

12 Lifesaving Operations

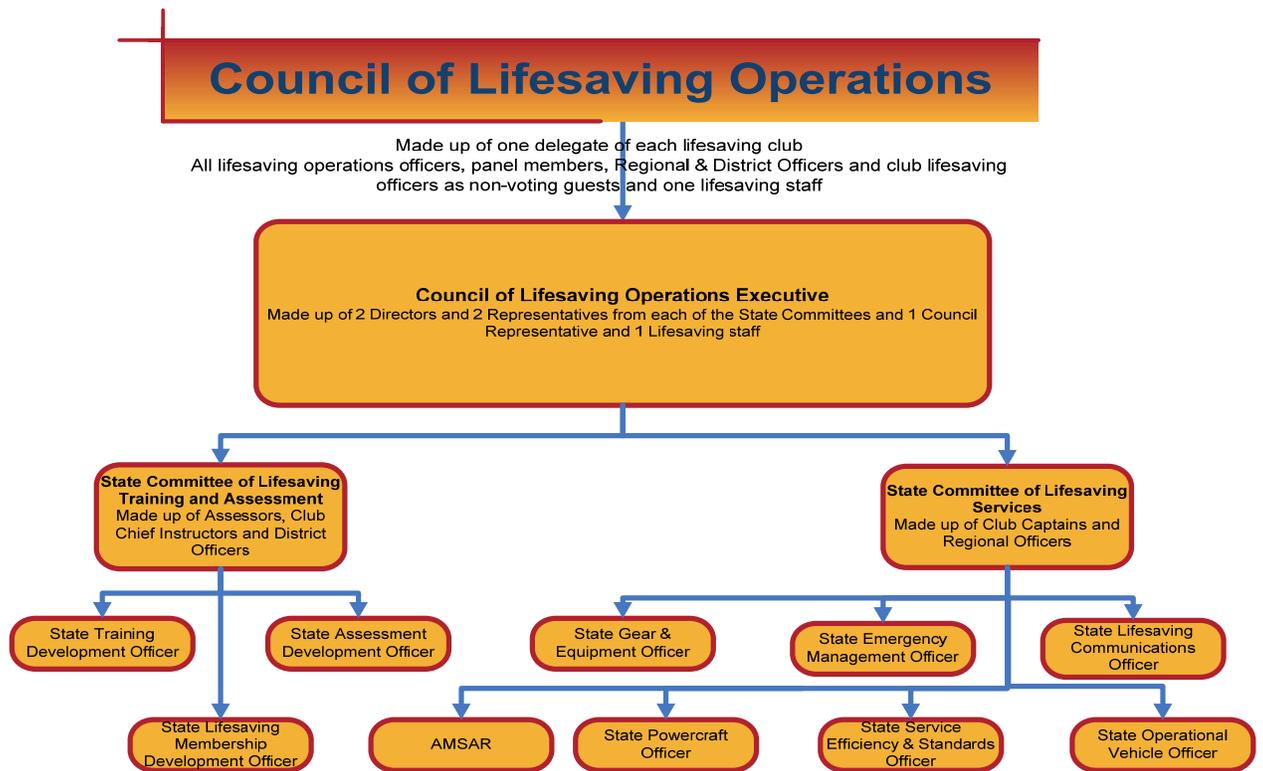
12.1 State structure

Council of Lifesaving Operations

Council name: Council of Lifesaving Operations

Structure: The Council of Lifesaving Operations is made up of:

- One delegate from each lifesaving club
- All lifesaving operations officers, panel members, Regional and District Officers, and Club Lifesaving Officers are welcome as non voting guests





Tasked with the management of Lifesaving Operations is the Lifesaving Operations Executive. All positions on the executive, with the exception of the directors, are based on a one year term and are elected at the council AGM by the Council of Lifesaving Operations' delegates. Directors are elected for a two year period on an alternating basis, i.e. one of the two directors will be up for election at each AGM.

Below the Executive sits the State Committee of Lifesaving Training and Assessment and the State Committee of Lifesaving Services, each responsible for managing their areas in line with the direction set by the Council Executive.

Meetings

Council of Lifesaving Operations

The Council of Lifesaving Operations and its two State Committees meet on a monthly basis. This provides an opportunity to receive updates and reports from state officers and from the Operations Executive. It also provides an opportunity for discussion of issues and feeding back of information between all parties.

Council of Lifesaving Operations Executive

The Executive, comprising of the duly elected directors and committee representatives meet on a monthly basis or as and when circumstances dictate. These meetings take place on the same night and immediately prior to the Council and Committee meetings.

Reporting

Minutes are taken of each meeting and presented to the LSV Board at their following meeting. An executive report is provided to the LSV Board at each board meeting outlining ongoing status. The report is presented in brief by the relevant Lifesaving Operations Director, identifying any items of importance for information or action by the Board.

12.2 Important reference documents for Lifesaving Operations

There are a number of essential documents which set the parameters for patrolling and lifesaving services within LSV. The LSV website has a member's section which contains a wealth of information and should be used as a primary access point when seeking information to assist in providing lifesaving services.

The Standard Operating Procedures (SOPs) are the governing documents for club lifesaving operations and must be kept in a location accessible to all members within each lifesaving club. They provide the guide for many of the requirements placed upon a patrol and all Patrol Captains should be familiar with them. They are accompanied by the Policies, and can both be identified by their unique yellow paper colour. It is important for all club management and members to know where to find them. These can also be found on the LSV website within the member's section.

Other essential documentation for the carrying out of lifesaving services can be found in the SLSA Training Manuals. The most important of these manuals are the Surf Lifesaving Training Manual 32nd Edition, the First Aid and Emergency Care Manual, and the Powercraft Manual 6th Edition. A reference set of these manuals in the first aid room and/or patrol room of the club would be of assistance to the patrol members.

12.3 Preparing for the patrolling season

In preparing for an approaching patrol season, there are a number of tasks which must be completed so as to ensure a club is ready to provide its community service.

The first step is to ensure your Lifesaving Services Protocol has been signed and returned to LSV for cosigning. The document, which is issued seasonally by LSV, clearly spells out the required patrol times, dates, service level and any other details for your particular beach. It also provides an opportunity to prepare a case to request a variance to your patrol times or other service details. Note that any request will not be considered endorsed until such time as you have received a cosigned copy of your protocol from LSV. This document, once signed by both parties, should be displayed in a prominent location where patrol members can take note of it. A good example may be to laminate a copy and place it in an area such as the patrol room or first aid room. The Lifesaving Services Protocol goes hand in hand with your club's beach management plan, which LSV will be working with you to develop over the coming seasons.

The next step is to ensure your club is prepared for the seasonal gear and equipment inspection. This inspection ensures your patrolling equipment is safe, operational and ready to be put back into service after the winter lay period. The annual gear inspection requirements are distributed to the club secretary in hard copy, and are available in the member's section of the LSV website. These requirements clearly spell out the minimum standard and quantity of equipment required to fulfil patrolling duties. The date of your club's gear inspection will be set in consultation with your Regional Officer. With the gear inspection manuals being released well prior to the actual date, it is expected that the actual inspection will be a mere formality and that equipment will have been checked and serviced by the club prior to this. Any equipment which is not servicable will be tagged and must not be used or have its tag removed until such time as a reinspection has been organised and conducted in discussion with the Regional Officer for your area.

Patrol rosters should be promoted to club members as far in advance as possible. When preparing the roster it is necessary to take into consideration the experience and qualifications of the members, in addition to their external commitments.



The minimum number of members for a full patrol is four proficient lifesavers. At least three of these members must be Bronze qualified including a lifesaver with an Advance Resuscitation Certificate who is not the IRB Driver and crew. If less than a full patrol is fielded then LSV Comms must be notified at the time and given updates if / when they occur.

The patrol season in Victoria commences on the last Saturday in November and continues through until Easter Monday on all Saturdays, Sundays and Public Holidays excluding Christmas Day (optional). Variations in these days can be requested and will be set out in the Life Saving Protocol.

12.4 Patrol responsibilities

To make a patrol run as smoothly as possible it is necessary to prepare!

Some tasks that should be encouraged;

- Contact the proposed patrol by telephone to check who is coming, whether there will be an IRB driver, ARC etc. and if substitutions are required
- Check with previous patrol for equipment to be fixed before weekend
- Arrive early
- Elevated position to set flags etc.
 - succession planning, take someone with you to elevated spot.
- Set up patrol before signing on.
 - signing on implies that equipment and personnel are ready for rescues, not just starting to get the patrol gear down on to the beach, complete log books before signing on.
- Allocate positions related to competency
 - Don't put the best board paddler on radio and the first aider with a paramedic background on tube
- Equipment check
 - All equipment used is servicable
 - Equipment required by state and club SOPs is available
- Ongoing training
 - many people stop at the Bronze Medallion
 - Encourage ongoing training and keep patrol up to date with current techniques.
- Allocating personnel to different patrol duties.
 - Don't leave members on the same duty all patrol. Minimise boredom and improve their skills across all patrol activities by reallocating duties throughout the day
- Sign off before packing up equipment
- Gear washed and put away, radios on charge.
- Damages reported and logged for repair.
- Whole patrol to assist with IRB not just driver.

- Then patrol debrief as required.
- Patrol log completed and incidents recorded
- Thank the patrol!!

Logbooks

There are a number of important documents that patrols need to complete in the course of their patrolling duties. Remember that any of these may be required during police or coronial investigations. All can be obtained through LSV.

Patrol Log. Records patrol member attendance and hours, along with weather conditions, beach attendances and a summary of any incidents.

Radio Log. Used for recording all communications via the radio and telephone in the line of patrolling duties.

First Aid Log. To be completed for ALL first aid cases, whether it be a minor or major injury. A record of every treatment needs to be retained.

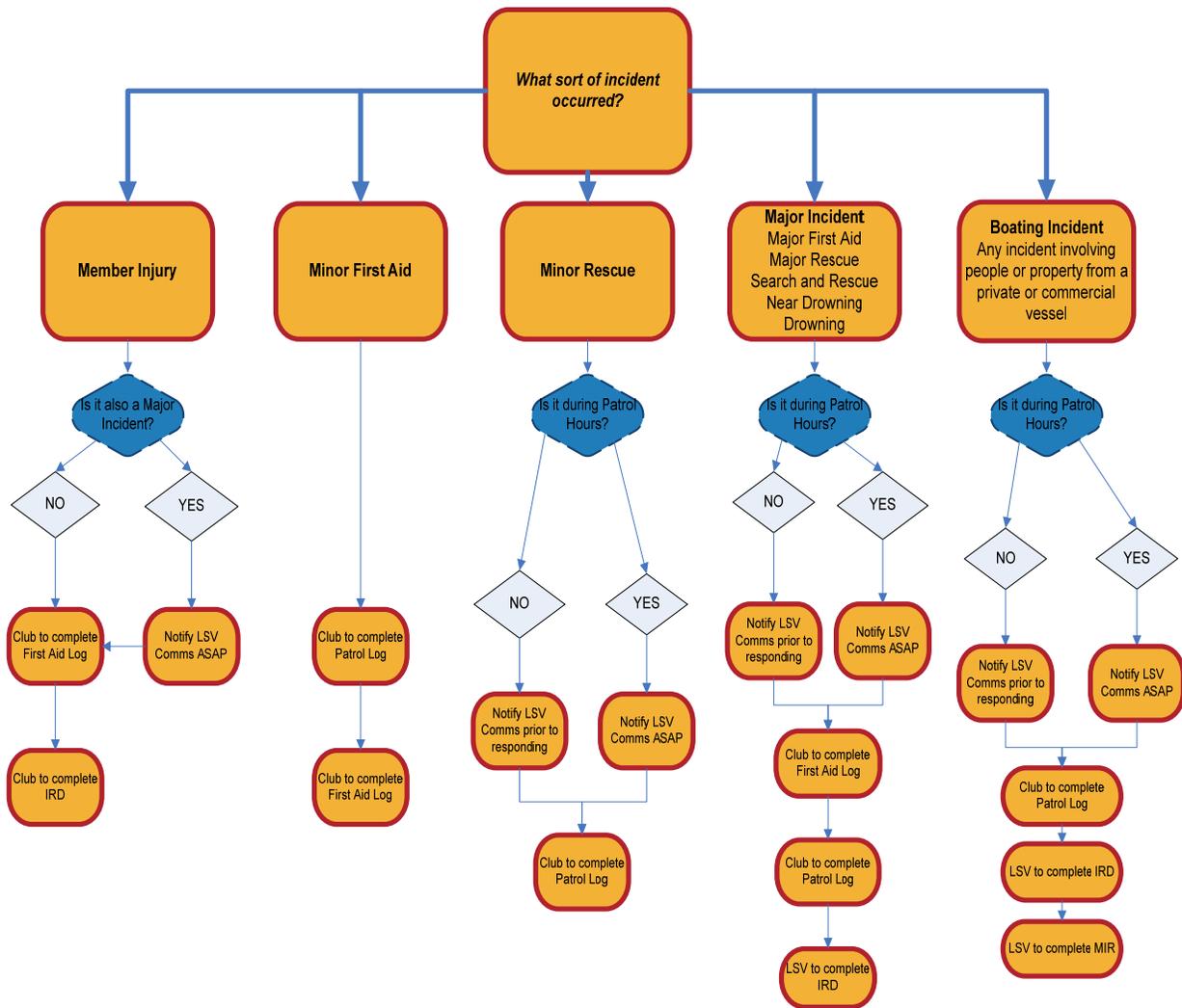
Powercraft Log. Records the operators, operating hours and operational state of powercraft, particularly the IRB.

Incident Report Log. To be completed for any member injuries. For major incidents they will be completed by the communications operator in consultation with the club in attendance.

There is also the Marine Incident Report (MIR), which must be completed by LSV when services are involved with a boat related incident. If intending to claim for reimbursement of fuel costs for an incident where you are tasked at the request of the police, be sure to ask LSV Comms (see Support Services for further information on LSV Comms) for your MIR as you will need it to claim.

The following flowchart illustrates the steps to take when handling and/or reporting incidents.

Lifesaving Incident Occurs



12.5 Patrol audits

Clubs can expect to have their patrols audited over the season. The audit is a basic check of compliance with the minimum patrol requirements and is mandatory. The documentation used for audits is distributed widely following its seasonal review and is also available on the internet so there are no surprises and clubs are aware of the expectation. The auditors take on their role in a volunteer capacity.

In addition to the standard audit, clubs may participate in a Patrol Competition. This is an optional competition from which clubs can withdraw if they so desire. Prizes such as IRB motors are given to major place getters. It is sincerely hoped that clubs find involvement in the competition a positive experience and an opportunity to polish their skills. The role of the competition is to identify excellence in patrolling service and is not just a measurement of compliance. As such, competition points may be awarded for items which go above and beyond the minimum requirements as laid out in the SOPs and other documents. The patrol competition score sheet is also distributed widely to allow clubs to prepare as best they can. Involvement in the competition can provide a focus and direction for patrols, and a goal for 'on-the-job' training during patrols. Internal club competitions are successfully held by many clubs and are encouraged, giving an opportunity for patrols to pit their skills against one another and receive recognition from their peers for their efforts.

12.6 Support services

LSV communications

All communications for lifesaving services is managed through LSV Communications or 'LSV Comms'. This is a 24 hour a day, year round service. Clubs use LSV Comms for:

- signing on at the commencement of duties
- signing off at the conclusion of duties
- requesting support for incidents in progress for LSV or other Emergency Services
- passing on information to relevant authorities. Eg Police, Ambulance, DSE
- reporting of rescues and major first aids through the day as soon as practicable
- notifying of intent to respond to "Out of Hours Incidents"

Contact details:

<i>Title</i>	LSV Communications
<i>Radio Call Sign</i>	LSV Comms
24 Hour Phone Contact	03 9676 2244
<i>Fax Number</i>	03 9676 6969
<i>Email Address</i>	lsvcomms@lifesavingvictoria.com.au

Aerial services

LSV operates two Westpac Lifesaver Surveillance Aircraft throughout the summer season. The aircraft provide aerial support to Lifesavers and Lifeguards and are airborne on weekends and public holidays.

During the peak summer period this is extended to daily routine patrols, with the aircraft also being available for emergency operations outside of the patrol season should they be required.

The Essendon based aircraft, which have proven invaluable to our own services, are increasingly being called upon by other agencies - more recent examples include Victoria Police and Department of Sustainability and Environment. The daily flight path covers the area between Cape Otway and Venus Bay, however they will travel further afield should it be required. The aircraft have volunteer lifesavers trained as aerial observers rostered on to each flight.



Attendance by the aircraft can be requested by a club through LSV Comms. Examples where they may be of assistance include shark searches, boat or personal water craft searches or missing person searches.

The aircraft may also be requested to provide clearances prior to special events hosted by the club. A minimum of seven days' notice is appreciated.

Marine rescue services

The support services of LSV includes an increasing number of marine rescue services located across the state. With current operations including Portland, Port Campbell, Port Fairy, Port Phillip Bay, Phillip Island, Woodside, Waratah, Seaspray and Mallacoota a large part of the state is supported by the increased response capacity of these services. Whilst the majority of the craft are six metre rigid hull inflatables, there are some larger vessels and some marine rescue Rescue Water Crafts (RWCs or jetskis) employed as well. These services work in a complementary manner with the clubs in these areas and can be called on to assist in larger operations or where appropriate.

All vessels are owned and managed by their parent club. Most of the services are in commercial survey and operated by coxswain qualified lifesavers. These craft may be more suitable for use if sea conditions or distance to be travelled is unsuitable for the IRB, to search over a greater area, or to generally support the patrol in their lifesaving duties. It should be noted that a large number of marine rescue services are operated across the coastline affiliated to other organisations or independently, and should the need for assistance with an incident arise they can be contacted through LSV Comms.

If in doubt, it is better to seek assistance earlier rather than later!

Rescue Water Craft (RWC)

LSV operates three RWC as a support service to the organisation. The craft are heavily used in special event lifeguard services and are strategically located along the coastline during peak periods. They will be tasked through LSV Comms wherever appropriate, especially for large search operations or particularly rough sea conditions.



12.7 Emergency response management within LSV

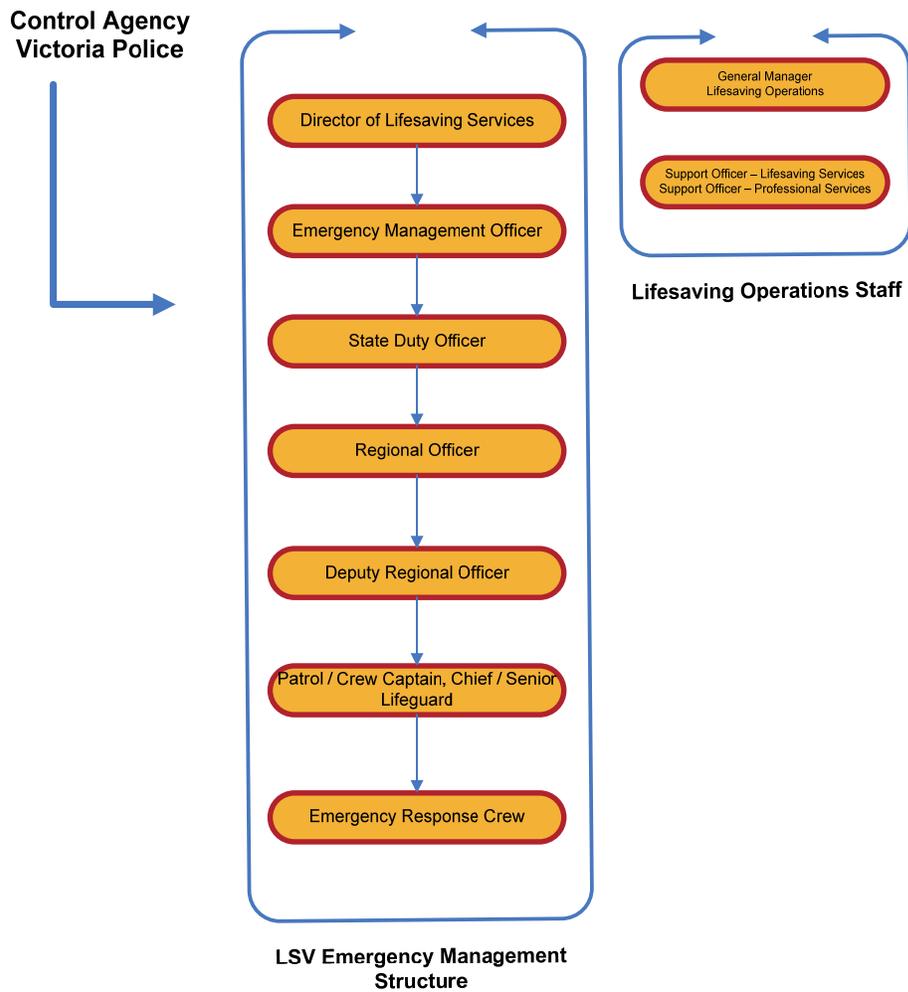
LSV is defined as a 'Support Agency' within the Victorian Government's Emergency Management Guidelines. The 'Control Agency' for incidents on Victorian waterways involving persons or craft in distress is the Victoria Police. As such we answer to them in all response activities.

LSV has an elected State Emergency Management Officer, who is responsible for overall emergency management within the organisation.

The State is divided into five regions, each of which have an elected Regional Officer. This person is responsible for emergency management and lifesaving services within their particular region, and will assist the clubs in larger incidents involving multiple organisations or clubs.

Duty Officers sit in between, managing LSV response activities and coordinating higher level incidents, or incidents requiring state level resources.

Emergency Management Structure



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- Remember, it is essential that clubs notify LSV Comms prior to or as they are preparing to respond to any incident outside of patrol hours. This ensures that support can be organised and readied should it be required, and that crew's well-being is being monitored.

Before initiating any response, it needs to be asked;

- Do the patrol members / response crew have the knowledge to respond to the incident?
- Do the patrol members / response crew have adequate skills to respond safely?
- Is the required equipment serviceable, available and adequate for the job?
- Will you maintain an ability to continue to provide a service at the patrolled beach?
- Are the weather and sea conditions, present and forecast, safe for a response?
- Would another emergency service be more suitable for the job?

LSV Comms can put the club in contact with a Duty Officer or Regional Officer to assist in answering these questions if desired.



Critical Incident Stress Management (CISM)

CISM is a crucial part of what we do as lifesavers. All lifesavers should be made aware of the adverse and unpleasant conditions that may be present during Rescues and Resuscitation, as well as that such actions may not always be successful. Patrolling lifesavers need to take a role and be as prepared as they can be for dealing with the incident and monitor the well being of their fellow patrol members before, during and after the incident.

Common signs of post traumatic stress may include:

- The event is persistently re-experienced
- Persistent avoidance of things related to the incident
- Generally non responsive / withdrawn
- Difficulty sleeping
- Difficulty concentrating
- Outbursts of anger

It is important that a debrief is conducted by a suitable person as soon as possible after a major incident. Assistance in making arrangements for this can be sourced through LSV Comms. If concerns are held for anyone's well being following an incident, LSV can make arrangements for counselling to be held. Again, this can be initiated by contacting LSV Comms.

12.8 Lifesaving services checklist

Who is your club delegate on the Council of Lifesaving Operations?

Do any of your club members attend the Council meetings on a voluntary basis?

- Yes
- No

Where are the LSV SOPs and policies located in your club?

Are your club members aware of the location and can access them easily?

- Yes
- No – need to move them!

Who is responsible for ensuring that your lifesaving services Protocol has been signed and returned to LSV prior to the start of the season?

Where is the signed Protocol displayed in your club?

What procedure do you follow to ensure your lifesaving gear and equipment is ready for inspection?



Apart from the suggestions made in 12.4 Patrol responsibilities, what steps does your club take to ensure your patrol runs as smoothly as possible?

What competitions does your club run internally to give your clubs the opportunity to pit their skills against one another and gain recognition?

What process does your club have in place for dealing with Critical Incident Stress Management (CISM)?

Lifesaving Services feedback form

LSV welcomes feedback to help us improve the quality and effectiveness of this Club Development Manual. If you would like to provide feedback on this section please do so using this form.

Please consider each question and rate them on a 1 to 5 scale, where 1 is poor and 5 is excellent (please circle the appropriate number).

How did you rate the quality of information?

1 2 3 4 5

How can it be improved?

How did you rate the design and presentation of this section?

1 2 3 4 5

How can it be improved?

If you would like to see additional information in this section please specify;

Please photocopy this form, complete and return to:

Administration Life Saving Operations

200 The Boulevard

Port Melbourne Vic 3207

Or fax to: (03) 9681 8211