

# SOP 4.04 – Reporting Incidents & First Aid Cases

Section 4 – Communication and Information Technology

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Electronically Controlled Document

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## Purpose

To outline the types of incidents that must be reported to LSVComms.

## Scope

Applies to all patrolling operations.

## Procedures

### Introduction

The role of LSVComms is to assist lifesaving personnel on the beach. In the event of an incident or major first aid case, LSVComms logs the details of the incident and provides notification to LSV State and Lifesaving Operations Officers and other Emergency Service Organisations. This facilitates operational support from external and specialist LSV resources, as well as facilitating critical incident processes and follow up from major incidents.

### Requesting an ambulance

If you require an ambulance, you must request it via LSVComms. When requesting an ambulance, the following basic information should be provided to LSVComms:

- Where is the patient located? e.g. street intersection or emergency marker
- Is the patient conscious?
- Is the patient breathing?
- Approximate age of the patient
- Gender of the patient
- Extent of injuries

LSVComms will notify ambulance immediately, and may request further information from the patrol as required. The Patrol should advise LSVComms if the patient's condition changes, if the location of the patient changes, when the ambulance arrives on scene and when it departs.

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## Reporting an incident

The following types of incidents should be reported to LSVComms as soon as practicable:

- Missing person (either on land or in water)
- Missing vessel
- Broken down vessel
- Flare sighting
- Major first aid cases that require ambulance or hospitalization
- Drowning
- Shark sighting – see [SOP 1.11 – Shark Sighting](#)

LSVComms requires the following information, when reporting an incident:

### Position

The location of the incident, or the last known location of a missing person. LSVComms have access to a database of all Victorian beach names, ESTA emergency markers, beach emergency markers (e.g. 127W), lifesaving clubs and other locations. Using these markers makes it easier for resources to be tasked directly to the incident location

### Problem

Brief description of what the incident is

### People

The number of patients involved in the incident (if known)

### Progress

How the club is currently responding to the incident e.g. launching the IRB, monitoring from the beach, providing first aid.

LSVComms may request further information depending on the type of incident.

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