

# SOP 5.06 – Emergency Callouts & Response

Section 5 – Emergency Operations

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Electronically Controlled Document

## Purpose

To outline the procedures and processes and provide a framework in relation to emergency response to ensure the effectiveness of Life Saving Victoria's emergency response and Search and Rescue system.

## Scope

All operational areas of Life Saving Victoria and other emergency service organisations wishing to contact Life Saving Victoria in an emergency response capacity.

## Procedures

The Life Saving Victoria Communication Centre (LSVComms) is the first point of contact for lifesaving clubs and services as well as other emergency service organisations, should lifesaving resources be involved or be required for emergency response.

LSVComms can be contacted via 13 SURF (13 7873) or the Radio Network (during patrol hours or an ongoing incident only).

Contact through LSVComms is the initial step of two way communication between LSV clubs and services and other agency resources. LSVComms is able to feed information through to other agencies or LSV Services and can also pass on information that they have received. It is important that LSVComms is aware of what is happening across the state in regards to incidents and lifesaving responses so they can pass on accurate and up to date information to other LSV Personnel or other agencies when required.

## Definition

An emergency response is one which occurs outside of patrolling hours. Either:

- Before operations have begun for the day
- After operations have closed for the day
- On a day where no operations are scheduled
- In an area where a Lifesaving Service is not situated close by

An emergency response during operational times to a location away from a flagged area should also consider the following guidelines.

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## Background

The nature of emergency response often results in a situation where:

- Patients are in the mid-latter stages of the drowning cycle
- There is limited to unknown circumstances
- There is a lack of and/or delay of 'on-site' backup and support.

## SAR Stages

The response to a SAR incident usually proceeds through a sequence of five stages. These stages are groups of activities typically performed by the SAR system in responding to a SAR incident from the time the system becomes aware of the incident until its response to the incident is concluded. The response to a particular SAR incident may not require the performance of every stage. For some incidents, the activities of one stage may overlap the activities of another stage such that the portions of two or more stages are being performed simultaneously. The five SAR stages are:

1. Awareness: Knowledge by any person or agency in the SAR system that an emergency situation exists or may exist.
2. Initial Action: Preliminary action taken to alert SAR resources and obtain more information. The stage may include evaluation and classification of the information, alerting of SAR resources, communication checks and, in urgent situations, immediate performance of appropriate activities from other stages.
3. Planning: The development of operational plans including plans for search, rescue and final delivery of survivors to medical facilities or other places of safety as appropriate.
4. Operations: Dispatching SAR resources to the scene, conducting searches, rescuing survivors, assisting distressed craft, providing necessary emergency care for survivors and delivering casualties to medical facilities.
5. Conclusion: Return of lifesaving services to a location where they are debriefed, refuelled, replenished and prepared for other missions, return of SAR resources to their normal activities and completion of all required documentation.

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## Aim

The following procedure aims to reduce the risk to responding Lifesaving personnel, as well as maximise the speed and quality of a coordinated emergency service response. It is imperative that any Lifesaving personnel responding to an emergency response make their best efforts to minimise the risk to themselves.

## Response Sequence of Actions Awareness Stage

- a) The State Duty Officer will advise the applicable services and advise
- b) Lifesaving Operations Officer and LSVComms and staff (if required).
- c) The affected Lifesaving Services will alert their personal, and other
- d) participating organisations.
- e) The State Duty Officer may promulgate information to the State Emergency Management Officer, Director – Lifesaving Services and Manager – Lifesaving Operations.

## Initial Action

- a) The State Duty Officer will begin monitoring the situation.
- b) The affected Lifesaving Services will place their personnel and equipment on call for operations (at club/base),
- c) The State Duty Officer will advise the Lifesaving Operations Officer. Other agencies will be advised as deemed appropriate by the State Duty Officer and Lifesaving Operations Officer.
- d) The Lifesaving Operations Officer will begin monitoring the situation.

## Planning

- a) The State Duty Officer will review existing plans (if in existence)
- b) The Lifesaving Operations Officer will provide SITREPS on the Initial Action Stage
- c) The State Duty Officer will review SITREPS, Weather Reports and operational information for an action plan, including appropriate radio zone and talkgroups for communication
- d) The State Duty Officer will communicate the plan

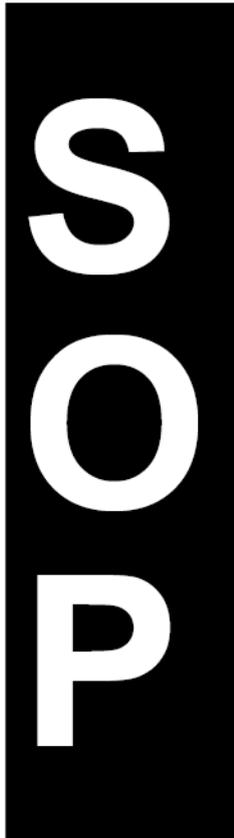
## Operations Stage

### The State Duty Officer will:

- a) Assume communications command of operations and monitor the situation.
- b) Advise other agencies at state level, particularly the Water Police.
- c) Provide Situation Reports to relevant State Officer, LSV Staff including
- d) Media, record in LIMSOC
- e) Acquire and coordinate both internal and external support resources as appropriate.
- f) Provide a mobile control teams if required to establish forward communications control.
- g) Will assume the role of Lifesaving Operations Officer in their absence.

### The Lifesaving Operations Officer will;

- a) Activate and assume control of operations.
- b) Advise other agencies of their requirements for support and arrange that support and establish appropriate liaison.
- c) Arrange to provide logistic support for out of area groups. d) Arrange to provide operational stores for all teams.
- d) Liaise with or act as the Incident Commander



**The Lifesaving Service will;**

- a) Advise and establish liaison arrangements with their Lifesaving Operations Officer, LSVComms, other emergency services and participating organisations.
- b) Commence operations.
- c) Call for assistance from Lifesaving Operations Officer as required.
- d) Request support if appropriate.
- e) Maintain constant communications and SITREPs with Duty Officers

**Conclusion**

- a) The State Duty Officer will co-ordinate a voluntary operational debrief
- b) The Lifesaving Operations officer facilitate the debrief
- c) Lifesaving Services will refuel, replenish and undertake post operational checks
- d) All parties will complete the necessary documentation
- e) Lifesaving services can participate in the voluntary operational debrief

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