Queenscliff SLSC
Patrol Operations Manual
2022/2023

1 Communication

1.1 Surf Life Saving & Emergency Services

SurfCom		
Service	Phone	Email
State Operations Centre Branches covered; • Far North Coast • North Coast • Mid North Coast • Lower North Coast • Hunter • Central Coast • Sydney	02 9471 8092	soc@surflifesaving.com.au
SurfCom (Fisherman's Beach) Branches covered; • Sydney Northern Beaches • Illawarra • South Coast • Far South Coast	02 9982 5666	surfcom@surflifesaving.net.au
Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife Services and the NSW Department of Fisheries should be requested via SurfCom. All other Clubs/Services to be contacted via SurfCom.		

Surrounding Surf Life Saving Assets			
Club/Service	**Distance**	**Response Time (Water)**	**Response Time (Land)**

Other Stakeholders			
Assure Programs (Counselling)	1800 808 374	Trauma Incident Peer Support (TIPS)	
NSW Poisons Info	131 126	Trish Newton	0411 659 982
		Steve Haggett	0413 005 996
		Alan Butler	0411 464 260

1.2 Club Callout Team

Each Club has an 'Emergency Callout Team' that can respond to incidents within the 'Emergency Response Area' as outlined in the Lifesaving Service Agreement. Members of the 'Emergency Callout Team' are to be appointed by the Club Captain and a list of active members maintained via SurfGuard.

To maximise emergency response effectiveness and personnel safety, clubs should maintain the following equipment/logistical preparedness;

- 2 x rescue tubes (with fins)
- 2 x rescue boards
- IRB (with trailer and full fuel bladder in an accessible location)
- ATV (if applicable)
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 2 x handheld radios in waterproof bags
- Personal telephone numbers contactable 24 hours with contacts (updated in SurfGuard)

1.3 Club Radio Procedures

CLUB RADIO PROCEDURES

SURF LIFE SAVING
NEW SOUTH WALES

SIGNING ON/OFF WITH SURFCOM

SIGN-ON

**SurfCom Contacts Clubs
Services (North to South)**

- Beach Status (closed + reason for beach closure)
- Number of Bronze members
- IRB Status (Operational/Non Operational)

CHANGE OVER

Clubs Contact SurfCom

- Beach Status (closed + reason for beach closure)
- Number of Bronze members
- IRB Status (Operational/Non Operational)

SIGN-OFF

**SurfCom Contacts Clubs
Services (North to South)**

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

RADIO CHANNELS

Channel 1

- Emergency Working Channel (line of sight only) Used during major incidents where Duty Officers, RWCs, Helicopters are involved.

Channel 2

- Patrol Channel (line of sight only) Used for everyday internal patrol communications (e.g. IRB, roving patrol, ATV)

Channel 3

- Primary Repeater Channel Used for all communications with SurfCom and other SLS assets/clubs

2 Hazard/Risk Management

2.1 Hazard/Risk Map

Primary patrol area

From: Northern headland (E7)

To: 200 metres south of the southern flag (H8)

Secondary patrol area

From: Northern headland (E7)

To: Stormwater pipe (I14)
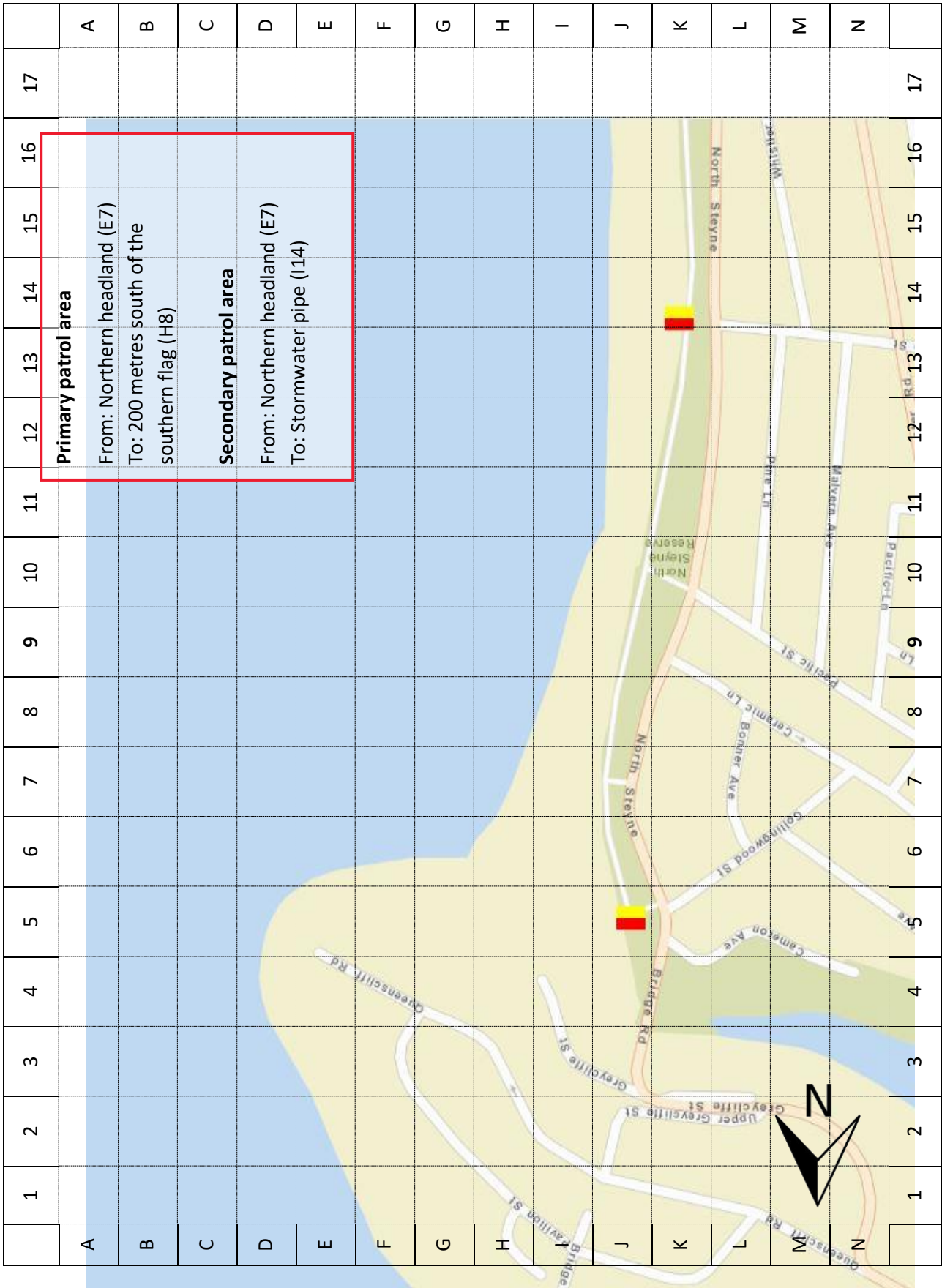
2.2   Hazard/Risk Management Plan

Hazard/Risk	Location (Grid Ref)	Management Plan
Example Jump Rock – rock jump into shallow water and difficult exit from water	Example Jump Rock (D4)	Example • Monitor area from patrol tower with binoculars • Roving patrol to area every 30min to 60min *Equipment:* Tube, Radio, Binoculars *Response:* IRB or tube rescue from rocks
Jumping from rocks into ocean pool	Northern end of Queenscliff Beach	*Equipment:* Tube, Radio, First Aid Bumbag *Response:* Rescue Board or Rescue Tube
		Equipment: *Response:*
		Equipment: *Response:*
		Equipment: *Response:*
		Equipment: *Response:*
		Equipment: *Response:*

2.3   Northern Emergency Response Area

Area	
Equipment	
Response	
Response Time (water - IRB)	
Response Time (land - ATV)	
Access (boat ramps etc)	

2.4   Southern Emergency Response Area

Area	
Equipment	
Response	
Response Time (water - IRB)	
Response Time (land - ATV)	
Access (boat ramps etc)	

3 Beach Management

3.1 Minimum Patrol Requirements

3.1.1 Personnel

A patrol is to consist of a minimum of four (4) members (may increase for peak period), with the below qualifications held amongst the four (4) members;

- 4 x proficient bronze medallion (all wearing full uniform – quartered cap, shirt shorts)
- 1 x Basic Beach Management (held by Patrol Captain)
  - Patrol Captain in charge is the member to contact Surfcom and task members to first aid, or incidents ensuring qualified members remain at the base patrol to observe the beach
  - Patrol Captain to authorise use of patrol IRB for training purposes. If the IRB is already in the water at the commencement of patrol, IRB to return to shore and check in with the PC
  - Patrol Captain to ensure members with key awards arrive to patrol on time ie IRBC.
- 1 x proficient Advanced Resuscitation Techniques Certificate (ARTC)
- 1 x proficient IRB driver
- 1 x proficient IRB crew
- 1 x Apply First Aid (recommended)

3.1.2 Equipment

A patrol is to set up their beach with items of equipment, as a minimum;

- IRB (with trailer)
  - Patrol IRB to always be rescue ready on the water's edge. IRB's not to be used for training where it is the only IRB available *(Standard Operating Procedures, LS 7.5)*
  - where an IRB is not operational, Surfcom to be advised and assistance from a neighbouring club requested
- Rescue craft access signs (where an IRB/RWC is launched from)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed') mobile signs
- Patrol information board
- ATV/vehicle (where applicable)
- Tower or shade (tent)
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit (with tourniquet)
- 1 x spinal board (with spinal collars)
- 1 x binoculars
- Set of red and yellow feathered patrol flags
- Set of black and white chequered surf craft boundary flags

3.2   Patrol Types

For detailed descriptions of the various patrol types that can be conducted, please refer to the *SLSNSW Standard Operating Procedures, LS4.3 Club Patrol Types*.

3.2.1   Base Patrol

A Base Patrol is the core patrolled area for a lifesaving service established at all times and dates as identified in the Lifesaving Service Agreement. A Base Patrol must meet all minimums for personnel and equipment as stated below to be considered 'beach open'.

A Base Patrol may be supported by multiple Sub Patrols to effectively manage the beach operations as identified in the services Patrol Operations Manual.
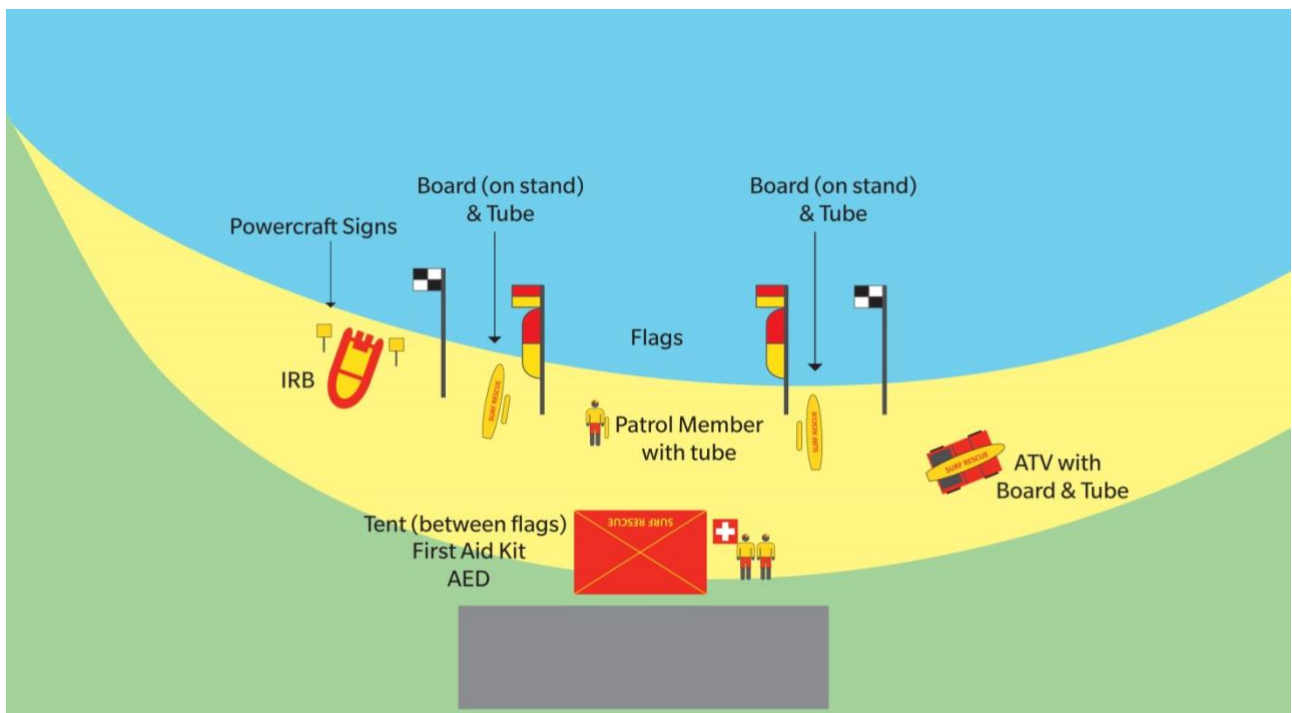
3.2.2   Outpost Patrol

An Outpost Patrol is established at other areas of coastline. This sub patrol type has no patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk.

3.2.3 Beach Closed Patrol

A Beach Closed Patrol is Base Patrol with a closed swimming area. The swimming area may be closed for situations such as dangerous conditions or an emergency.

A Beach Closed Patrol includes all minimum personnel and all minimum equipment with the exception of patrol flags. **All equipment should remain functional, available and "rescue ready" including an IRB on standby at the water's edge.**

3.3 Daily Patrol Procedures

3.3.1 Start of patrol

1. All members arrive at least 15min prior to start of patrol
2. Minimum standards assessed (numbers, qualifications, gear)
3. Equipment should be checked and positioned for patrol
4. Flagged area established
5. Patrol log completed
6. Patrol signed on with SurfCom
7. 'Patrol Briefing' conducted by Patrol Captain, discussing;
   - Uniform standards
   - Member roles/responsibilities
   - Rotation schedule/positioning
   - Radio use (channels/call-signs)
   - Expected weather/surf conditions
   - Expected hazards and management
   - Induction/introduction of any new members

3.3.2 End of patrol

1. Scanning/surveillance of beach maintain by at least one lifesaver during 'pack-up'
2. Rescue equipment (radio, tube, board, IRB) to remain at 'rescue ready' status during 'pack up'
3. Patrol log, Incident log and Powercraft log completed
4. Patrol signed off with SurfCom
5. All equipment cleaned and stored appropriately
6. Radio's placed on charge
7. Any supply requirements or equipment damage reported to relevant club officer
8. 'Patrol Debrief' conducted by Patrol Captain, discussing;
   - Rescues/incidents and key activities from the day
   - Any questions/concerns from patrol members
   - Upcoming events/opportunities
   - Training options
   - Next patrol date

3.3.3 Equipment Location

Item	Location
IRB	IRB Shed
Radios	Patrol Shed
Patrol shade (tent)	Patrol Shed
Rescue boards	Patrol Shed
Rescue tubes	Patrol Shed
Defibrillator	Patrol Shed
Oxy resuscitation kit	Patrol Shed
First aid kit	Patrol Shed
Spinal board	Patrol Shed
Binoculars	Patrol Shed
Patrol flags/signage	Patrol Shed

3.4 Incident Reporting

The Work Health and Safety Act direct Surf Life Saving clubs in the area of incident notifications. A reportable incident notification is required to be notified to Surfcom or Branch immediately after a surf club becomes aware that a notifiable incident has occurred. Incident reporting is conducted via the Patrol Operations App in place of the paper log. A paper log should only be used as a backup or when there is no patrol in operation.

3.5 Duty Officers

During Patrol Hours, Duty Officers assist the Patrol Captain with the management of an incident on or around the beach. SurfCom will despatch a Duty Officer who will attend the incident if required however is not there to take over management of the beach unless requested to do so by the Patrol Captain.

Branch Duty Officers have a number of key responsibilities which include playing an integral role in the Surf Life Saving Emergency Response System, supporting beach patrols, SurfCom and acting as a liaison officer with Emergency Services.

Duty Officers are experienced lifesavers who are trained and skilled in the coordination of responses to serious incidents – both during patrol hours and after-hours as required.

Duty Officers are able to complement the efforts of beach patrols through:

- Coordinating the response of Support Operations Group resources (e.g. RWC's, IRB's, UAVs and the Westpac Rescue Helicopter)
- Liaising as required with police and external emergency services.
- Taking the necessary steps in the event of injuries etc. to patrol members.

Outside patrol hours, After Hours Duty Officers work with emergency services in the event of an aquatic rescue event occurring within the Northern Beaches Local Government Area. They will coordinate the response of any surf life saving resources required ensuring the most appropriate response is provided.

3.6 Water Safety for Junior Activities, Training & Special Events

3.6.1 Risk Assessments

- Lifesaving activities (patrols, nippers, training, competition and club events/swims) are not conducted without a Risk Assessment being first completed by the Patrol Captain, Competition Director, Trainer as per SOPs and kept for 5 years
- Every organised water activity including nipper activities must have a designated **Water Safety Supervisor (WSS)** who is at a minimum bronze qualified and proficient.
- **For all aquatic activities, a pre-activity risk assessment is to be conducted by the WSS in conjunction with the Patrol Captain outlining any risks to be managed.** This is done using the SLS Operations App by the Patrol Captain and the email address *admin@queenscliffslsc.org.au*. Where there is no patrol on duty the SLS Water Safety App is to be completed by the WSS prior to the commencement of every water activities session noting the email addressadmin@queenscliffslsc.org.au .
- The Risk Assessment must be reviewed by the WSS throughout the activity as required if certain triggers occur and this may result in water activities being modified or suspended. Triggers for a review may include changing tides, winds, approaching storm, equipment, injuries, marine stingers, shark sightings, a change in water safety personnel numbers, concerns expressed by the Club Captain or Patrol Captain and Lifeguards. Any changes to conditions must be agreed with the Patrol Captain

3.6.2 Search and Rescue

In the event of an incident the Safety and Rescue Plan (*SLSNSW Standard Operating Procedures LS10.1 Search and Rescue)* must be activated.

3.6.3 Nipper Water Activities

Nipper water activities (and like activities) are to adhere to the SLSA Water Safety Policy *(SLSNSW Standard Operating Procedures 1.01 Water Safety*) at all times. Nipper activities are only to be conducted in the immediate vicinity of an active patrolled area and have its own sufficient water safety. Patrolling members can only be reallocated to water safety when the minimum patrol requirements are met and at the discretion of the Patrol Captain. Nipper water activities cannot be undertaken on a closed beach.

- WSS & water safety personnel must introduce themselves to the Patrol Captain & sign onto patrol
- WSS must carry a radio to communicate with the Patrol Captain. WSS must advise if there are sufficient numbers of qualified water safety for the day and they have been briefed on conditions
- In the event of a perceived or actual emergency, Age Manager, Water safety personnel will notify the WSS and Patrol Captain immediately. The Patrol Captain may activate the Safety and Rescue Plan. Surfcom must immediately be contacted and the Branch Duty Officer notified by the Patrol Captain or Club Captain
- It is highly recommended that an IRB or RWC be available for water safety. The IRB should be on the water, rather than stationary on the beach.
- It is mandatory for participants of all water activities, including nippers, to wear high visibility vests. Nippers will not participate in organised water activity without a high visibility vest & Club cap
- Water safety members must be wearing a clearly identified uniform which consists of a cap (secured under the chin) and high visibility rash shirt

The following are the minimum standards for the provision of water safety. 75% of water safety personnel must be in the water – *water safety personnel: participants in the water*

Skill Level	Risk Assessment		
	Low Risk Assessed	**Moderate Risk Assessed**	**High Risk Assessed**
Unqualified Participants	1:5	1:5	Activity to be Cancelled
Qualified Participants (SRC/BM holders)	1:12	1:12	Activity to be Cancelled
Pool Activities	Where applicable, refer to local pool management requirements. If no requirements 1:10 (water safety: participants) determined after a pre-activity risk assessment		

The Patrol Captain has 'control' over the whole beach including all Nipper activities. The Patrol Captain / lifeguard on duty will oversee all aquatic activities. He/she has the right to cancel activities if they deem the conditions unsuitable or hazardous.

The Club Captain is the sponsor of this SOP and is responsible for its amendment as SLSA policies are changed or amended.

3.7 Club Rules

- Full patrol uniform must always be worn on patrol (cap, shirt, shorts)
- At least one (2) patrol members to always be watching the water with at least one (1) patrol member on each flag at the water's edge with a tube and radio when swimmers are in the water
- At least one (1) patrol member always monitoring the radio (channel 2 and channel 3)
- The Patrol Captain is to always be made aware of all member locations/activities
- Rescue tubes are to always be carried by patrol members when roving on the beach
- Rescue tubes should not be tied to flag poles
- Members should not text, sun bathe or engage in any unprofessional behaviour (in uniform) in public view
- Only qualified IRB driver and crew are to operate the IRB
- Only licensed drivers to operate the ATV
- The ATV should always be left facing the water (out of gear and in neutral)
- ATV should always be driven at a low speed (unless in an emergency)
- No passengers are allowed in the tray of the ATV (unless in an emergency)
- The Club Captain or relevant officer should be notified immediately of any equipment damage/issues
- Patrol will adhere to full start and end of patrol procedures
- All paperwork is to be completed for each patrol (including patrol log, incident log, Powercraft log)

3.8 Local Government By-Laws

Local By Law	Management Plan

4 Emergency Operations Plans

4.1 *Lifesaving Training Activities on Closed Beaches (LS7.5)*

Training can occur in large surf conditions where the Patrol Captain judges it is safe to do so having undertaken a risk assessment.

Endorsed surf lifesaving competitions/events shall continue to be guided by the specific event safety plan.

No water junior activity is to be undertaken on closed beaches.

No in water lifesaving activity is to be undertaken on closed beaches affected by the following:

- Dangerous Marine Creatures
- Debris in the water
- Marine pollution
- Electrical storms

The Patrol Captain will communicate with the Council Lifeguards and agree on the training area to be used.

Lifesaving activities are separated into the following areas:

a) Training of members for the Bronze Medallion
b) Training conducted for maintaining the skills of lifesavers in SLSA awards currently held
c) Training of members for Powercraft awards
d) Training conducted for surf sports

Training of members for the Bronze Medallion

If a Closed Beach Patrol is operating, water based training of members for the Bronze Medallion or Surf Rescue Certificate (i.e. the award is not currently held) cannot be undertaken.

Training conducted for maintaining the skills of lifesavers in SLSA awards currently held

Members who are undertaking lifesaving activities for the purpose of maintaining or improving skills must adhere to the following procedure:

1. Members must be financial members and be proficient in the award (minimum Bronze Medallion).
2. Patrol Captain must conduct risk assessment to ascertain if the conditions are suitable for training.
3. Prepare appropriate water safety
   a) If swim or board rescue training is being conducted there is to be a minimum of one fully operational IRB, on standby as water safety.
   b) The crew of the water safety IRB must be briefed on the training to be undertaken and must be ready to respond.
   c) The services' IRB on duty can be used with approval from both Patrol Captain and IRB Driver.
4. The relevant training signage should be positioned near the training area
5. Patrol Captain to advise SurfCom that the service is conducting training on a Closed Beach. e.g.

   "*SurfCom this is South Narrabeen, be advised we are currently conducting board training for the next 2 hours, over.*"

6. Should conditions or circumstances change, the Patrol Captain has the authority to suspend the training activity.
7. At the completion of training, the Patrol Captain is to advise SurfCom that training is now complete.

Training of members for Powercraft Awards

Members who are undertaking Powercraft training for new or existing awards must adhere to the following procedure:

1. Members must be financial members and be proficient in the prerequisites (minimum Bronze Medallion).
2. Patrol Captain/Trainer must conduct a risk assessment to ascertain if training is suitable.
3. Prepare appropriate water safety.
   a) There must be a minimum of one fully operational IRB, on standby as water safety. The crew of the water safety IRB must be briefed on the training to be undertaken and must be ready to respond.
   b) The services' IRB on duty can be used with approval from both Patrol Captain and IRB Driver, but it cannot be used for the training. i.e. If one IRB is on the water, then the second IRB must be on standby and capable of response.
4. The relevant training signage should be positioned near the training area.
5. **Patrol Captain to advise SurfCom that the service is conducting training on a Closed Beach.** e.g. "SurfCom this is South Narrabeen, be advised we are currently operating IRB training for the next 2 hours, over."
6. Should conditions or circumstances change, the Patrol Captain has the authority to suspend the training activity.
7. **At the completion of training, the Patrol Captain is to advise SurfCom that training is now complete.**

Training conducted for surf sports competition

Refer to *SLSA Water Safety Policy 1.1*

4.2 Emergency Beach Closure

Patrol Captains should consider the 'closure' of a beach at any time that there is an unacceptable/unmanageable risk to the public of the lifesaving service is unable to safely perform water safety tasks. For a detailed procedure, refer to *Standard Operating Procedure 'LS 9.1 Emergency Beach Closure.'*

Examples include;
- Dangerous surf conditions
- Sharks
- Excessive stingers
- Powercraft hazards
- Lightning
- Tsunami/flood warning
- Storm pollution
- Chemical/fuel spill

4.3   Emergency Beach Closure Procedure

1. Determine if water area is to be evacuated
2. Inform SurfCom that you are about to close the patrolled area
3. Activate the 'Emergency Evacuation Alarm'
4. Inform every one of the following;
    *   Water area is being closed; and
    *   Reason for closure
5. Lower and remove the red and yellow patrol flags and black and white surfcraft flags
6. Post 'Swimming not advised' signs at identified beach access points and where the flagged area was located
7. Continually monitor all areas
8. Maintain minimum personnel, qualification and equipment requirements
9. Maintain an active presence on the beach to advise/warn public
10. An appropriate record should be made in the patrol log giving an outline of the incident

4.4   Closure Periods

Generally the beach will remain closed until such time as the identified hazard is controlled or no longer presents a risk.

Recommended closure periods include;
*   Dangerous surf conditions – as determined/appropriate
*   Shark – minimum 30 minutes from last confirmed sighting (or completion of search)
*   Chemical/biological hazards – after confirmation from appropriate authorities that the area is safe

4.5 Tsunami Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a 'support agency' in a Tsunami event. Broadly, our role includes;

- Contribute to tsunami community education initiatives
- Assist the SES with the dissemination of warnings
- Close and evacuate beaches on receipt of a NSW Tsunami Warning or upon observation of unusual ocean behaviour indicative of a tsunami, in consultation with Local Government Councils
- Assist with the rescue of people from the surf zone following the impact of a tsunami
- Notify the SES when unusual ocean behaviour indicative of a tsunami is observed or a tsunami has occurred for which there has been no prior warning

For a detailed procedure, refer to SLSNSW Standard Operating Procedure '*LS 9.12 Tsunami Warning*' and the 'Surf Life Saving New South Wales Tsunami Plan.'

Each Surf Life Saving Club has an obligation to be prepared and respond as outlined in the 'Surf Life Saving New South Wales Tsunami Plan'.

There are two types of tsunami threats;

1. Marine threat – may influence currents/rips/water energy and immediate foreshore (more common)
2. Land threat – may impact coastal areas, inlets and inland inundation (rare event, but significant impact)

4.5.1 Notification

The SES is the 'lead agency' for tsunami response and will advise Surf Life Saving of a tsunami warning through the State Duty Officer, who will co-ordinate the Surf Life Saving response.

Due to the location of 'fault lines' (starting points of tsunami's) a warning should precede the tsunami impact by a number of hours.

Depending on the time of day/year, the notification process will differ, however will remain similar to the standard emergency response notification;

Patrols on duty
- State Duty Officer notifies SurfCom and Branch Duty Officer
- SurfCom advises on duty patrols of tsunami warning and to activate their 'Club Tsunami Response Plan'

Patrols not on duty
- State Duty Officer notifies Branch Duty Officer
- Branch Duty Officer notifies 'Club Emergency Response Teams' who activate their 'Club Tsunami Response Plan'

4.5.2   Key Equipment

The following equipment (minimum) is key to maintaining a viable lifesaving service during a tsunami warning (both marine and land threat) and restoring the service following the impact of a tsunami to a 'rescue ready' status. This equipment should be moved to a safe location prior to the tsunami's impact (marine and land threat);

- IRB (with trailer)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed') mobile signs
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit (with tourniquet)
- 1 x spinal board (with spinal collars)
- 1 x binoculars

4.5.3   Marine Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore
7. 'No swimming' signage erected
8. Relocate key patrol/response equipment away from the foreshore
9. Prepare to evacuate all personnel and key equipment if warning is upgraded to a 'land threat'
10. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
11. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.5.4   Land Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore, car park and immediate area
7. 'No swimming' signage erected
8. All non-essential personnel sent home
9. Transport 'key equipment' and remaining personnel to pre-determined rally point (see 5.6 Emergency Rally Point)
10. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
11. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
12. Respond to incidents following tsunami impact as directed by SurfCom/Branch Duty Officer
13. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.6 Coastal Flooding Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a 'support agency' in a coastal flooding event. Broadly, our role includes;

- Assist the SES with the warning and/or evacuation of at risk communities
- Provide space in Surf Life Saving facilities for evacuation centres where required
- Assist the SES with flood rescue operations

For a detailed procedure, refer to *Standard Operating Procedure 'LS 9.11 Coastal Flooding.'*

Each Surf Life Saving Club has an obligation to be prepared and respond in line with a 'land threat' tsunami warning.

Coastal areas are likely to be affected by either 'flash flooding' or 'storm surge' flooding. 'Storm surge' flooding will generally coincide with high tides and is easier to predict and prepare for. 'Flash flooding' is unpredictable and occurs in a short period of time, occasionally a storm warning may be issued prior to the flooding event.

Coastal Flooding Response

1. Club advised of coastal flooding warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore, car park and immediate area
7. 'No swimming' signage erected
8. Prepare Clubhouse as an 'emergency evacuation centre'
9. All non-essential personnel sent home
10. Transport 'key equipment' and remaining personnel to pre-determined rally point (see 5.6 Emergency Rally Point)
11. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
12. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
13. Respond to incidents as directed by SurfCom/Branch Duty Officer
14. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

4.7 Emergency Rally Point

Queenscliff has an *"Emergency Assembly Point"* outside the Surf Club building on the road side. There is signage on the wall indicating the rally point. If there is an emergency in the building, members are required to evacuate to this point.

Emergency rally point location: Queenscliff Surf Life Saving Club
                                          Cnr North Steyne and Collingwood Streets
                                          Manly, NSW 2095

4.8 Helicopter Landing Zone

During major incidents, rescue helicopters may be required to land on the beach or near the beach to assist treating the patient and possibly transporting the patient to hospital. Ultimately, the decision of where to land is made by the pilot of the aircraft based on weather conditions, the nature of the incident and surrounding hazards. Patrol Captains can prepare and suggest a landing zone using local knowledge prior to a helicopter arriving.

Things to consider when establishing a helicopter landing zone;
- 40m x 40m area (minimum)
- Flat and cleared of hazards (loose objects, power lines, trees, etc)
- Helicopter will approach the landing zone against the wind

Helicopter Landing Zone procedure;
- Nominate a suitable lifesaver as 'landing zone controller' and provide a radio
- 'Landing zone controller' briefs lifesavers on pre-landing and post-landing procedures
- Landing zone cleared of all loose objects, vehicles and people
- Landing zone established with minimum 40m x 40m area and marked with cones.
  - Lifesavers to ensure landing zone is maintained and members of the public do not enter the area
  - 'Landing zone controller' is to be positioned on the side of the landing zone that the helicopter will land towards
- Establish contact with helicopter of 'Surf Channel 1' prior to landing and confirm suitability of landing zone. Provide a summary of key hazards (trees, power lines) within the area
- Helicopter lands, lifesavers ensure perimeter is maintained until helicopter departs
- Do not approach the helicopter and await instructions from the helicopter crew (only approach the helicopter from the front and once given the all clear from the helicopter crew)
- Ensure loose objects are secured and landing zone is clear of people prior to helicopter taking off
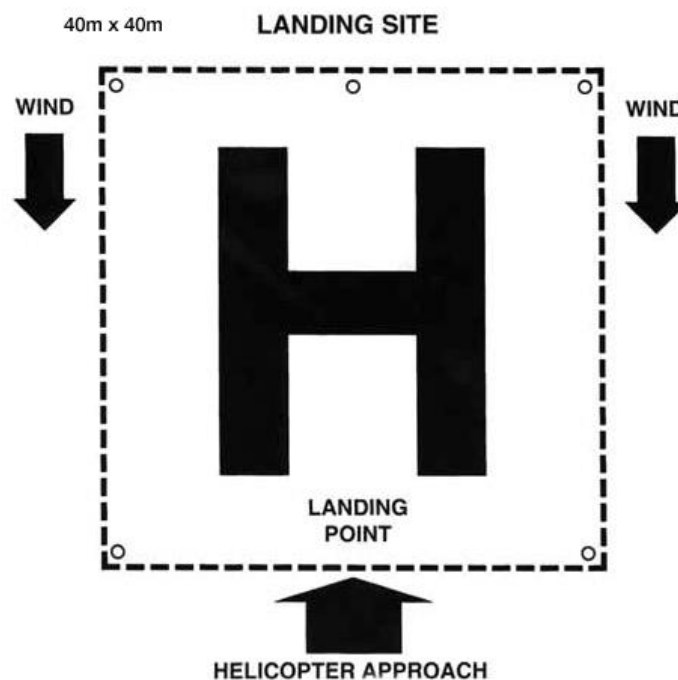
5   SLSNSW Standard Operating Procedures

For detailed information on Lifesaving procedures and policies, refer to the Standard Operating Procedures on the Surf Life Saving New South Wales website www.surflifesaving.com.au

- LS1 Work health and safety

- LS2 Information management

- LS3 Obligations and Standards

- LS4 Regulations – rescue vessels

- LS5 Gear and equipment

- LS6 Radio communications

- LS7 patrol Operations General

- LS8 Patrol operations (emergency)

- LS9 Emergency response system

- LS10 SAR operations

- LS11 SurfComs

- LS12 Lifesaving vessels and aircraft

- LS13 Post incident (recovery phase)