

SOP 5.10 – Duty Officers

Section 5 – Emergency Operations

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Effective Date – 10 December 2020

Review Date – 10 December 2022

Electronically Controlled Document

Purpose

To describe the procedure to be followed by duty officers interacting with lifesaving services and other emergency service organisations (ESOs).

Scope

This standard operating procedure (SOP) applies to all duty officers.

Policy Statement

Life Saving Victoria (LSV) requires all members to adhere to the established policies, procedures and guidelines to ensure safe and effective practices relating to duty officers.

Responsibilities

Lifesaving volunteers, lifeguards, local operations officers, duty officers (among others).

Definitions

Name	Definition
SDO	State Duty Officer
AIIMS	Australasian Inter-Agency Incident Management System



Procedure

Duty officers are a support service provided by LSV to frontline lifesaving services to assist in providing support and leadership. They are responsible to LSV for the co-ordination of lifesaving services within specific areas. In larger incidents, duty officers may attend and take command of lifesaving resources, or act as a liaison with other lifesaving services. It is recognised that, in order to provide a high level of service to the community, duty officers will be made up of both LSV volunteers and paid staff.

Recognition is given to the notion that, in undertaking lifesaving, members are undertaking work in a workplace, and that, in a workplace, a worker has the right to active and intrusive supervision. LSV takes the view that this supervision is to ensure that members are supported and undertaking their duties in a safe and professional manner.

From time to time, duty officers will attend clubs and speak to patrol members as well as other lifesaving services. Members should recognise that duty officers are not there to conduct inspections or enforce discipline but to ensure they are supported and delivering the best possible service to their communities.

State Duty Officer

The state duty officer (SDO) is ultimately responsible for the deployment and co-ordination of lifesaving services in Victoria. They have responsibility to the state emergency management officer and the director of lifesaving services for the deployment of lifesaving services and managing a statewide response to incidents.

The SDO is available 24 hours a day and takes over the responsibility for managing the after-hours service when LSVComms is not operating.

The SDO has the authority to direct lifesaving services around their involvement in incidents and may deploy stand-down or utilise resources as they see fit.

Chief Duty Officer

The chief duty officer is responsible for maintaining the duty officer system on behalf of the state emergency management officer and the director of lifesaving services. They are responsible for maintaining the roster of duty officers and providing them with training relevant to their role.

Any compliments, concerns or complaints should be directed to the chief duty officer.

Specialist Duty Officer

In recognising that specific areas of lifesaving operations require specific knowledge and experience, some areas have their own duty officers to manage their services outside of the scope of regional duty officers. The aircraft duty officer is responsible for the tasking of LSV aviation assets and reports to the SDO in relation to the provision of aviation services to lifesaving.

The lifeguard duty officer is responsible for managing paid lifeguard services across the state and ensuring that the competing demands of these services are met. They are subject to managing the SOPs of the lifeguard service.

Further Information

LSV subscribes to the *Australasian Inter-Agency Incident Management System* (AIIMS) in its management of personnel as they respond to incidents. The AIIMS system is based on principles of management by objectives, functional management and span of control. LSV further believes that the use of duty officers contributes to providing a safe workplace for all LSV members and staff.

Reference

Related Documents	Australasian Inter-service Incident Management System (AIIMS) Manual 2017
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Review

Date of Issue	10 December 2020
Date Effective	26 December 2020
Date to be Reviewed	1 July 2022
Date to Cease	10 December 2022

Authority

The Life Saving Operations Council Executive has approved this SOP under section 8.3.6(e) of the Life Saving Victoria By-laws, 2019.