



Circular 108:08:07

To: Club Presidents
Club Captains
Club Secretaries
Lifesaving Managers

cc Regional Officers
State officers
District Officers

From: Mark Scott
Director of Lifesaving Services

Date: 28 August 2007

Subject: Lifesaving Services Protocol

Action: Return Completed Lifesaving Services Protocol by Friday 5 October 2007

Purpose

The Lifesaving Services Protocol, introduced in 2005, provides a system to facilitate a common ground of understanding between LSV and the club/service in relation to the level of patrolling and operation service that the club/service will be supplying for the season. This protocol allows a club/service in consultation with LSV to plan and recommend the most appropriate patrol services required for their relevant area(s), taking into account incident histories, beach visitation numbers, local council requirements, climate and environmental factors.

This protocol in general formalises systems already in place within LSV and forms the basis for the club's performance review throughout the season. Whilst a generic protocol has been included in this circular, a club specific copy will be in the weekly club mailout.

Process and Timeline

The process and timeline by which the clubs and support services will complete these plans within LSV is:

1. **31 August 2007** – Documents and circulars sent to clubs and support services for review – Lifesaving Service Support Officer, Greg Scott, available for general assistance if required.
2. **5 October 2007** – Lifesaving Services Protocol to be completed by clubs and support services and submitted to LSV.
3. **14 October 2007** – Sign-off of the Lifesaving Services Protocol by clubs/service and the LSV Director of Lifesaving Services, and consultation with Regional Officers regarding amendments.
4. **Season 2007-2008 Ongoing** – There may be formal audits by Regional Officers and Support Officers as well as the normal Patrol Audit process.

Variance to Minimum Patrol Standards

Clubs which wish to alter patrol hours or patrol structure will need to present a case for the variance and preferably have reached initial agreement for the variance from the Lifesaving Operations Executive or the Director of Lifesaving Services, Mark Scott prior to submitting the Draft Lifesaving Service Agreement on 5 October 2007. Mark Scott can be contacted on 0409 159 341 or email markscott@wlsc.org.au

Any variance to the requirements or minimum standards of LSV's SOPs or Policies that may be proposed in the Patrol Protocol is not deemed to be in effect until upon completion of the Patrol Protocol with all required signatures including the Director of Lifesaving Services, Mark Scott.

LSVcom will be tasked with forwarding information to relevant LSV personnel on matters relating to the late sign-on of patrols/services as well as failing to meet any other patrol/service requirements (as per the existing process). Any corrective action will be then undertaken through the processes provided in these protocols.

As this Protocol document forms one aspect of the Club Administration Grant, clubs are reminded that they need to have submitted an agreed signed copy to the LSV office in order to be eligible for the second payment. Clubs need simply sign off the attached and send the document in as confirmation of lifesaving services protocol or alternatively present a case for patrol changes and times.

The intent of any changes to the lifesaving services protocol is to better align services with the public beach visitations and beach management and is not about reducing service or patrolling hours, rather a redistribution of hours.

Given the possible repercussions should a member of the public be injured or drown in a time that was once patrolled or the club was operating outside the current standards or policies, LSV stresses that all clubs take into consideration the following procedures for any changes:

1. The case for change must be first discussed in concept with the Lifesaving Service Support Officer or Director of Lifesaving Services
2. The club must prepare a simple document which includes:
 - a. Current situation and proposed changes to patrolling situation
 - b. The rationale that the club has for changing its patrolling situation. Benefits to the public, members etc.
 - c. The club should include documented proof such as data (eg population statistics) where statements are made.
 - d. Information on how the club will review the impact of the changes over the season

The club acknowledges that changes will be initiated as a trial and reviewed over the season. Any club who has trialed differing patrol times in the previous season and not reported on the success or otherwise will need to make a case as to why the new times should continue.

Clubs wishing to discuss potential changes should contact Greg Scott, Lifesaving Services Support Officer who will review the proposals in consultation with Mark Scott, Director of Lifesaving Services.

General

Once completed, clubs should send the Lifesaving Service Protocol to the LSV office clearly marked to the attention of **Greg Scott**.

A copy of the LSV Lifesaving Service Protocol should be **displayed prominently** in the Clubhouse/Patrol gear storage area **where all active members can see it** and ensure they are meeting the standards required within it.

All other existing LSV processes and reporting structures will remain in place and this document supplements these LSV Service procedures.

Attached to this circular is the current patrol hour/strength expectation for season 2007/2008, which is generally based on last seasons hours, and the dates for the full patrol season. This is deemed as being the required patrol hours/strengths until completion and agreement of the lifesaving services protocol.

Please note the default patrol strengths and hours for the coming season.

Patrol Strengths

1. Clubs are to patrol Weekends and Public Holidays during the patrol period (Christmas day is optional, Clubs must notify their intention to Greg Scott)
2. The club's minimum patrol strength shall consist of at least four (4) "Core" members comprising:
 - Three (3) Members holding the Lifesaving Bronze; and
 - One (1) other patrolling award holder (awards allowed are Radio Officer, First Aid, Advanced Resuscitation, Oxygen Resuscitation, Surf Rescue Certificate or Patrol Captain)
 - Awards that must be included in the minimum 4 present are:
IRB Driver and IRB crewman (cannot be same person);
and an Advanced Resuscitation Certificate/Oxygen Resuscitation.

Patrol Hours

The official patrol season for 2007/2008 will commence on Saturday 24 November 2007 and will conclude on Monday 24 March 2008. Please note the following important dates.

Gazetted Public Holidays are as follows:

Christmas Day:	Tuesday 25 December 2007 ("Optional")
Boxing Day:	Wednesday 26 December 2007 (Public Holiday Patrol)
New Years Day:	Tuesday 1 January 2008 (Public Holiday Patrol)
Australia Day:	Monday 28 January 2008 (Public Holiday Patrol)
Labour Day:	Monday 10 March 2008 (Public Holiday Patrol)
Good Friday:	Friday 21 March 2008 (Public Holiday Patrol)
Easter Monday:	Monday 24 March 2008 (Public Holiday Patrol)

For additional detail on this Circular contact: **Greg Scott, Support Officer – Lifesaving Services**

Email: greg.scott@lifesavingvictoria.com.au or by phone: 03 9676 6935

Or

Mark Scott – Director, Lifesaving Services

Email: markscott@wlsc.org.au or by phone 0409 159 341

Circulars are also available at www.lifesavingvictoria.com.au

PO Box 353, South Melbourne DC, VIC 3205

LIFESAVING SERVICES PROTOCOL 2007-08

Generic S/LSC

Life Saving Victoria (LSV) and its affiliated Clubs provide a water safety and rescue service to the communities of Victoria. This community service has been undertaken for 100 years, and primarily involves volunteer lifesavers patrolling at popular beaches along the Victorian coast.

Background

This Lifesaving Services Protocol has been developed to provide a common ground of understanding between LSV and the club in relation to the level of patrolling service which the Club is expected to provide. In consultation with LSV it allows a club to plan and recommend the most appropriate patrol services required for their relevant area(s), taking into account incident histories, beach visitation numbers, local council requirements, climate and environmental factors.

This Service Protocol forms a basis for LSV to monitor and review the delivery of volunteer lifesaving services by clubs throughout the season. The Protocol which has been agreed between LSV and each Club for a particular season can only be varied following written endorsement by LSV's Director of Lifesaving Services.

Operation of Protocol

By developing a Protocol for each Club, LSV is in a position to enhance its coordination of lifesaving services across the state and provide accurate patrolling information to the public and emergency services organisations. The Protocol is not intended to create binding legal obligations on the Club, rather is to be used to guide the delivery of volunteer lifesaving patrols throughout the state.

It is the responsibility of each Club to advise its patrolling members of their duties and the expectations of patrolling standards contained in this Protocol and LSV policies and procedures.

Highlights Responsibilities of Parties

LSV's Policies and Procedures define Patrolling Standards and Operational requirements for all lifesaving clubs. This Protocol highlights a number of specific club roles in conducting patrols, however these highlights do not supersede any policies or procedures, and are only included for information purposes.

As this Protocol document forms one aspect of the Club Administration Grant document, clubs are reminded that they need to have submitted an agreed signed copy to the LSV office in order to be eligible for the second grant payment. Clubs need simply sign off this document and send it in as confirmation of lifesaving services Protocol or alternatively present a case for patrol changes and times.

Reviewing Lifesaving Services Standards

The Lifesaving Services Protocol will be used as a mechanism to clarify and review a club's service levels, and to assist clubs to better understand their roles and plan for success. It will also enable the Council of Lifesaving Operations Executive to be able to identify areas that require focus and support and to develop future club programs and service requirements. Lifesaving Operations will also monitor club patrolling services by way of regular patrol efficiency audits.

Variance to Minimum Patrol Standards

Clubs which wish to alter patrol hours or patrol structure will need to present a case for the variance and preferably have reached initial agreement for the variance with the Council of Lifesaving Operations Executive or the Director, Lifesaving Services, Mark Scott, prior to submission of the Lifesaving Services Protocol. Mark Scott can be contacted on 0409 159 341 or email markscott@wlsc.org.au

Given the possible repercussions should a member of the public be injured or drown in a time that was once patrolled or the club was operating outside the current standards or policies, LSV is requesting that the club follow the following procedures for any changes:

- i. The case for change must be first discussed in concept with the Lifesaving Services Support Officer Greg Scott or the Director, Lifesaving Services Mark Scott
- ii. The club must prepare a simple document which includes:
 - a. Current situation and proposed changes to patrolling situation
 - b. The rationale that the club has for changing its patrolling situation. Benefits to the public, members etc.
 - c. The club should include proof such as data (eg population statistics) where statements are made.
 - d. Information on how the club will review the impact of the changes over the season

The intent of changing the patrol service is to better align with the public beach visitations and a better service to the public and is not a reduction in patrolling hours, rather a redistribution of hours and operation.

Any variance to the requirements or minimum standards of LSV's SOPs or Policies that may be proposed in the Lifesaving Services Protocol is not deemed to be in effect until the Lifesaving Services Protocol is completed and signed by all parties including the Director, Lifesaving Services, Mark Scott.

The club acknowledges that any changes will be initiated as a trial and reviewed over the season.

Departures from agreed Protocol

It is important that clubs inform LSVComms of any departures from the Protocol as they occur so as to ensure LSV has an accurate understanding of the resources available in all areas, and manage this when requested to task resources by other agencies such as the Victorian Police.

LSVComms has been tasked with forwarding information to relevant LSV personnel on matters relating to the late sign-on of patrols/services as well as failing to meet any other patrol/service requirements (as per the existing process). Any corrective action will be then undertaken through the following procedures.

- Procedure
 - Step 1 – Lifesaving Command contacts Regional Officer
 - Step 2 – Regional Officer (RO) contacts club (President and/or Club Captain) - action immediately
 - Step 3 – If RO unable to get club to organise full patrol RO will contact Lifesaving Command to put neighbouring clubs on alert
 - Step 4 – If repeated occurrence or not a one off – RO to contact Support Officers/Director for further action.

Ongoing departures from the Protocol

Will be reviewed by the Director, Lifesaving Services and (where necessary) in conjunction with the Patrol Review Panel with a view to assisting clubs maintain desired patrolling levels.

Patrol Review Panel

Role:

The Patrol Review Panel shall be formed to assist the Director, Lifesaving Services in reviewing patrol issues of clubs in accordance with each club's Lifesaving Services Protocol. The Patrol Review Panel shall be appointed and authorised by Council of Lifesaving Operations Executive to recommend remedial action in relation to a specific Club's patrol performance where appropriate.

Development:

The Patrol Review Panel shall be instigated at the request of the Director, Lifesaving Services and/ or the Council of Lifesaving Operations Executive in accordance with the LSV By-Laws. It is intended that this panel be comprised of the two (2) Council elected State Committee of Lifesaving Services representatives, a club president, a club captain, a life member and the relevant Regional Officer.

Guidelines:

The Director of Lifesaving Services shall establish guidelines to provide a fair and open communication channel between LSV and clubs to help ensure patrol related issues are resolved quickly, without ongoing impact to the level of service that is agreed.

These guidelines shall include appropriate action to be taken where clubs have departed from their agreed Protocol to varying levels – the objective being to provide appropriate support to the club to overcome any patrolling issues which it may encounter.

In the case of ongoing or significant departures from a Protocol by a club, the Director Lifesaving Services shall refer the matter to the Patrol Review Panel which will provide the Club an opportunity to present its views in relation to the departure(s) (either orally or in writing at the discretion of the Panel) before recommending an appropriate form of remedial conduct be implemented by the Council of Lifesaving Operations Executive.

Where a Club is dissatisfied with the determination of the Patrol Review Panel it may seek to have the matter referred to the LSV Board for an appeal hearing in accordance with the LSV By-Laws.

Adoption of Protocol

LSV and the club are each committed to the provision of quality volunteer lifesaving patrols throughout Victoria. In accordance with this objective, the Club Committee has adopted this Protocol to guide its provision of volunteer lifesaving patrols during the 2007/2008 season.

Once completed, clubs should send the Lifesaving Services Protocol to the LSV State Centre clearly marked for the attention of Greg Scott.

A copy of the LSV Lifesaving Services Protocol should be displayed in the Clubhouse/Patrol gear storage area where all active members can see it and ensure they are meeting the standards required within.

All other existing LSV processes and reporting structures will remain in place and this document supplements these LSV patrol procedures.

Attached to this Protocol is your club's current patrol hour/strength expectation for the 2007/2008 season which is based on 2006/2007 season's hours, and the dates of the full patrolling season. This is deemed as being the required patrol hours/strengths until completion and agreement of the Lifesaving Services Protocol.

CLUB

AREA OF OPERATION:

DURATION OF PATROL SEASON:

Statewide Patrols commence: **Saturday 24 November 2007**

Statewide Patrols conclude: **Monday 24 March 2008**

Clubs are to patrol Weekends and Public Holidays during the patrol period

2007/2008 Patrol Seasons Public Holidays are as follows:

Christmas Day:	Tuesday 25 December 2007 (Optional)
Christmas Day Patrol	<input type="checkbox"/> Yes <input type="checkbox"/> No (Please Tick One)
Boxing Day:	Wednesday 26 December 2007 (Public Holiday Patrol)
New Years Day:	Tuesday 1 January 2008 (Public Holiday Patrol)
Australia Day:	Monday 28 January 2008 (Public Holiday Patrol)
Labour Day:	Monday 10 March 2008 (Public Holiday Patrol)
Good Friday:	Friday 21 March 2008 (Public Holiday Patrol)
Easter Monday:	Monday 24 March 2008 (Public Holiday Patrol)

Specific Club variations (if any): _____

	Start	Finish
Period A:	Sat 24 November 2007	Sun 23 December 2007
Period B:	Tue 25 December 2007	Mon 28 January 2008
Period C:	Sat 2 February 2008	Mon 24 March 2008

PATROL TIMES:

Periods A & C:

Saturday	Start:	Finish:
Sunday / Public Holidays	Start:	Finish:

Period B:

Saturday	Start:	Finish:
Sunday / Public Holidays	Start:	Finish:

Christmas Day: Optional (LSV to be notified of intent)

PATROL STRENGTH AND QUALIFICATIONS:

1. Statewide Standards
A club's patrol strength shall consist of at least (four) 4 "Core" members comprising:
 - Three (3) patrolling members holding the Lifesaving Bronze; and
 - One (1) other patrolling award holder (awards allowed are Radio Officers, 1st Aid, Advanced Resuscitation, Oxygen Resuscitation, or Lifesaving Star or Patrol Captain);
 - Awards to be included in the minimum four (4) present are:
 - IRB Driver and separate IRB crewman; and
 - Advanced Resuscitation Certificate (may be IRB driver or crew)

2. Agreed Club Variations to Statewide Standard

EQUIPMENT

1. To be provided as per LSV Standard Operating Procedures and agreed variations set out below.
2. Agreed Club Variations to Statewide Standard

METHOD OF CONDUCTING PATROLS:

1. Traditional patrols designated by Red and Yellow flags in the safest swimming area.
2. Roving patrols to adjacent areas at the discretion of the Patrol Captain.
3. Inclement weather patrols can be activated at the discretion of the Patrol Captain after considering weather conditions and beach patronage.
4. Lifesaving Command is to be informed of any variations below the minimum agreed service levels as they occur (dates, times, personnel, qualifications or equipment).
5. In conducting patrols, the Club is expected to:
 - follow LSV Policies and Standard Operating Procedures and this Protocol;
 - only allocate "proficient" lifesavers for patrol duty;
 - position Patrol Flags or feathers and Shelter in an optimum location to be determined with regards to beach conditions;

- provide all (minimum) and approved lifesaving equipment in a serviceable condition and ensure all lifesavers and equipment are “Rescue Ready” at the commencement and for the duration of patrol;
- ensure all lifesavers are dressed in accordance with the LSV Patrol Uniform Policy;
- encourage patrolling members to be proactive with the public to promote a safe aquatic environment;
- ensure all patrol IRB and Radio logs are correctly completed including commencement and completion time of all patrolling members;
- inform LSVComms of any major incident and/or resuscitation event or change in patrol status;
- log all details of all incidents in the LSV Patrol Log Book and/or First-aid Book;
- after a major rescue and/or resuscitation, complete an Incident Report – Initial Report of Drowning form and forward to LSV by the next working day,
- ensure **white** originals or electronic lodgement of LSV Patrol Log Books, First Aid Logs and incident logs are received at LSV in-line with your LSV Club Administration Grant requirements document; and
- Operate all powercraft in accordance with the Powercraft Code of Conduct.

CLUB COMMITTEE REPRESENTATIVE
(Name and Signature)

LSV’s DIRECTOR OF LIFESAVING SERVICES
(Name and Signature)

Date:

Date: