

# SOP 5.10 – Duty Officers

Section 5 – Emergency Operations

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Electronically Controlled Document

## Purpose

To outline the role of duty officers and their interactions with lifesaving services.

## Scope

All levels of Life Saving Victoria.

## Procedures

Duty officers are a support service provided by Lifesaving Victoria (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 recognized that in order to provide a high level of service to the community, duty officers will be made up of both volunteer and paid staff of LSV.

Recognising 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.

Duty Officers will from time to time attend clubs and speak to patrol members, as well as other lifesaving services. Members should recognize 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 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 – Lifesaving Services for the deployment of lifesaving services and managing statewide response to incidents.

The State Duty Officer is available 24 hours a day, and takes over the responsibility for managing the after hours service when “LSV Comms” is not operating.

The State Duty Officer has the authority to direct lifesaving services around their involvement in incidents, and may deploy, stand down or utilize resources as they see fit.

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## **Regional Duty Officer**

In order to maintain a proper span of control in the deployment of services, Regional Duty Officers are responsible for managing lifesaving services and response within specified areas, normally defined in line with Lifesaving Service Areas.

The Regional Duty Officer supports the elected Lifesaving Operations Officers, in supporting frontline members to manage incidents and to co-ordinate responses. They play an important role in ensuring that patrol captains have access to support whilst they are conducting their patrol operations.

The State Duty Officer will as required deploy Regional Duty Officers to attend incident scenes, perform incident debriefs and liaise with other emergency services.

### Western Region Duty Officer

The Western Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Western
- Otway
- Surfcoast

### Central Region Duty Officer

The Central Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Geelong
- Port Phillip
- Kingston
- Bayside

### Eastern Region Duty Officer

The Eastern Region Duty Officer is responsible for the following Lifesaving Service Areas:

- Peninsula
- Bass
- Gippsland

## **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 – 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 Officers**

In recognizing 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 State Duty Officer 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.

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