

LS12 SURFCOM



LS12.1 OVERVIEW OF SURFCOM OPERATIONS

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PURPOSE

To provide an overview of SurfCom operations within Surf Life Saving Tasmania (SLST).

PROCEDURE

Introduction

The purpose of a SurfCom is to assist the Incident Commander (Patrol Captain, Lifeguard, and Duty Officer) to carry out their role. SurfCom provides support/coordination between lifesaving services and emergency services. During the lifesaving season, Patrol Captains shall utilise the SLSA SurfCom Voice Response System to sign on and off patrol. In the event of a large scale search and rescue, a portable digital repeater will be established. SurfCom will be set up and monitored by the Duty Officer or nominated delegate for the duration of the incident.

SurfCom Authorisation

Only SLST authorised 'SurfComs' may utilise SLST radio frequencies and fulfil the 'SurfCom' type function. Other agencies/services/groups within Surf Life Saving and externally shall seek written permission from SLST to utilise radio frequencies and undertake SurfCom type roles (temporary or ongoing) for their own services and/or with lifesaving/other services.

SurfCom Objective

To provide communications and coordination support to lifesaving services/emergency services.

Scope of Operation

The SurfCom Voice Response System will be operational 24/7 for all clubs and services. A portable digital repeater will be established and SurfCom will be operational during any major search and rescue operation.

Scope of Operation – After-Hours Capacity

SurfCom should hold the capacity to be activated after-hours/out-of-season for emergency incidents.

SurfCom Key Duties

- Patrol/service sign-on/offers + key data/stats;
- Provide key planning information – weather/warnings/tides/other;
- Coordinate resources to support lifesaving services;
- Coordinate emergency service support to aid lifesaving services; and
- Information management – this relates to the necessity of SurfCom to maintain records and collect, interpret and disseminate relevant information.



LS12.2 SURFCOM VOICE RESPONSE SYSTEM OVERVIEW

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Figure 12.2.1 **SLSA - An Introduction To The New Voice Response System**



The voice system is a part of a suite of applications that will be implemented as part of the on-going ICT project. It will eventually enable the public, surf club members and surf club officials to interact with websites and systems, such as SurfGuard and Lifesaving Online.

It enables the input of information by SLSA members without the need for a form and a separate step to transcribe the form to a computer interface. This will not only save time, but by capturing the information in a timely fashion, the accuracy and amount of detail of the information will be improved.

How To Use the Voice System - Patrols

Note: Support Ops utilise the same system of authentication but would hear a different workflow specific to their role(s).



The user calls **1300 884 621**



Authentication takes place based on:

1. A persons mobile phone number and year of birth or;
2. If no Mobile number then the SLSA ID from the Members portal then;
3. A persons 'memberships' in the Central Operating Database (COD) then;
4. Membership status for the membership is 'active', 'Reg year' is current and member category is a patrolling category (ie Active +18, Cadet, Active 15-18 etc).



The person calling will need to meet the criteria above to use the voice system. A person NOT meeting the criteria above will be refused access to the system.



Example workflow for signing on a patrol:

1. "Please select which phase of the patrol you would like to report - start, mid or end?"
2. "What is the patrol strength - Full, Partial, Surveillance, Setup or None?"
3. "What is the water craft status - Operational, Not Operational or Standby?"
4. "What is the beach status? Open, Closed or Surveillance?"
5. "You entered the following information - is this correct - yes or no?"



The information appears in the Surfcom management system used by Surfcom radio centres, lifeguards and duty officers.



The information is also made available to the public through the Beachsafe website.

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LS12.3 SURFCOM EMERGENCY PROTOCOLS

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Figure 12.3.1

EMERGENCY REPORTED
 Emergency has priority on radio network All non-emergency transmissions to cease
 (Stations to be informed of this if they attempt to transmit)

EMERGENCY INFORMATION
 Before contacting emergency services you need the following information:

Problem What is the emergency?
Position Physical location/address?
People Number, age and sex?
Progress What response is being undertaken?
Assistance What assistance is required?

SurfCom/Duty Officer Requests (via 000)

- Police
- Ambulance
- Fire
- Call the required services via your landline 000
- Identify yourself as "Name - at SLS SurfCom"
- Deliver all key information (below)
- Provide your contact phone number
- Request a CAD# (incident number) from the service
- Obtain an ETA of that service response
- Record communication and resource response

Medical Emergencies
 Call Ambulance Communications - 000
 Request a 'CASE/Incident number' - this can provide quick reference for any follow up calls to them
 Advise:

- Patient Sex
- Patient Age
- Mechanism of injury (what happened)
- Chief Complaint (most serious injury)
- Conscious (Y/N)
- Breathing (Y/N)
- Chest Pain (Y/N)
- Severe Bleeding (Y/N)
- What treatment is being administered
- Incident address/road access point
- Where the lifesaving personnel will meet them
- Request ETA
- Provide your contact number (not the patrols)
- Provide ambulance an update if patients condition deteriorates

NOTE: In some situations all the above information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in CPR etc)

Note – ETAs
 Obtain an ETA from the responding service initially. Provide this to the lifesaving services.
 Refrain from communicate again with the emergency services unless there is a change to the status of the emergency or patient.
 Do not harass them for updated ETAs.
 Emergency services may be unable to provide an ETA depending on situation.

SurfCom/Duty Officer Requests

- Duty Officer
- Lifesaving backup/Callout Teams
- Lifeguard assistance
- Call the required services via your radio or landline
- Deliver all key information
- Obtain an ETA of that service response
- Record communication and resource response

Rescue Emergencies

- In-water search/missing person
- Major rescues/mass rescue
- Contact: Police – 000
- Request a "CAD number" – this can provide quick reference for any follow up calls to them
- Neighbouring SLS/LG Patrols
- Emergency Response Teams/Support Operations
- Duty Officer
- SLS Rescue Helicopters – via 13SURF

Advise:
Problem – What is the emergency
Position – Physical address/location
People – Number, Age, Sex, Description, Activity
Progress – What response is being undertaken
Assistance –What assistance is required

NOTE: In some situations highly detailed information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in mass rescue etc).
 COMMON SENSE should always prevail regarding the time spent collecting additional specific details before help is requested.

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LS12.4 CALL TAKING

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PURPOSE

To ensure that all verbal communication is clear, concise, accurate and in line with the needs of the operation.

PROCEDURE

A Request for Assistance (RFA) has four main sections:

- Callers Details
- Incident Location
- Incident Description
- Communications Log

*Note: Specific procedures should be referenced as well (i.e. lost/missing persons).

Caller's Details

It is very important to obtain the caller's details so they can be contacted if information needs to be verified at a later stage (including Contact number, CAD/Incident number).

Incident Location

The most important information is the location of where assistance is required. Write down things such as the nearest access point, Beach ID, beach name or anything that may be relevant

Incident Description

- | | |
|-------------------|--|
| Problem | An overview of the problem including the severity of the situation and any likely consequences. |
| People | The number and details of the people involved, depending if search or medical. |
| Progress | The response being carried out, the current response situation. Progress updates should be provided to SurfCom as appropriate (milestones reached or changes occur). |
| Assistance | What assistance is required (either directly requested or appropriate to activate as per SOPs). |



LS12.5 INFORMATION ASSESSMENT

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PURPOSE

To provide guidelines regarding information assessment.

PROCEDURE

Once collated, information needs to be accessed and interpreted to convert it to intelligence by asking, among other things, the following:

- Is it relevant information and does the relevance produce further information or change existing information.
- Is its source reliable? Information must not be accepted at face value without assessing reliability of the source and cross checking with other information. Do not discard what appears to be unlikely without sound reasons.
- Is confirmation required?
- Does the information have urgent implications?
- Is it significant? If the significance of an item of information is not recognised, the resulting response may be deficient. Significance is determined by what may need to be done in response to the information.

Reaction to Information Assessment

When information has been gathered collated and assessed, it is then possible to consider and plan appropriate responses. Actions to be considered include:

- Deploying resources and personnel to an incident.
- Activating Support Operations.
- Requesting other internal SLS assistance.
- Requesting emergency service support.
- Lifesaving service support.
- Peer support/welfare services.
- Recording - accurate recording of all actions and orders is essential to:
 - a. ensure accountability for the exercise of authority and the use of resources.
 - b. facilitate investigations including coronial and criminal.
 - c. maximising learning through debriefing and subsequent training.



LS12.6 DISSEMINATION OF INFORMATION

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PURPOSE

To outline the final process in information management – dissemination.

PROCEDURE

The final process in information management is to ensure effective declaration of the results and actions. Information flow must be upwards to supervisors, downwards to personnel/services and outward to other agencies and the community.

This is achieved by the following:

- Orders (written or verbally).
- Situation Reports (SITREPS) – They may be formal written communications or telephone messages. Controversial issues should be advised to the next higher level (or as per the SOPs) as soon as possible, rather than waiting to be included in the next routine situation report.
- Public Warnings – A number of methods of distribution may need to be used at the same time to make sure that everyone who needs to be warned is warned. One method is to use the media (all public warnings must be logged).
- Media Releases – These are designed to ensure that the public is properly informed of the current situation and the organisations involvement (see the media section of this manual).
- Briefings – these give an overview of the situation and may contain operational, administrative, communications and media information.
- Debriefings – these are to be conducted at the level appropriate for the incident and given the suitable level of importance.

Outgoing Information

Ideally all outgoing information should be written and a copy of the information filed digitally (and in hard copy if such exists).

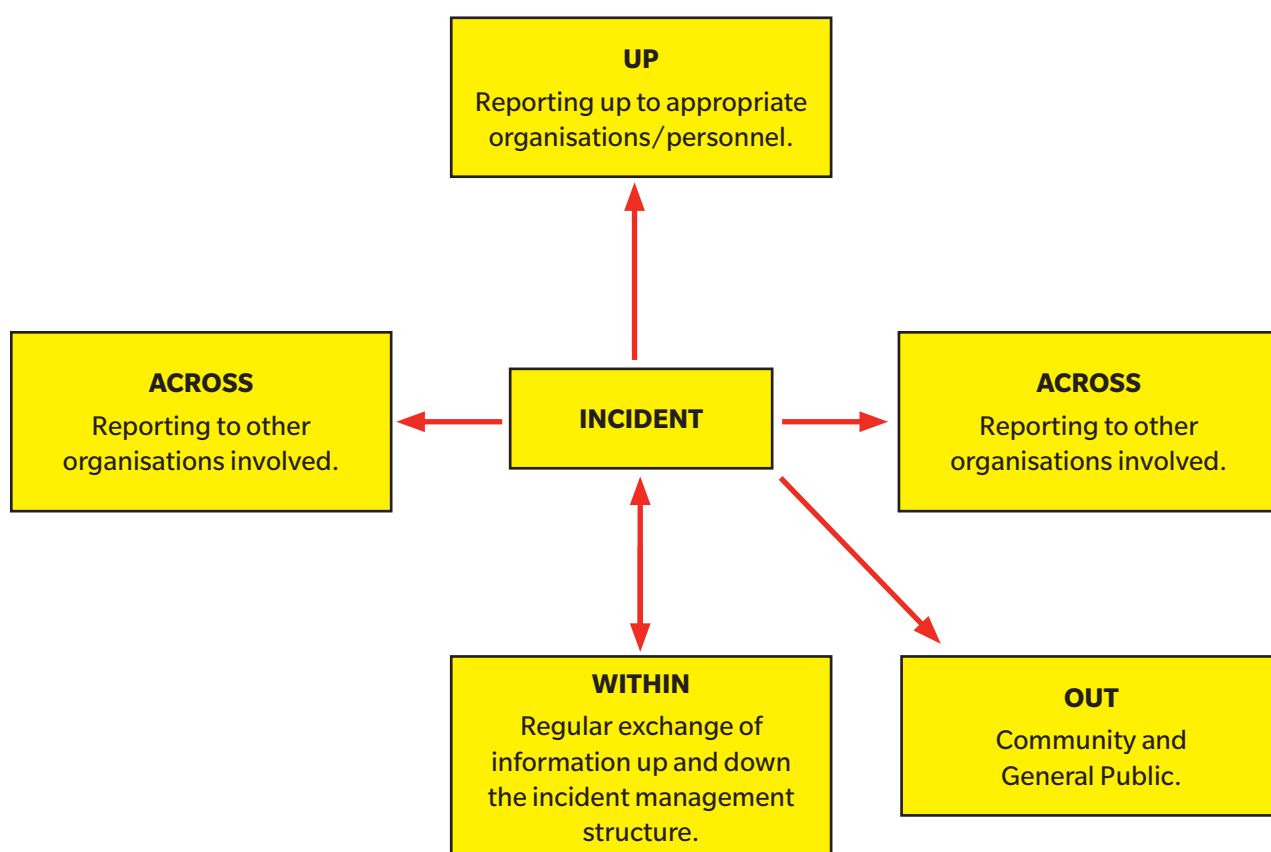


LS12.6 DISSEMINATION OF INFORMATION

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Information Flow Chart

SurfCom Operators shall ensure that all information follows the below procedure:



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Figure 12.6.1