

LS10.3 BRANCH DUTY OFFICER SYSTEM

Section: LS10 Emergency Response System

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NEW SOUTH WALES

LS10: Emergency Response System

PURPOSE

To provide policy, procedure and best practice for the function of a Branch Duty Officer system.

POLICY

All Branches are required to have an emergency response system of which a Duty Officer component is fundamental.

PROCEDURE

Duty Officer Definition

Lifesaving personnel that within a local system provides operational command, coordination and external liaison for regular patrolling and emergency incidents.

Duty Officers are to be Branch appointed volunteers.

Scope of Operations – Coverage

A Duty Officer system shall function in 2 capacities:

- Rostered on-duty shifts (normally during the regular patrol season)
- Emergency Response/Callout (24/7/365 days)

Regular Patrol Season Days/Times

At least 1 dedicated Branch Duty Officer shall be on active rostered duty at any one time during normal patrol hours, during the lifesaving patrol season. This Duty Officer does not need to be at a beach for the whole period (however this is preferred), but must be 100% contactable and able to respond during that rostered time.

Emergency Response/Callouts (After-hours/Out-of-season)

After hours/outside season a rostered on-call Branch Duty Officer system is highly recommended. Using a branch-level mobile phone divert protocol will ensure that any request for assistance through 13SURF is immediately answered.

Information Management

All Branches should maintain a specific Branch Duty Officer Manual (updated regularly) and available in soft and hard copy.

All active Branch Duty Officers shall be updated annually in SurfGuard and details provided to SLSNSW. All new/prospective Duty Officers shall complete the 'Support Operations Application Form' and submit to Branch.

Personnel and contact detail changes should be regularly checked and updated within the Branch resources, on SurfGuard and communicated to SLSNSW.

The Branch shall ensure all club/service callout team information is updated annually on SurfGuard and details maintained by each Duty Officer.

Training/Exercises

- Branches should conduct a pre-season briefing for all Duty Officers.
- Branches should conduct an in-depth induction with all new Duty Officers.

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- Branches should conduct at least 1 exercise involving all Duty Officers and club/service callout teams annually.
- Branches should facilitate club/service callout team briefings/induction exercises annually.

Key Duties (See position description for full details)

- Provides support and guidance to Patrol Captains/SurfCom Operators.
- Liaise with emergency services.
- Act as incident commander of lifesaving response to a reported emergency at unpatrolled locations or after-hours/out-of-season.
- Act as incident commander or other role as delegated to by Patrol Captain at patrolled locations.
- Co-ordinate lifesaving services at unpatrolled locations.
- Co-ordinate post incident debriefing and facilitate counselling for personnel.
- On-site media liaison (directs media to the appropriate Branch/State personnel).

POSITION DESCRIPTION – DUTY OFFICER



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Title:	Duty Officer (Branch)
Reports to:	Branch Director of Lifesaving
Responsible for:	Active/on-duty Surf Life Saving personnel/assets within branch/council area (on a given day)
Role:	The Duty Officer will be responsible for the provision of support to on-duty lifesaving services and take command of Surf Life Saving response to emergencies at unpatrolled locations/times.
Term:	12 months (before re-appointment by Branch Director of Lifesaving)

PURPOSE:

1. To command and coordinate Surf Life Saving service response to/at major incidents, during operational hours in support of the Patrol Captain and outside operational hours/at unpatrolled locations within the emergency response system.
2. To liaise with State Duty Officer/SurfCom in relation to the deployment of resources to emergencies at unpatrolled locations/times.
3. To liaise with SurfCom/Patrols/Services in relation to the deployment of resources in a proactive capacity to 'at-risk'/high-risk localities and times.
4. To liaise with external stakeholders/emergency services as required for proactive risk mitigation and emergency response.

ROLES & RESPONSIBILITIES:

1. Promote a professional image of Surf Life Saving to internal and external partners.
2. Promote positive interaction between lifesaving services and external organisations.
3. To ensure that identified high risk areas along the coastline are appropriately covered with Surf Life Saving services in a proactive capacity.
4. Assist in ensuring the effective deployment of lifesaving resources to an incident.
5. Assume command of Surf Life Saving resources at major incidents (unpatrolled beaches/after-hours or as delegated to by Patrol Captain).
6. Arrange for suitable de-briefings and counselling for personnel when required.
7. Where required, act as initial media relay - directing enquiries to the appropriate Branch and State personnel.
8. Ensure appropriate reports, recommendations, and statistical data are forwarded to relevant Surf Life Saving personnel for further action.
9. Maintain contact with respective Branch DOL in relation to reviewing lifesaving service delivery standards and major incidents.
10. Take immediate steps to rectify any serious breach of Surf Life Saving safety policies and/or patrol deficiencies identified that pose an unacceptable risk to the public or members.

Minimum Qualifications:

Active and Financial SLSNSW Club member

Endorsed by Branch

SLSA Bronze Medallion/Cert II (proficient)

POSITION DESCRIPTION – DUTY OFFICER



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Advanced Resuscitation Techniques Certificate

Senior First Aid

Basic Beach Management

Class C Drivers License

Desirable Qualifications:

Silver Medallion – Radio Controller

IRB Drivers Award

Skills and Attributes:

Leadership and decision making qualities

Sound communication skills

Professionalism

Customer orientated manner

Ability to multi-task

Ability of work under pressure

Essential Knowledge:

A background within Surf Life Saving and understanding of Surf Life Saving operations

Experience as Patrol Captain or Lifeguard

Clear understanding of SLSNSW SOPs

Understanding of SurfCom/radio operations

Internal Liaisons:

Club Patrols & Support Operations

State Duty Officer

SurfCom

Club/Branch Emergency Callout Teams

Branch DOL

SLSNSW Media Manager

SLS Life Saver Helicopters

Lifeguard Services

External Liaisons:

Rescue Helicopter Services (Police/Ambulance)

NSW Police

NSW Fire

POSITION DESCRIPTION – DUTY OFFICER



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NSW Ambulance

SES

DPI (Fisheries)

NSW Maritime

Bureau of Meteorology (BOM)

Media

LS10.4 DUTY OFFICER CODE OF CONDUCT

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PURPOSE

To outline the Duty Officer code of conduct.

POLICY

All Surf Life Saving NSW (SLSNSW) State and Branch Duty Officers are expected to adhere to the following code of conduct.

PROCEDURE

Act responsibly and with professionalism

As a Duty Officer you are providing leadership and support to lifesaving personnel and representing Surf Life Saving to external agencies/emergency services.

As an operational figurehead other agencies and our members have high expectations of your conduct, image and professionalism.

Promote a culture of safety

As an operational leader the Duty Officer should at all times promote safety within lifesaving. The Duty Officer must understand his/her role in assessing risk while co-ordinating the response of lifesaving resources and promote safety at any opportunity.

Be prepared

The time-critical nature of the role requires a Duty Officer to become an asset to an emergency response almost immediately. Duty Officers must ensure that the minimum equipment and information required for the role is readily available whenever on duty.

Communication

Maintaining good communication with lifesaving services is essential in optimising a response. Building good relationships with key lifesaving service personnel is important.

Follow/strengthen operating procedures

SLSNSW provides Standard Operating Procedures for lifesaving services and adherence to these should be promoted by Duty Officers. Specific procedures and contingency plans should be developed, maintained and exercised within your local/regional area and reflected in Branch Duty Manuals and Club Patrol Operations Manuals.

LS10.6 DUTY OFFICER UNIFORM

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PURPOSE

To outline minimum uniform requirements for a Duty Officer.

POLICY

Official Duty Officer uniform may only be worn while on duty and/or responding to an after-hours incident. It may not be worn at any other time.

PROCEDURE

Shirt	Red polo shirt SLS Generic Logo on the left chest
Name Badge	Red background SLS Generic Logo Arial Narrow
Hat	Red peak cap or wide brim hat SLS Generic Logo Chequered ribbon on both sides
Jacket	Red/Yellow SLSA Jacket SURF RESCUE across back SURF RESCUE on front right chest (Capitals, Arial Narrow, Red) SLS Generic Logo on front left chest
Vest	Orange Night/Day Reflective Lined DUTY OFFICER, SURF RESCUE across back SLS Generic Logo on the left chest