

Memorandum



To: Branch Executive, Branch Staff, Club Presidents/Captains, Patrol Captains
From: Shaun Hudson – Lifesaving Officer
Date: 22 August 2013
Pages: 4
Subject: 2013/2014 SurfCom Procedures

For the 2013/2014 Lifesaving Season, the number of *SurfCom* locations has been consolidated from five (5) to three (3). This change resulted from the *Coastal Radio Network Review*. The Review recommended a centralised approach to *SurfCom* for patrol operations and emergency incidents, supported with a standardised training program for operators, to ensure consistent and effective communication.

The most significant change impacting frontline lifesaving services is sign-on and sign-off procedures detailed below:

Sign-on

SurfCom will contact all Clubs in a **North to South** order at the start time listed on their individual *Lifesaving Service Agreement* and request the following details:

- Beach Status (open or closed)
- Number of Bronze Medallion Members on patrol
- IRB Status (operational or non-operational)

SurfCom will attempt to raise each Club twice before moving to the next Club. Once *SurfCom* has contacted the southernmost Club, Operators will attempt to contact the non-responsive Clubs again. If there is still no response from a Club, *SurfCom* will notify the Branch Director of Lifesaving and/or Branch Duty Officer as an operational 'heads up' and the Branch Director of Lifesaving will contact the appropriate Club representative.

Patrol Change Over

Clubs to contact *SurfCom* (if a change of patrol) and advise the following details:

- Beach Status (open or closed)
- Number of Bronze Medallion Members on patrol
- IRB Status (operational or non-operational)

Sign-off

SurfCom will contact all Clubs in a **North to South** order at the finish time listed on their individual *Lifesaving Service Agreement* and request the following details;

- Number of rescues completed across the entire day

Note: Clubs that are extending their minimum patrol hours should notify *SurfCom* 15 minutes prior to their scheduled finish time.

Support Operations

Due to the nature of Support Operations (Duty Officer's, RWC's, JRB's and ORB's), these services should continue to contact *SurfCom* as they become operational and advise location/status updates throughout the day.

The contact details of each *SurfCom* are listed below:

State Operations Centre at Belrose

Branches covered: Far North Coast, North Coast, Mid North Coast, Sydney
 Phone Number: 02 9471 8092
 Call-sign: *SurfCom*

SurfCom at Avoca

Branches covered: Lower North Coast, Hunter, Central Coast
 Phone Number: 02 4382 1100
 Call-sign: *SurfCom*

SurfCom at Collaroy

Branches covered: Sydney Northern Beaches, Illawarra, South Coast, Far South Coast
 Phone Number: 02 9982 5666
 Call-sign: *SurfCom*

Call-signs

As per the [Standard Operating Procedures – Lifesaving Services](#) (LS7.5 Radio Call Signs) the following call-signs should be used when communicating with Lifesaving Services, unless a formal exemption applies:

Club

Units	Call-sign
Patrol Captain or Patrol Base	[Club Name] Patrol
Tower (mobile or fixed)	[Club Name] Tower
Flagged Area (waters-edge)	[Club Name] Flags
Roving Foot/ATV Patrol	[Club Name] Roving or Mobile
IRB*	[Club Name] IRB*

*Additional units assigned numbers. i.e. “[Club Name] IRB 1” and “[Club Name] IRB 2.”

Duty Officers

Branch Position	Call-sign
Duty Officer (in command)	[Branch/Council* Name] 10
Duty Officer 2 (additional)	[Branch/Council* Name] 11
Duty Officer 3 (additional)	[Branch/Council* Name] 12

*In some Branches where responsibility may be divided between Council areas, “Council” may replace “Branch” in the call-sign. i.e. “Randwick 10”

Support Operations

Units	Call-sign
State Operations Centre at Belrose	SurfCom^
SurfCom at Avoca	SurfCom^
SurfCom at Collaroy	SurfCom^
RWC	[Branch Name] Support Ski 1*
RWC	[Branch Name] Support Ski 2*
Ballina Jet Boat	Surf Rescue 40
Surf Rescue 30 (Formerly Randwick Offshore Rescue Boat)	Surf Rescue 30
Cronulla Offshore Rescue Boat	Surf Rescue 20
Kiama Jet Boat	Surf Rescue 50

^All *SurfCom* bases use the call-sign “SurfCom” and not “SurfCom [Location]”

*Branch RWC call-signs apply to a service area, not a specific RWC (item of equipment)

Note: Far North Coast Branch holds a RWC call-sign exemption for 2013/2014.

Helicopter/s

Units	Call-sign
SLSQ Gold Coast Helicopter	Lifesaver 5/6
Northern Region Helicopter (Lismore)	Lifesaver 2/4
Tamworth Helicopter	Westpac 3/4
Hunter Helicopter	Westpac 1/2
Sydney Westpac Helicopter	Lifesaver 1
South Coast Westpac Helicopter	Lifesaver 3
Police	PolAir 1/2/3/4
Ambulance (Bankstown)	Rescue 22/23/24
Ambulance (Wollongong)	Rescue 26
Aerial Shark Patrol (fixed-wing)	Airpat 1/2/3

Incident Notification

SurfCom should be advised as soon as possible for any significant incident, even if no external support is required (e.g. Ambulance). This will ensure that *SurfCom* proactively monitors an incident and prepares additional resources accordingly (if required).

When requesting additional support (SLS Support Operations and external services such as Ambulance), the following information is required (if available) by *SurfCom* to adequately inform the service of the incident:

Patient Injury

- Patient age
- Patient gender
- What happened
- Type of injury
- Patient location
- Level of consciousness
- Breathing present
- Bleeding
- Chest pains
- Surf Life Saving Club member

Missing Person

- Patient age
- Patient gender
- Patient name
- Last known location
- Last know activity (swimming/surfing/etc)
- Clothing
- General description (size/weight/race)
- Wearing/using a floatation device
- Likelihood of being in the water
- Swimming ability

Following a request for assistance, the following updates should be provided to *SurfCom* as available;

- Change in patient condition (e.g. patient is now not breathing)
- Arrival on scene of additional external support (e.g. Ambulance, Police)
- Outcome (e.g. patient found)
- Departure of Ambulance (with following details)
 - Not transporting patient
 - Transporting patient
 - Hospital attending
 - Patient condition at time of departure

Following the conclusion of an incident, *SurfCom* will provide an *Incident Reporting Database* (IRD) number (e.g. 33482) to the Club via radio. The IRD number should be recorded on the *Incident Report Log*. A Club official should then use the IRD number to enter further incident details into *SurfGuard* (e.g. patient details).

SurfCom Procedures

2013-2014

Sign On
Reports

SurfCom
Contacts
Clubs/Services
(North to South)

Information Required

- Beach Status (Open/Closed)
- # of Bronze members
- IRB Status (Operational/Non Operational)

Patrol
Change
Over

(Morning-
Afternoon)

Clubs Contact
SurfCom

(No morning sign-off
stats required, just
afternoon patrol sign-
on)

Information Required

- Beach Status (Open/Closed)
- # of Bronze members
- IRB Status (Operational/Non Operational)

Sign Off
Reports

SurfCom
Contacts
Clubs/Services
(North to South)

Information Required

- Extension of minimum Patrol Hours: Notify SurfCom 15 minutes prior to scheduled finish time
- Number of Rescues (total for whole day)

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