply for a cap
2. D. McLeod – Been going to national meetings, worked hard to get a quarter cap, but not agreed by the states but not agreed and the cost involved.



d. **Additional Items**

- i. Last item is to thank Darren Mcleod who was the director for the last 6 years who officially ends on Saturday with AGM this Saturday. He has spent 10 years or more on exec, 20 years of state service. He is not going anywhere and is now LOO for Kingston and on the awards of excellence committee. I would Like to thank Darren and present him with some gifts.
- ii. D. McLeod - Short on speeches. Wanted to thank everyone who supported him for the last years. Have hopefully left a mark somewhere and will continue in a LOO role. Particular thanks to Dave Potter who supports all staff and the Directors and Officers.

Meeting Close at 8:15 pm

Meeting calendar:

- Thursday, 6 February 2020
- Thursday, 7 May 2020
- Saturday, 8 August 2020 (Annual Council Meeting)
- Thursday, 5 November 2020

Attachments:

- PowerPoint

