

Circular

Title:	Lifesaving Service Agreement 2023/2024 Season
Date:	10 August 2023
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Department:	Lifesaving
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Audience:	Club Administrators and Club Directors of Lifesaving
Summary:	The SLSWA Regulations require duly affiliated clubs to develop a Lifesaving Service Agreement and should be completed in consultation with their Local Government.
Action:	Clubs to define service profile including <ol style="list-style-type: none"> 1. Area of operation, 2. Duration of patrol season, 3. Hours of operation, 4. Patrol strength, 5. Patrol resources and 6. Methods of operations 7. Return completed and signed (by club and Local Government) Lifesaving Service Agreement to SLSWA by: <ol style="list-style-type: none"> a. COB last Friday of September for clubs starting patrols in October b. COB last Friday of October for clubs starting patrol in November c. COB last Friday of November for clubs starting patrol in December d. COB last Friday of April for clubs starting patrol in May 8. Update Service Profile and manage Patrol Team information in SurfGuard at least one week prior to the first patrol to reflect the new season.
Attachment	1. Lifesaving Service Agreement 2023/2024 Season (Template)
Annexure	Clubs should refer to the Annexure linked to this Circular for guidance and considerations when developing their Lifesaving Service Agreement.

The Lifesaving Service Agreement is a document that outlines the lifesaving service levels that each affiliated club will commit to deliver this season. The SLSWA Regulations require that each affiliated club develop and adopt an agreement annually. Developing a Lifesaving Service Agreement is done so in a structured manner based on consultation with club officers and Local Government representatives. The SLSWA Lifesaving and Training Development Officer is also available to provide guidance.

This development of an annual Lifesaving Service Agreement documents the approach an affiliated club will adopt and implement to providing core services to the community. Development and adoption of a 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 Domenic Cowdell (Lifesaving and Training Officer) via phone (08) 9207 6666 or via email dcowdell@slswa.com.au.



James O'Toole
Chief Executive Officer

Annexure -Guidance Information

Introduction

Lifesaving Service Agreements have been developed to allow any club within Western Australia to plan and implement the most appropriate service required for their relevant area(s), taking into account the following considerations:

- History of incidents
- Beach visitation (numbers and demographic)
- Prevailing environmental conditions
- Typical recreational activities
- Hazards / risks
- Local government requirements

The Lifesaving Service Agreement should be endorsed by the respective club and Local Government prior to the commencement of services.

SLSWA strongly encourages interoperability between neighbouring clubs to prevent blackspots developing. It is pertinent that start and finish times are applied as consistently as possible to all lifesaving services within a region, as it enables these to be advertised to the public and maximise public safety / communication around supervised swimming locations/times. Clubs are encouraged to consult with neighbouring clubs when developing their Lifesaving Service Agreement.

Changes to Lifesaving Service Agreements

The club is responsible for fulfilling the service profile and commitments outlined within their Lifesaving Service Agreement.

Any planned changes (increase or decrease) to the Lifesaving Service Agreement; be it changes to patrol times, days, areas, methods, etc. should be done so in consultation with the Local Government. These types of changes may be driven by local / seasonal conditions and beach visitation trends.

At any stage, if the club is unable to fulfil the service profile and commitments outlined within this Lifesaving Service Agreement, the club should actively engage with their Local Government as soon as possible to notify of this inability and seek input to mitigate any negative affect of not delivering a service.

Patrol Methods

The following approaches are available for the club to apply to effectively manage each Patrol Area:

- *Between the Flags* – Use of Red and Yellow Flags to designate the safest swimming area.
- *Roving* - Additional Lifesavers move back and forth along the beach to alternate areas (typically from the Primary Patrol Area to Secondary or Extended Patrol Areas), conducting surveillance and response. The use of an SSV and / or IRB (or RWC where available) is encouraged for this type of Patrol Method.
- *Outpost* - A minimalistic approach whereby Lifesavers equipped with minimum patrol equipment are situated at locations outside of the Primary Patrol Area that may be regularly used by swimmers / beachgoers.
- *Open Beach* - At some times or in some locations, no flags are used, and the beach is monitored via surveillance only (NOTE: surveillance must not be conducted from inside a club building, towers excluded, unless due to poor / extreme weather as visible line of sight with the beach must be maintained at all times) from an Observation / Surveillance Tower, patrol shelter, etc. The *Open Beach* method is best accompanied with the *Roving* method (when safe to do so) and use of associated minimum patrol equipment. *Open Beach* may also be applied during inclement weather or similar restrictive factors.

SLSWA recommends that each patrol team that delivers these patrol methods needs to be suitably designed to:

- ensure sufficient coverage can be achieved during peak periods and match the risk profile in the Patrol Area, and
- maximise participation opportunities for all Lifesavers to maintain member engagement while mitigating burnout.

Each patrol team should consist of a mix of Lifesavers that hold either aquatic or non-aquatic awards.

Club Patrol Areas

Clubs are requested to use the attached template to prepare their Lifesaving Service Agreement and reference the attached example for tips and guidance. Clubs should replicate these maps 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:

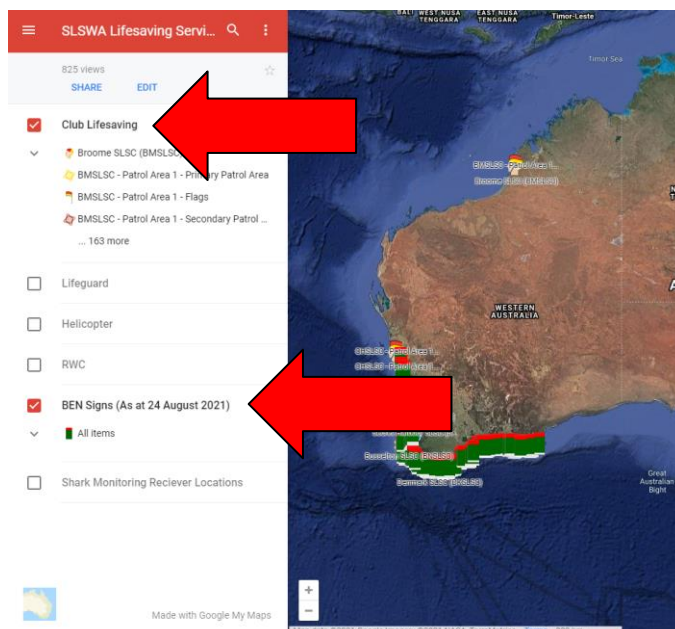
https://www.google.com/maps/d/edit?mid=1INmnm7xvGRLpm7GYUJccwPa2VCHle8x_&usp=sharing

This mapping has been established based on 2021/2022 Lifesaving Service Agreements.

Clubs are encouraged to toggle 'on' the club Lifesaving layer within this mapping to confirm it accurately reflects what their expected patrol area for the current season is. Clubs should consult with the SLSWA Lifesaving team should any updates to this mapping be required to enable their Lifesaving Service Agreement to be prepared.

Clubs are also encouraged to toggle 'on' the BEN Signs layer within this mapping prior to capturing images for their Lifesaving Service Agreement 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.



Once endorsed by their Local Government and club, a copy of the Lifesaving Service Agreement should be submitted to SLSWA (lifesaving@slnwa.com.au) for record keeping purposes. Submitting a copy will also assist in gaining visibility of interoperability, if a SLSWA Lifeguard service is delivered at the same or adjacent patrol locations.

Where possible these should be submitted by:

- COB last Friday of September for clubs starting patrols in October
- COB last Friday of October for clubs starting patrol in November
- COB last Friday of November for clubs starting patrol in December
- COB last Friday of April for clubs starting patrol in May

Once the Lifesaving Service Agreement is completed and submitted, each club is required to update its 'Service Profile' (user guide help information available [here](#)) and 'Manage Patrol Teams' (user guide help information available [here](#)) in SurfGuard at least 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.

CLUB PATROL RESOURCES

SLSWA recommends that the equipment required to deliver listed Patrol Methods needs to be suitably specified based on the need for the patrol area and should consider the following:

EQUIPMENT REQUIRED	BETWEEN THE FLAGS	ROVING	OUTPOST
Rescue Boards	Y	AS REQUIRED	AS REQUIRED
Rescue Tubes	Y	Y	Y
Swim Fins (Pair)	ACCESSIBLE	ACCESSIBLE	ACCESSIBLE
Binoculars	Y	AS REQUIRED	Y
Digital Radios (in waterproof case)	Y	Y	Y
Mobile Phone	Y	N	AS REQUIRED
Loud Hailer	Y	AS REQUIRED	Y
Whistle	Y	Y	Y
Bum Bag	Y	Y	Y
First Aid Kit	Y	AS REQUIRED	Y
Severe Bleeding Kit	Y	ACCESSIBLE	Y
Semi-automatic External Defibrillator	Y	AS REQUIRED	Y
Oxygen Resuscitation Kit	Y	AS REQUIRED	Y
Spinal Board	Y	ACCESSIBLE	ACCESSIBLE
Blanket	Y	AS REQUIRED	Y
Red and Yellow Flags (Set)	Y	N	N
Signal Flags (Set)	Y	AS REQUIRED	Y
Surf Craft Area – Flags and Signage	Y	N	N
Red / Dangerous Conditions Flags (Set)	Y	ACCESSIBLE	ACCESSIBLE
A-Frame Beach Information Signage	Y	ACCESSIBLE	ACCESSIBLE
Swimming Prohibited Signage	Y	ACCESSIBLE	ACCESSIBLE
Strong Currents Signage	Y	ACCESSIBLE	ACCESSIBLE
Shark Hazard Signage	Y	ACCESSIBLE	ACCESSIBLE
Marine Stinger Hazard Signage	Y	ACCESSIBLE	ACCESSIBLE

Patrol Logs

SLSWA recommends each club use the Operations App to record statistics associated with every patrol. Paper based logbooks may be used; however, these logs will then need to be manually entered into SurfGuard within one week of every patrol concluding. It is the responsibility of the club to ensure all beach statistics are captured in a complete and accurate manner; including preventative actions conducted; first aid provided; rescue performed, assessments of beach attendance and the details of any incident that occur during a patrol. In addition to notifying SurfCom, an Incident Report is to be completed in the event of a major rescue; resuscitation; major first aid; or patrol member injury. All patrolling members are to sign on and off the Patrol Log at the commencement and conclusion of their patrol.

Patrol Uniform

Every Lifesaver must wear a Patrol Uniform while on patrol. So far as practicable, the Patrol Uniform should reflect the most up to date National and State sponsor, and be in a good, clean, presentable condition. The Patrol Uniform consists of:

- Yellow long sleeved patrol shirt
- Red patrol shorts
- Red and yellow quartered cap for members holding aquatic rescue awards
- Yellow long sleeve rashie (when in water)
- Red wide brimmed hat

Note – A red and yellow quartered cap is only required to be worn when a Lifesaver is in the water. At all other times, this may be kept on their person; either in a pocket or loosely tied around their neck.

Patrol Captain

Patrol Captains are to be appointed in every patrol team; particularly when team size consists of two or more Lifesavers. Patrol Captains must consistently review the effectiveness of their patrol and implement improvements or alterations in response to changes in conditions / beach environment. Patrol Captains should have a robust knowledge of the Patrol Area and seek to educate Lifesavers on effective methods to mitigate risk to all beachgoers while encouraging the identification and implementation of new ideas or improvements. Patrol Captains are frontline leaders and need to employ effective communication techniques to engage with a diverse range of stakeholders including Lifesavers, beachgoers, Local Government officers, etc. Patrol Captains need to demonstrate calmness during emergency situations and be able to affect appropriate responses in line with standard operating procedures. It is strongly encouraged that Patrol Captains hold a Silver Medallion Patrol Captain award; however, this is not an essential requirement. Patrol Vice Captains should be appointed based on team size and total Patrol Area (i.e., Primary, Secondary and Extended combined).

Relevant Policies and Guidelines

SLSWA advises all members of the Surf Life Saving community hold a firm understanding of SLSWA and Surf Life Saving Australia (SLSA) policies and procedures through suitable organisational governance, training / education and communication.

The following SLSA documents can be found in the SLSA Members Area Portal Document Library:

- 1.02 Use of SLSA Equipment *(July 2022)*
- 1.05 Patrol Uniforms *(July 2022)*
- 1.06 Gear & Equipment *(July 2022)*
- 5.04 Competition Eligibility *(July 2022)*
- 6.03 Limiting and Permanent Disability *(July 2022)*
- 6.05 Member Protection Policy *(November 2022)*
- 6.14 IT Electronic Acceptances *(July 2022)*
- 6.19 SLSA IT Terms of Use *(July 2022)*
- 6.20 Use of Social Media *(June 2022)*
- 6.21 SLSA Photography Policy *(July 2022)*
- Guideline Emergency Management *(July 2018)*
- Guideline Environmental Factors *(July 2018)*
- Guideline Marine Creatures *(July 2018)*
- Guideline Member Support *(July 2018)*

The following SLSWA document can also be found in the SLSA Members Area Portal Document Library:

- Standard Operating Procedures *(to be updated)*