



Circular

Title:	Lifesaving Service Agreement 2020/2021 Season
Date:	03 September 2020
Document ID:	24, 2020/2021
Department:	Lifesaving
From:	Nick Pavy, Lifesaving Coordinator Ph.: 08 9207 6666 (SLSWA Office Hours Monday to Friday, 8.30am to 5pm) Email: npavy@slsa.com.au
Audience:	Club Administrators and Club Directors of Lifesaving
Summary:	SLSWA requires clubs to develop a Lifesaving Service Agreement in consultation with their Local Government and SLSWA. The service profiles established by Clubs are to be agreed by Club, Local Government and SLSWA representatives.
Action:	<ol style="list-style-type: none"> 1. Clubs to define service profile (patrol times, dates and team make-up) based on: <ol style="list-style-type: none"> a. Capability b. Analysis of previous seasons beach statistics (attendance, preventative actions, first aids, rescues, etc.) obtainable from SurfGuard, and c. Consultation with Local Government representatives, neighbouring clubs and SLSWA. 2. Return completed and signed (by club and Local Government) Lifesaving Service Agreement to SLSWA by COB Wednesday 30th September 2020 or by COB on the Monday prior to the first patrol date; whichever occurs first. 3. Update Service Profile and manage Patrol Team information in SurfGuard one week prior to the first patrol to reflect 2020/2021 season.
Attachment	<ol style="list-style-type: none"> 1. Lifesaving Service Agreement 2020/2021 Season (Template) 2. Lifesaving Service Agreement 2020/2021 Season (Example)
Annex	Clubs should refer to the Annex linked to this Circular for instructions on how to develop their Lifesaving Service Agreement using the provided Attachments

The Lifesaving Service Agreement is a key document that outlines the service levels that each club will commit to deliver this season. Developing a Lifesaving Service Agreement is done so in a structured manner based on consultation with key stakeholders, including:

- Local Government representatives
- Neighbouring clubs
- SLSWA Lifesaving team representative – Club Lifesaving and Training Officer or Lifeguard Operations Officer

This approach aims to ensure clubs commit to providing lifesaving services that are sustainable and within its resource capabilities. Completing the Lifesaving Service Agreement may also provide a catalyst for clubs to investigate areas of growth in their service profile, be it times of day, days of week / month, months of year or areas. This growth is typically triggered by changes in risk influenced by beach visitation, activation of the area, weather, seasonal / event driven beach usage, etc.

If you have any questions or require assistance regarding the Lifesaving Service Agreement, or with updating SurfGuard, please do not hesitate to contact Nick Pavy (Lifesaving Coordinator) via phone (08) 9207 6666 or via email npavy@slsa.com.au.

James O'Toole
Chief Executive Officer

Annex

Clubs are requested to use the attached template in order to prepare their Lifesaving Service Agreement and reference the attached example for tips and guidance. Clubs should replicate Page 3 and 4 within the Lifesaving Service Agreement if the Club patrols more than one area. Clubs are also encouraged to capture images of their patrol area/s to include in their Lifesaving Service Agreement from the following MyMaps link:

https://www.google.com/maps/d/edit?mid=1INmnm7xvGRLpm7GYUJccwPa2VCHle8x_&usp=sharing

This mapping has been established based on 2019/2020 Lifesaving Service Agreements. Clubs are requested to consult with the SLSWA Lifesaving team should any updates to this mapping be required to enable their 2020/2021 Lifesaving Service Agreement to be prepared. Clubs are encouraged to toggle 'on' the BEN Signs layer within this mapping prior to capturing images for their Lifesaving Service Agreement in order to show where this important emergency management signage is located relative to their respective patrol area/s. The SLSWA Lifesaving team will update this mapping following receipt of all Lifesaving Service Agreements to aid in operational planning and service delivery; including use of this consolidated information by SurfCom.

Each Club is required to submit to SLSWA (lifesaving@slnwa.com.au) a completed and signed (by the Club and Local Government) Lifesaving Service Agreement for final approval and record keeping purposes by COB Wednesday 30th September 2020 or by COB on the Monday prior to the first patrol date; whichever occurs first. The Lifesaving Service Agreement will be signed by SLSWA and returned to the Club. The Club is requested to share this copy of the Lifesaving Service Agreement with the Local Government and ensure the document is available to all patrolling members.

Once the Lifesaving Service Agreement is completed and submitted, each Club is then required to update its 'Service Profile' (user guide help information available [here](#)) and 'Manage Patrol Teams' (user guide help information available [here](#)) in SurfGuard one week prior to the first patrol. This information is vital as it feeds directly into Operations App, SurfCom Management System and BeachSAFE. This information is also released to the media by SLSWA at various points before, during, and after the season.