

# Circular 3252

Released January 2012



## Standard Operating Procedures Review

**Attention:** Branch/Club Executive, ALS/SLS Personnel

**Date:** January 13<sup>th</sup> 2012

**Contact:** Brent Manieri, Lifesaving Officer  
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<b>Summary</b>	The SLSNSW Standard Operating Procedures (SOP's) are under review and release of the updated (Version 3) SOP's will occur in August 2012
<b>Objective</b>	To review and update the layout/structure, topics and contents of SOP's in Lifesaving Operations in NSW. Including specific policy/procedure/guidelines for Lifesaving, Lifeguarding and Support Operations.
<b>Action</b>	1. Branches/Clubs to distribute 'Circular' and supporting information to membership. 2. Branches/Clubs to form working groups/panels to review specific areas (as desired). 3. Branches/Clubs/Members to provide feedback to SLSNSW by <b>Friday March 2<sup>nd</sup> 2012</b> .

### Introduction

The SLSNSW Standard Operating Procedure's (SOP's) provide policy/guidelines for lifesaving operations in NSW. This document last updated 2 years ago has provided the organisation improved clarity of process since that time. However 2 years on the organisation has changed in some areas and a review of the SOP's is appropriate to ensure they reflect the needs and advancements of the organisation.

### Scope of Review

It is important to set in place a suitable process that engages both individual surf lifesavers/lifeguards and groups (Club/Branch/ALS) that any changes would affect. This will not only provide expert opinion, but become the vehicle for communicating the process to the membership.

The review shall focus on the following general categories:

- Layout / Sections / Structure
- Policy/Procedure/Guideline Topics
- Policy/Procedure/Guideline Contents

### Consultative Stakeholders

- Club Captain's, Presidents & general membership
- Branch Directors of Lifesaving & Presidents
- State and Branch Support Operations Personnel
- ALS Manager/Supervisors/Staff
- SLSNSW Training/Education Department
- SLSA
- Relevant External Agencies (SES, Police, Ambulance, Department of Health etc)

*Branches and Clubs are encouraged to form general and/or specific working groups to review SOP's and as they deem appropriate.*

### Consultative Process:

- 1) Branches to release circular and terms of reference to membership for feedback to Branch Director of Lifesaving (or as delegated)
- 2) Branches to put in place 'panels' or meetings/workshops as they deem appropriate for club consultation
- 3) Branch to forward all 'Improvement Requests' to SLSNSW [bmanieri@surflifesaving.com.au](mailto:bmanieri@surflifesaving.com.au) by **Friday 2nd March 2012**
- 4) SLSNSW will collate all 'Improvement Requests' and review all requests through a 'panel'
- 5) SLSNSW will release a draft version of the updated SOP's to the Branches for final feedback
- 6) The final version of the updated SOP's will be considered by the SLSNSW Board

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**SLSNSW Review**

SLSNSW will form a review ‘panel’ of advisors and experts to review all member feedback. SLSNSW may form working groups in specialist areas to review targeted areas.

**Related Documents / Links**

Existing SOP’s, ‘Guides’, ‘Forms’ and Logs are available at <http://www.surflifesaving.com.au/lifesaving-resources/w1/i1005782/Improvement Request Form>  
 SOP’s Review – Terms of Reference

GUIDES/MANUALS	FORMS	LOGS
A Guide to Establishing a Support Operation	24 Hour Report Form	Duty Officers Log
Critical Incident Debrief Kit	ATV Operator Endorsement Vehicle Induction Form	Incident Report Log
Duty Officer Media Checklist	Beach Patrol Audit	IRB Log
Duty Officer Guide (Template)	Clearance-Transfer Form	Patrol Log Book
State Duty Officer Operation Manual	Critical Incident Audit	Radio Log
Patrol Operations Manual (Template)	Emergency Tasking Details Form	RWC Log
SurfCom Operations Manual	Gear Inspection Form Final V1	Shark Report Log (V2)
Club Captain Self Improvement and Auditing Guide (Version 2)	Improvement Request Form	SurfCom-Duty Officer Report Log
Branch Director of Lifesaving Guide (Version 2)	Member Induction Checklist	Methoxyflurane (Penthrane) Register Log Book
Powercraft Code of Conduct	Meritorious Awards Information Kit (2011)	
	Notification Of Injury Form (V3)	
	Patient Handover Form	
	Transfer of Vessel Form	
	Vessel Incident Report	
	Vessel Registration Form	
	Witness Statement Form	
	WorkCover Form	
	SLSA Membership Form	
	Support Operations Application	
	Support Operations Member Application	
	SurfCom Code of Conduct	
	RFA Form	
	Radio Servicing Form 1 & 2	
	Patrol Planning 1	
	Patrol Services Audit	
	Patrol Substitution 1	
	Critical Incident Debrief Log	
	SLSNSW Order Form for Penthrane	
	SLSNSW Application to Stock Penthrane	

If you have any questions about this review please don’t hesitate to contact either myself or Brent Manieri.

Kind Regards



John Restuccia // Director of Lifesaving  
 Surf Life Saving New South Wales

# Terms of Reference

<b>Title:</b>	<b>Standard Operating Procedures (SOP's) Review</b>
<b>Objective:</b>	<b>To review and update SLSNSW Lifesaving Standard Operating Procedures</b>
<b>Responsible:</b>	<b>SLSNSW Lifesaving Officer (Manieri)</b>

## 1. Purpose

This document aims to outline the process and pathway for reviewing the SLSNSW / Australian Lifeguard Service (ALS) - Standard Operating Procedures (SOP's) including logs.

## 2. Background

The SLSNSW SOP's provide policy/guidelines for lifesaving operations in NSW. This document initially released 2 years ago has provided the organisation improved clarity of process since that time. However 2 years on the organisation has changed in some areas and a review of the SOP's is appropriate to ensure they reflect the needs and advancements of the organisation.

## 3. Review Objective

Update the SLSNSW/ALS SOP's including 'Guides', 'Forms', and Logs to ensure relevance and support of SLS operations in NSW.

Reviewed in the following categories:

- Layout / Sections / Structure
- Policy/Procedure/Guideline Topics
- Policy/Procedure/Guideline Contents

## 4. Scope of Review

It is important to set in place a suitable process that engages both individual surf lifesavers/lifeguards and groups (Club/Branch/ALS) that any changes would affect. This will not only provide expert opinion, but become the vehicle for communicating the process to the membership.

Conceptually, the following needs to happen:

- Make available the existing SOP's including 'Guides', 'Forms', and Logs in a format to facilitate feedback
- Review existing policy/data/activity
- Engage in consultation with stakeholders
- Produce a report and recommendations for change
- Engage in consultation of recommendations
- SLSNSW Board review/endorsement
- Implement recommendations
- Release updated SOP's

Consultative Stakeholders

- Club Captain's, Presidents & general membership
- Branch Directors of Lifesaving & Presidents
- State and Branch Support Operations Personnel
- ALS Manager/Supervisors/Staff
- SLSNSW Training/Education Department
- SLSA
- Relevant External Agencies (SES, Police, Ambulance, Westpac Helicopter etc)

Working Groups

- Communications
- Helicopter/Aerial Services
- Maritime Incidents/Issues
- Sharks
- RWC's/ORB's/JRB's

- Medical/Pain Management
- Media/Media Guide
- 13SURF/State Duty Officer/Duty Officer
- Tsunami Plan

Clubs and the Branches will be provided with opportunity to feed into this review at the front end and back end.

### 5. Value to Surf Life Saving

The review of the SOP's is highly valuable as SLSNSW & ALS are collectively seeking to enhance effectiveness and efficiency in service delivery. This review will provide lifesaving services clear procedures/requirements/minimum standards in all areas of lifesaving operations.

### 6. Resource Considerations

Financial implications to the organisation must be taken into account throughout the process. All attempts must be made to ensure there are no hidden costs to the organisation.

### 7. Volunteer and Bureaucratic Considerations

SLSNSW is committed to reducing the overbearing burden on our volunteers. Any unnecessary workload associated with this review will not be looked upon favourably. Consultation with the membership will be complete with full opportunity to have input, specific staff, working groups and the SLSNSW Lifesaving Director and Lifeguard Manager will take direct review/editing responsibility.

## Work Plan – SOP's Review

### Key Actions/Milestones

Stages	Key Actions	By When
<b>Stage 1</b>	Review Panel & Working Groups Established	Friday January 13 <sup>th</sup> 2012
	Current SOP's made available on SLSNSW Website	
	Terms of Reference and link to SOP's released to membership	
	Sections released to expert personnel / working groups	
	Feedback from Branches/Clubs/Members due to SLSNSW	
<b>Stage 2</b>	Review Panel Workshop	Saturday March 17 <sup>th</sup> 2012
<b>Stage 3</b>	Final draft SOP released for feedback	Friday May 4 <sup>th</sup> 2012
	Final feedback due at SLSNSW	Friday June 1 <sup>st</sup> 2012
	Final version presented to SLSNSW Board	Monday July 16 <sup>th</sup> 2012
	Final approved version released to all relevant parties	August 2012