

# Minutes – Lifesaving Operations Council Meeting

**VENUE:** Ian Potter Room  
Life Saving Victoria State Centre

**DATE:** 200 The Boulevard, Port Melbourne  
Thursday, 31 January 2019

## 1) Welcome, Attendance and Apologies

### Delegates

Dominic Santullo (Altona LSC), Neill Blake (Aspendale LSC), Lloyd Thomas (Bonbeach LSC), Andrew Napoleone (Cape Paterson SLSC), Catherine Paulsen (Carrum LSC), Tony Payne (Chelsea Longbeach SLSC), Angela Montebello (Elwood LSC), Jenna-Rose Sheehan Jones (Kennett River SLSC), Lewis Howell-Pavia (Ocean Grove SLSC), Chloe Hardman (Sandridge LSC), Hamish Mckendrick (Portsea SLSC), Aiden Moriarty (Waratah Beach SLSC), Alex Walton (Williamstown S&LSC)

### Remotely Accessing

Aidan Moriarty (Waratah Beach SLSC), Katrina Antony (State Training & Assessment Supervisor), Adam Lipszyc (Point Leo SLSC), Matthew Taylor (Anglesea SLSC), Aaron Green (Jan Juc SLSC), Lachlan Collie (Black Rock LSC), Davina Jackson (Jan Juc SLSC), James Carew (Lorne SLSC)

### Executive

Simon Wilson (Chair/Council Representative), Darren McLeod (Director – Lifesaving Services), Alison Porter (State Resource Research & Development Officer), Kane Treloar (Lifesaving Services Representative), Hugh Day (Lifesaving Services Representative)

### State Officers/ Training & Assessment Officers/ Lifesaving Operations Officers

Catherine Paulsen (Kingston Training & Assessment Officers), Simon Wilson (Peninsula Training & Assessment Officer), Darrel Gill (Port Phillip Training & Assessment Officer), Tim Mason (Surf Coast Training & Assessment Officer) Mitchell James (Bayside Lifesaving Operations Officer), Jenna-Rose Sheehan Jones (Otway Lifesaving Operations Officer), James Quine (Port Phillip Lifesaving Operations Officer)

### Staff

Mevan Jayawardena (Chief Operating Officer), Simon White (Acting General Manager, Lifesaving Club Development), Andy Dennis (General Manager - Public Training and Pool Safety), David Potter (Volunteer Support Officer), Claire Picone (Administration Coordinator)

### Others

David Morris (Inverloch SLSC), Toby Dobell (Gunnamatta SLSC, Point Lonsdale SLSC), Ben Wain (St Kilda LSC), Sam Richardson (Point Leo SLSC), Sue. O'Rourke (Apollo Bay SLSC), Calden Lyons (Apollo Bay SLSC), Rob O'Brien (Waratah Beach SLSC), Geoff Thompstone (Jan Juc SLSC), Tim Mason (Anglesea SLSC)

### Apologies



Margaret Hewett (Beaumaris LSC), Meredith Woods (Rosebud & McCrae LSC), Scott McKenzie (Port Campbell SLSC), Peter Bellion (Port Melbourne LSC), Justin Taylor (Seaford LSC), Mark Scott (Wonthaggi LSC), Katrina Antony (Barwon Heads 13<sup>th</sup> Beach SLSC), David Rylance (Elwood LSC), Simon Berry (Mallacoota SLSC), Andy Lawrence (Hampton LSC)

## 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, 08 November 2018  
**Moved** – A. Walton.  
**Seconded** – L. Howell-Pavia  
**Carried.**

## 3) LCARR – Dr. Bernadette Matthews

- a. Dr. Matthews ran through an outline of the Lifesaving Capability and Resource Review (LCARR) to all delegates. The major points are as follows:
  - i. With major changes since LSV's inception in both internal and external expectations of the organisation, the LSV Board commissioned a review to find where opportunities exist for LSV to explore strategically. E.g. what does Government expect of LSV? What does the Community expect of LSV?
  - ii. LCARR will be split into three different areas of study:
    1. Community and Government Expectations & Opportunities
    2. Volunteer Member Engagement & Sustainability
    3. Operational Challenges & Opportunities
  - iii. As part of the review LSV will also explore the demographics of our members to ensure we understand what our membership 'looks like' and will change over time to ensure that we are understanding how to grow it.
  - iv. By reviewing each of these areas it will enable LSV to improve our functions to ensure we remain relevant and successful into the future.
  - v. The process will be split into 5 different sections: Scoping, Discovery, Consolidation, Feedback and Recommendations. Throughout the entire process communication will be key to both those directly involved in the review as well as the general member.
  - vi. At this stage, much of the scoping and discovery phases have been completed with time now being focused on how LSV will engage with the members. With one of the first stages being SurfGuard updates to the membership database which is greatly inform our current status of membership.
  - vii. Dr. Matthews requested suggestions back from attendees/Clubs on how best LSV might get the information updated on SurfGuard to ensure an accurate picture.
    1. M. James – LSOC recently conducted from work on how to use technology in these types of situation. This should be incorporated into this review.
    2. L. Thomas – if we request each member to complete, their information should be circulated (logins details) to ensure ease of access. It should also tie in with other Club and LSV information (e.g. renewal times) so that we don't burden out volunteers.
    3. M. Jayawardena – We can use technology for this to occur. SurfGuard is now much easy to feed information into and pull information out of than in previous years.
    4. L. Howell-Pavia – Currently there is no incentives for members to login into the SLSA Portal. If we utilized this a bit more, it may potentially make things slightly easier.
    5. C. Paulsen – Needs to be a clear understanding from the member what the information is being used for as they may not be willing to provide it otherwise.
    6. D. Jackson – What is the timeline around this project?
    7. Dr. Matthews – The whole project would be ideally finished in September/October 2019. Following this meeting the briefing paper will be circulated to the Clubs and Delegates. If anyone has any further suggestions on how we might get this information updated, please send them through.
    8. D. McLeod – From an Operational perspective, it is highly critical that this council has buy into this project as it will encompass much of what we do.



**Action: Dr. Matthews to circulate LCARR Briefing Paper following council meeting.**

#### 4) Executive Updates

##### a. Darren McLeod – Director, Lifesaving Services

- i. Thanks to the dedication of all the volunteers over the first few months of the summer season. It has also been pleasing to see several clubs have taken on hot weather patrols.
- ii. Statistics season to date are:
  1. Preventative Actions – 32,931 (same)
  2. First Aids – 912 (up 35%)
  3. Rescues – 213 (down 20%)
  4. Attendances – 391,727 (down 70%)
- iii. Since 1 July, we have seen significantly higher number of drowning deaths across Victoria. From the information currently, available there is no one common factor identified.
- iv. Patrol Service Efficiency & Standards Program – Clubs have been and are being inspected now with good feedback from inspectors and clubs thus far on the process.
- v. This year saw the introduced of the new patrol attendance logs and through the inspections we have seen some confusion around the use of these books. Club were reminded of Circular 133.11.18 which details the use of these books and the extra requirements in LIMSOC. However, we have seen some good statistics regarding LIMSOC usages with 95% sign on, 93% sign off and 83% Rescues all being recorded electronically. This is ultimately taking pressure off the radio network. Along with this, we also saw the introduction of the updated call signs for the organisation. Although Club signs haven't changed to a large extent, Club are reminded to please review to ensure they are across any changes applicable.
- vi. To date 35 clubs defaulted with 111 total defaults ranging from 1 default to 9 defaults.??
  1. H. Day – Minor first aids up by 33%, are there any common themes?
  2. D. McLeod - none distinguishable yet.
  3. D. Santullo - Can clubs access the data in LIMSOC, i.e. PAs, First Aids, Recues etc.
  4. D. Potter – Reports get sent weekly to clubs
  5. T. Dobell – Can we add a function to pass information from the previous patrol to the next patrol?
  6. D.McLeod – We'll investigate allowing more access to data
  7. B. Wain – is it possible to get LIMSOC to assist in out of hours rescue reporting.
  8. K. Treloar – ultimately the duty officer should be called prior to any action which will then appear in LIMSOC.
  9. L. Thomas – can Club get some clarification around the requirements for beach attendance statistics for LIMSOC.
  10. K. Treloar – LSV will review and release some further information.

**Action: KT to review detail required and circulate information to clubs as required on LIMSOC Beach Attendance Statistics**

##### b. Mevan Jayawardena (COO) - Staffing changes

- i. An introduction was given to Simon White – Acting General Manager, Lifesaving Club Development who is reporting into the COO. Given the most recent changes, it will allow us to review and revamp the current structure as required, therefore the team will be out having meetings with Clubs gathering information on how best to support the volunteers moving forward to ensure resourcing improves.
- ii. Mevan also explored the changes in a wider Executive Team structure with most GM's now sharing the load of clubs.
  1. S. White – Asked Clubs and delegates to phone or ask to come him to discuss anything on their minds with will help inform the decisions made.

#### 5) General Business

##### a. Digital Radio Rollout – Member Feedback (H. Day)

- i. Progress of the Project has seen the delivery of:
  1. 498 portable radios, 67 mobile radios (vehicle radios) as well as 54 fixed station terminals (those in buildings/towers). This is just over 80% of the radios.



2. 50 sites have been transitioned to the new technology, 18 sites remaining in the Surf Coast and Geelong areas.
- ii. Current Issues:
  1. Single bay chargers have a fault, working with Kenwood to resolve
  2. Drop out experience for 5-10 seconds at Gunnamatta and Point Leo, working with Telstra to resolve
  3. Smiths Beach, further testing on Friday 1 February
  4. GPS data link with LIMSOC, working with Telstra to decode data so it will work with LIMSOC
- iii. Now that the majority of radios have been rolled LSV is committed to gathering the feedback around the equipment and coverage. Released yesterday was a Circular which included two forms one regarding the rollout and equipment and there second is an ongoing form regarding coverage and issues experienced.

**Action: DP to add links for Radio Feedback forms to the LSV Website, under LSVComms and LIMSOC**

- iv. H. Day also indicated the best way for the feedback regarding signal is to take a photo of the exact location (GPS data) where the issue is occurring. This can then be tracked and checked by the managing service.
- v. D. Santullo – The radio bags, seem to have small leaks present and also become hard to seal.
- vi. T. Dobell – Radio are hard to hear at speed when on an RWC. Is it possible to get some headsets for these?
- vii. H. Day – we can explore this via the proper methods, however focus at this stage is to ensure we get the remaining radios and network correct prior to this work.

**b. Trainer App & Website Member Feedback (Andy Dennis)**

- i. A. Dennis gave a quick introduction into his background and outlined his is now responsible of the Volunteer Training area. Andy outlined that the first area of focus is to review and figure out what areas of the resources and systems need to be fixed immediately. Once this process has been completed, we will be able to review a more strategic plan.
- ii. There is currently a draft proposal of immediately changes to occur that has gone through the Volunteer Training Executive and the management executive. Following this meeting it will also go to the next LSOC Executive.
- iii. The reason for this occurring so quickly, is that there are a number of key projects that will require some work soon in order to be ready by the time the season starts up again. E.g. Member training from anywhere is a complete rebuild and therefore the information gathering stage needs to commence ASAP.

**Action: DP to circulate Andy Dennis' contact information for feedback on the Member Training System.**

[andy.dennis@lsv.com.au](mailto:andy.dennis@lsv.com.au)  
03 9676 6923

**c. Assessor Upgrades (Andy Dennis)**

- i. LSV has recently received funding to conduct upskills for the Trainers and Assessors across the state. Assessors and Trainers that are not up to date with the current requirements will not be able to train past the 31<sup>st</sup> of March 2019. From the current numbers this effect 1,300 people however only 500 of these have been actively training or assessing within the last 2 years.
- ii. LSV has scheduled 15 courses to be run across the state between now and July. Statistically these were the best locations and the VT executive has agreed that it will initially only be sent out to the active 500.
- iii. Area Training and Assessment Officers will be further informed on a teleconference scheduled for next week outlining the key changes within this space and describing what the effects will be.



1. S. O'Rourke – Would request that all clubs are informed of who their active trainer and assessors are.
2. A. Dennis – We can facilitate this.

**Action: AD to organise the circulation of active trainer and assessor's names to clubs.**

**d. RPAS (Drones) (Hugh Day)**

- i. H. Day provided some background to the Westpac Lifesaver Drone Rescue Program stating that late last year the LSOC Executive commissioned a working group to investigate the use of RPAS in Life Saving Victoria. Conversations has been occurring with other agencies and state entities to explore both our position statement and how these may operate within our scope. The purpose of this is to evaluate the capabilities of the program and explore what this equipment can do.
- ii. As part of this, LSV is also exploring the ability to assist other agencies and working in partnerships to see how this can benefit the community.
- iii. The program quite a few high-level aspects which require a lot of control including licensing through CASA. This means that any drone operations under Life Saving Victoria, including Club operations will need to fall in line with the requirements under this and signed off by the chief pilot prior to any actions occurring.
- iv. How do people get involved? At the moment, this program is quite restricted given the nature of the trial. Once its completed and the program moves forward there will likely be an Expression of Interest for other operators. Noting this relies heavily on if funding becomes available.
- v. For further information please email [RPAS@lsv.com.au](mailto:RPAS@lsv.com.au)

**6) Ideas Exchange/Open Forum**

**a. Paid Lifeguards – How are the locations decided and what is the criteria around this? (D. Santullo)**

- i. KT – As many of you will be aware, there was a significant investment by government to expand paid lifeguards across Victoria. To choose the specific locations, a series of data points were utilized included but not limited too beach attendance and historical incident data. Given this is current funded by State Gov. in its entirety, LSV hopes they will make the transition to the normal funding scheme.

**b. Jetski Concerns Endangering Swimmers, what do we do? (D. Santullo)**

- i. Currently Altona is having a significant issue with Jet skis and how they endanger the public. However, we are aware this is one that is isolated to Altona. How does LSV recommend we deal with these?
  1. KT – Recently VicPol and TSV have manned patrols of the bay in a effort to combat this however they alone cannot cover the whole bay. LSV is aware that VicPol do view our reporting through LSVComms as a way of understanding where hotspots are within the bay.
  2. HD – Without putting yourselves or your members at risk, take a photo of the ski and send this through the LSVComms. We must understand that LSV is not an enforcement agency however if we have a photo police can use it.
  3. LT – If possible can we get a reporting structure in place that would allow us to capture this information easily i.e. a flow chart that could be given out to our members.

**Action: KT to review requirements for reporting Jet Skis and release circular on most appropriate reporting methods.**

**c. Patrol Strength on inclement weather day (L. Thomas)**

- i. Want to get an understanding of our club can explore reducing their patrol strengths on days when it's not required e.g. inclement weather days. LT – tell people to go home if cold and come back on hot days.
  1. DM – This season we have trialled some of these amendments to the patrol protocols with great success. We will be looking to roll out this out to wider group of clubs this coming season.



**d. RWC Patrols, how are they performing? (G. Thompstone)**

- i. DM – Overall the expansion of services has been very positive with 15 Rescues, 8 being along the Surf Coast area. As a reminder the purpose of these services to service that remote beaches where an existing service is not already in place.
- ii. DS – Are their plans to further expand these services?
- iii. DM – yes will always be looking at this, however there are many factors that affect this.

**Meeting Close at 8:30 pm**

**Next Meeting**

The next Lifesaving Operations Council meeting is scheduled for Thursday, 2 May 2019.

Attachments:

- PowerPoint
- LCARR Briefing Paper

CONFIRMED

