



SURF LIFE SAVING  
**NEW SOUTH WALES**



# **North Steyne SLSC**

## **Patrol Operations Manual**

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# 1 Communication

## 1.1 Surf Life Saving & Emergency Services

SurfCom			
Service	Phone	Email	
State Operations Centre Branches covered; <ul style="list-style-type: none"><li>• Far North Coast</li><li>• North Coast</li><li>• Mid North Coast</li><li>• Lower North Coast</li><li>• Hunter</li><li>• Central Coast</li><li>• Sydney</li><li>• Illawarra</li><li>• South Coast</li><li>• Far South Coast</li><li>• Sydney Northern Beaches (Mon-Fri)</li><li>• Illawarra</li><li>• South Coast</li><li>• Far South Coast</li></ul>	02 9471 8092	<a href="mailto:soc@surflifesaving.com.au">soc@surflifesaving.com.au</a>	
SurfCom (Fisherman’s Beach) Branches covered; <ul style="list-style-type: none"><li>• Sydney Northern Beaches (Weekends &amp; Public Holidays)</li></ul>	02 9982 5666	<a href="mailto:surfcom@surflifesaving.net.au">surfcom@surflifesaving.net.au</a>	
Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife Services and the NSW Department of Primary Industries 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)
Manly LSC	900m	5 minutes	10 minutes
Queenscliff SLSC	500m	5 minutes	5 minutes
Freshwater SLSC	2km	10 minutes	10 minutes (car)
Other Stakeholders			
Assure Programs (Counselling)	1800 808 374	Trauma Incident Peer Support (TIPS)	
NSW Poisons Info	131 126	Contact rostered TIPS team member via SNB Duty Officer	0417 692 993

## **1.2 Club Callout Team**

Each Club should have 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)
- SSV (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



### SIGNING ON AND OFF - EACH PATROL

#### SIGN ON

The Operations App is the preferred mode for signing on and off patrol.

- Ten minutes before SIGN ON, SurfCom will remind clubs to sign on via the Operations App.
- Clubs without access to the app will SIGN ON at the appropriate time via radio with SurfCom.
- SIGN ON with Patrol Bronze qualification numbers, Beach status and IRB status
- Within 30 minutes of SIGN ON, SurfCom may conduct a radio check for clubs using the app.

When using the Operations App, each patrol must SIGN ON and Off on the day. Afternoon PCs will have the ability on the App to sign off the morning patrol.

#### SIGN OFF

- Ten minutes before SIGN OFF, SurfCom will remind clubs to submit statistics via the SLSA Operations App
- Clubs with no access to the app will SIGN OFF at the appropriate time via radio with SurfCom.
- SIGN OFF with Rescue Statistics only
- Patrols wishing to extend patrol times should notify SurfCom 15 minutes prior to scheduled SIGN OFF and provide revised finish time

Always contact SurfCom if your patrol status changes (IRB, SSV, Bronze Numbers below 3) or the beach is closed.



### RADIO CHANNELS

#### Channel 1

- Incident Channel
- Line of sight only
- Communications channel between Duty Officers, and all assets on scene (RWC, OSB or Helicopter)

#### Channel 2

- Patrol "chat" channel
- Line of site only
- Internal patrol communications between beach assets only

#### Channel 3

- Primary Repeater Channel
- For all communications with SurfCom
- Digital radios will roam for strongest signal
- Analogue Radios need to manually switch channels

#### Channel 4

- Scanning Channel only
- Receives all traffic on channels 1, 2 & 3 and secondary repeaters within range.
- Please note: If a response is made within 5 seconds, the message will be transmitted on the receiving channel, otherwise the radio will transmit on channel 2.

#### Training Channels

- Labelled as "25 Train" & "26 Train" on older radios
- Labelled as "58 Train" and "66 Train" on newer radios
- Frequencies have not changed | 25 Train = 58 Train | 26 Train = 66 Train



### CONTACTS

#### State Operations Centre (SOC)

- Call Sign: SurfCom New South Wales
- Phone Number 9471 8092
- Operates FNC, NC, MNC, LNC, HUN, CC, SYD, ILL, SC, FSC 7 days a week
- Operates SNB Monday to Friday in Season and 7 days a week out of season

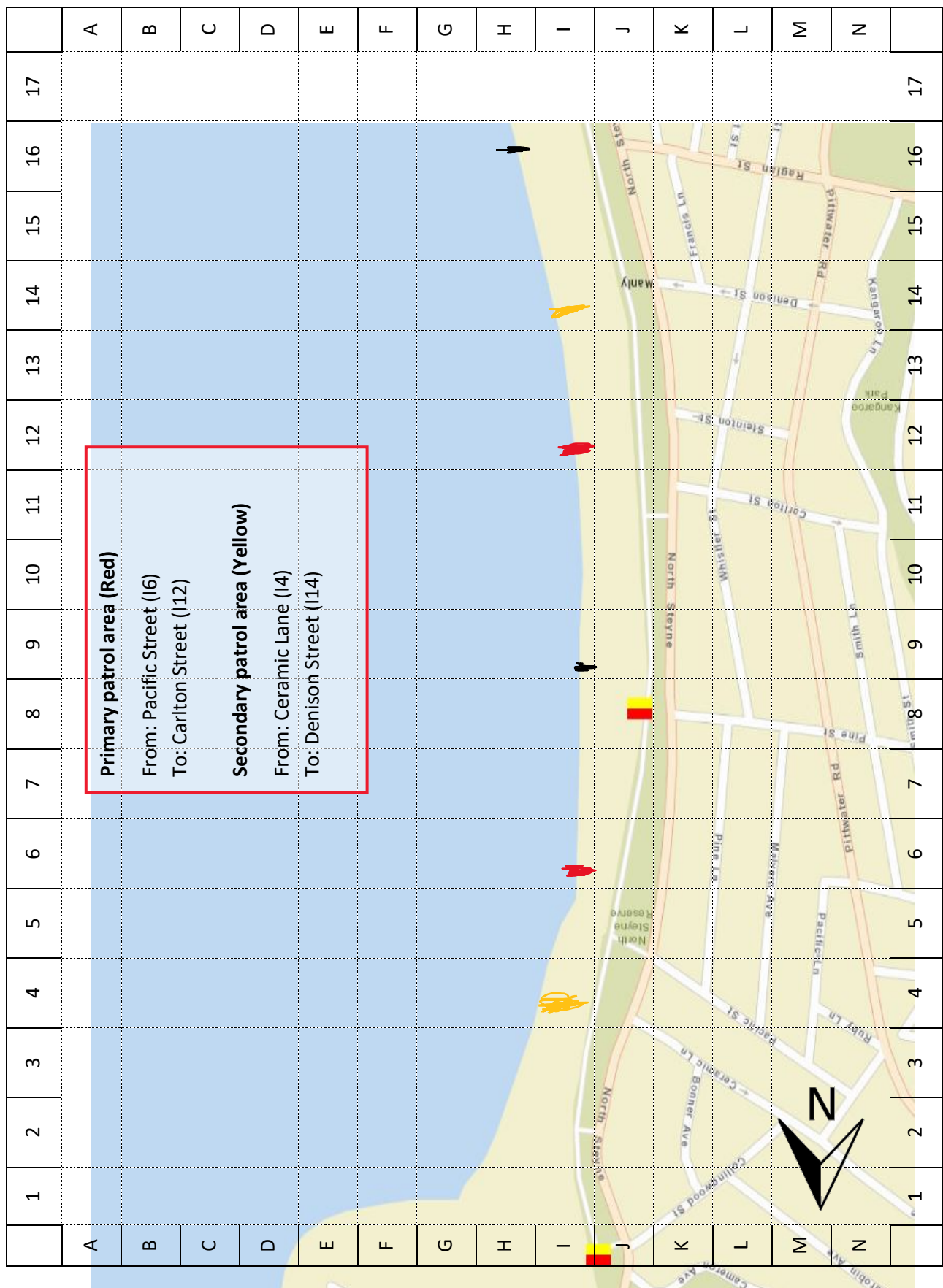
#### SurfCom Warringah

- Call Sign: SurfCom Sydney Northern Beaches
- Phone Number 9982 5666
- Operates only SNB weekends in Patrol Season

Both SurfCom facilities operate during daylight hours . For all after hours emergencies, dial "000" and ask for police.

## 2 Hazard/Risk Management

### 2.1 Hazard/Risk Map



## 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 <ul style="list-style-type: none"> <li>Monitor area from patrol tower with binoculars</li> <li>Roving patrol to area every 30min to 60min</li> </ul> <b>Equipment:</b> Tube, Radio, Binoculars <b>Response:</b> IRB or tube rescue from rocks
Northern storm water pipe – surfers jump off into shallow water, also a common rip area	Northern storm water pipe (I9)	<ul style="list-style-type: none"> <li>Monitor area from patrol tent</li> <li>Station patrol members at the pipe if necessary (especially if a rip has developed)</li> </ul> <b>Equipment:</b> Tube, Radio <b>Response:</b> Tube or board rescue
Southern storm water pipe – surfers jump off into shallow water, also a common rip area	Southern storm water pipe (H16)	<ul style="list-style-type: none"> <li>Monitor area from patrol tent with binoculars</li> <li>Roving patrol to area at least every hour</li> </ul> <b>Equipment:</b> Tube, Radio, Binoculars <b>Response:</b> Tube or board rescue
		<b>Equipment:</b> <b>Response:</b>
		<b>Equipment:</b> <b>Response:</b>
		<b>Equipment:</b> <b>Response:</b>

## 2.3 Northern Emergency Response Area

Area	Freshwater Beach
Equipment	IRB, radio, PFDs,
Response	IRB
Response Time (water - IRB)	10 minutes
Response Time (land - SSV)	10 minutes (car)
Access (boat ramps etc)	By water or car

## 2.4 Southern Emergency Response Area

Area	North Head
Equipment	IRB, radio, PFDs
Response	IRB
Response Time (water - IRB)	10 minutes
Response Time (land - SSV)	N/A
Access (boat ramps etc)	By water

## 3 Beach Management

### 3.1 Minimum Patrol Requirements

#### 3.1.1 Personnel

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

- 4 x Bronze Medallion (all wearing full uniform – quartered cap, shirt shorts)
- 1 x Advanced Resuscitation Techniques Certificate (ART)
- 1 x IRB driver
- 1 x IRB crew
- 1 x Silver Medallion Beach Management (held by Patrol Captain)
- 1 x Provide 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)
- 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
- SSV/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
- 1 x spinal board
- 1 x binoculars
- Set of red and yellow feathered patrol flags
- Set of black and white chequered surfcraft boundary flags



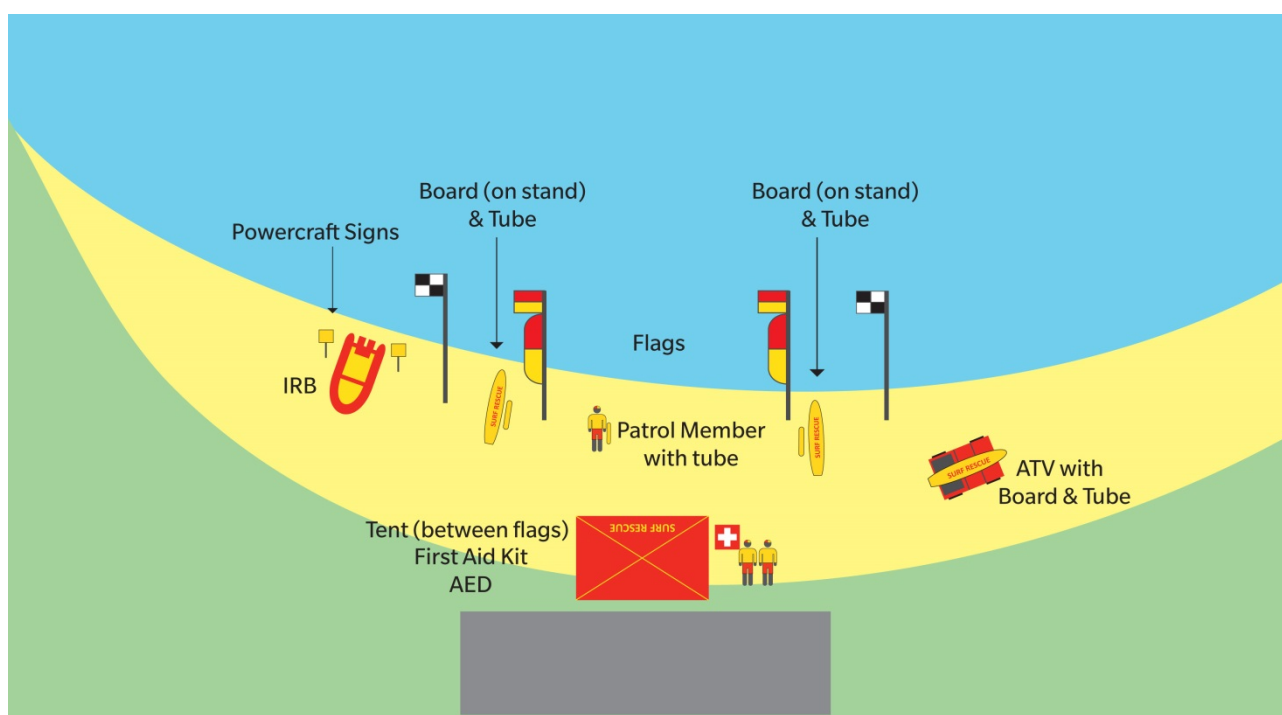
## 3.2 Patrol Types

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

### 3.2.1 Base Patrol

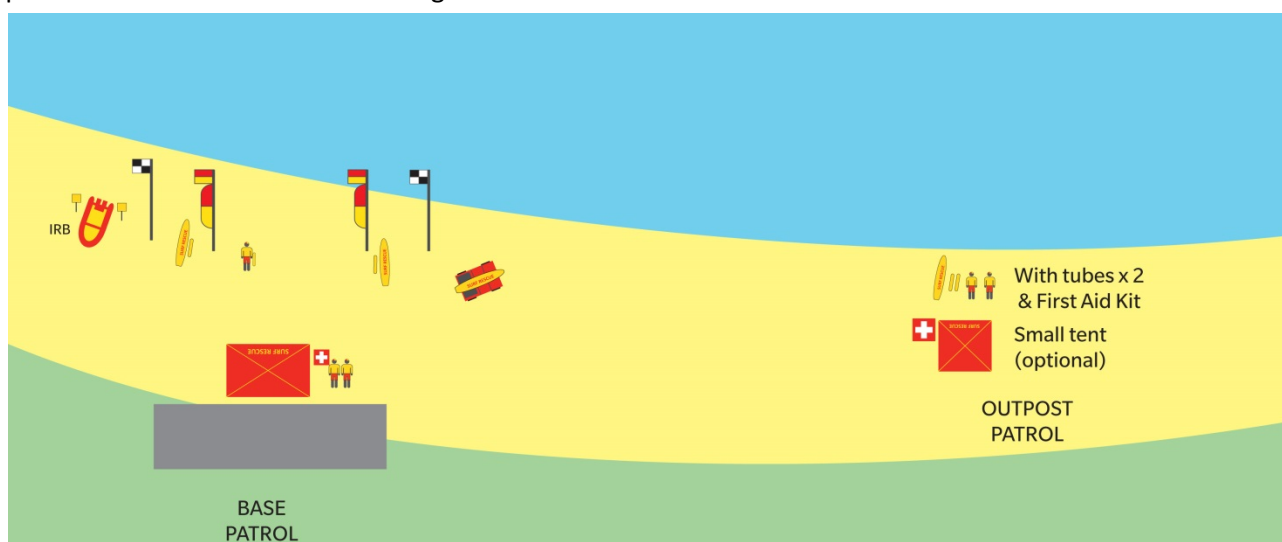
A Base Patrol is the core patrolled area for a lifesaving service established at all times and dates as identified in the Lifesaving Service Agreement. A Base Patrol must meet all minimums for personnel and equipment as stated below to be considered 'beach open'.

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.

## 3.3 Daily Patrol Procedures

Add/remove items to the below lists as required.

### 3.3.1 Start of patrol

1. All members arrive for morning patrol by 0845 at the latest.
2. The Patrol Captain and IRB personnel should arrive by 0830 to begin setting up the IRB.
3. Minimum standards assessed (numbers, qualifications, gear)
4. Liaise with Council Lifeguard about placement of the flags
5. Equipment should be checked and positioned for patrol
6. Patrol Operations App completed (members must be in full uniform to sign on)
7. Patrol signed on with SurfCom
8. '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 maintained 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 Operations App, Incident log and Powercraft log completed
4. Patrol confirm sign off with SurfCom
5. All equipment cleaned and stored appropriately, ready for Emergency Response if needed.
6. Radios 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

Add/remove items to the below lists as required.

Item	Location
IRB	IRB shed
Radios	Patrol room
Patrol shade (tent)	Patrol cage
Rescue boards	IRB shed
Rescue tubes	Patrol cage
Defibrillator	'Big Red' – Patrol Room; 'Public Access Defib' downstairs mounted on east wall
Oxy resuscitation kit	'Big Red' – Patrol Room; 'Yellow Kit' - Patrol Room
First aid kit	Patrol Room
Spinal boards	Patrol cage
Binoculars	Patrol room
Patrol flags/signage	Patrol cage
Severe Bleeding kit	Patrol Room

## 3.4 Nippers/Water Safety

Nipper water activities (and like activities) are to adhere to the SLSA Water Safety Policy (***SLSA Policy 1.01***) at all times. Nipper activities are to only be conducted in the immediate vicinity of an active patrolled area and have its own sufficient water safety (minimum 1 water safety for every 5 participants). It is highly recommended that an IRB be available water safety. The IRB should be on the water, rather than stationary on the beach.

Nipper water activities cannot be undertaken on a closed beach.

The Patrol Captain is to have 'control' over all Nipper activities and may delegate to a Water Safety Coordinator.

### 3.5 Club Rules

- Full patrol uniform must always be worn on patrol (Patrol Cap, shirt, shorts). SLS approved apparel (jumper, wetsuit, rash vest etc.) are also permitted.
- At least one (1) patrol member to always be watching 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
- At least one (1) patrol member at the water's edge with a tube and radio when swimmers are in the water
- Rescue tubes are to always be carried by patrol members when 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 SSV
- The SSV should always be left facing the water (out of gear and in neutral)
- SSV should always be driven at a low speed (unless in an emergency)
- No passengers are allowed in the tray of the SSV (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 and Powercraft log)
- Members will attend all rostered patrols or arrange a suitably qualified substitute.

## 4 Emergency Operations Plans

### 4.1 Emergency Beach Closure

In consultation with the Northern Beaches Council Lifeguard service, 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

### 4.2 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

### 4.3 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



## 4.4 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 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)

### 4.4.1 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'

#### **4.4.2 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
- 1 x spinal board
- 1 x binoculars

#### **4.4.3 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)

#### **4.4.4 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)

## 4.5 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.

### 4.5.1 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)

## 4.6 Emergency Rally Point



**Emergency rally point location:** Cnr Pine St and North Steyne

## 4.7 Helicopter Landing Zone

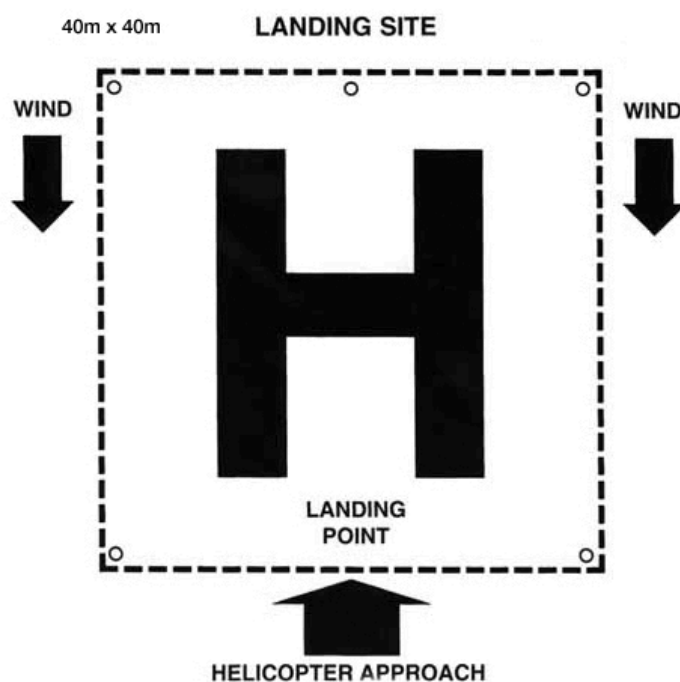
During major incidents, rescue helicopters may be required to land on the beach or near the beach to assist treating the patient and possibly transporting the patient to hospital. Ultimately, the decision of where to land is made by the pilot of the aircraft based on weather conditions, the nature of 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 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.

- 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 Surf Emergency Response System
- LS10 SAR Operations
- LS11 SurfCom
- LS12 Lifesaving Vessels and Aircraft
- LS13 Post Incident (Recovery Phase)