

**Submission
No 52**

MANAGEMENT OF SHARKS IN NEW SOUTH WALES WATERS

Organisation: Aquatic Safety Consultants Australia (ASCA)
Name: Mr Ian Lee
Date Received: 23/10/2015

Management of Sharks in NSW Waters

October 2015

Prepared by Ian Lee - Aquatic Safety Consultants Australia



Background

- This submission relates purely to the review of professional lifeguard/volunteer lifesaving operations during guarded (patrolled hours) initially in the targeted area of northern New South Wales.
- Aquatic Safety Consultants Australia (ASCA) advocates the 'Prime Time Patrolling Concept' when providing professional Lifeguard/Lifesaving operations. The 'Prime Time Patrolling Concept' being the efficient utilisation of manpower and resources to minimise the response time to an incident.
- The providers of lifeguard/lifesaving operations - Councils, contractors and volunteer lifesavers must ask themselves that fundamental question. Are they being as efficient as possible with their utilisation of the manpower (lifeguard/lifesaving staff) and resources (plant & equipment) available to them?
- ASCA undertake Service Reviews for professional lifeguard/volunteer lifesaving providers to ascertain operational and financial efficiencies based on evidence (on site observations/audits of lifeguard/lifesaver patrols, review of systems of work/procedures, staff feedback) to develop and implement recommendations for improved performance. (Plans of management for beaches and beach precincts).
- ASCA has reviewed Waverley Council, Lake Macquarie City Council and Eurobodalla Shire Council Lifeguard Operations.
- ASCA has conducted Signage audit for Shellharbour City Council.
- ASCA has audited Lifeguarding Services Australia (LSA) risk management procedures for World Triathlon Championships in Sydney Harbour. (Please see Testimonies as part of this submission)

Methodology

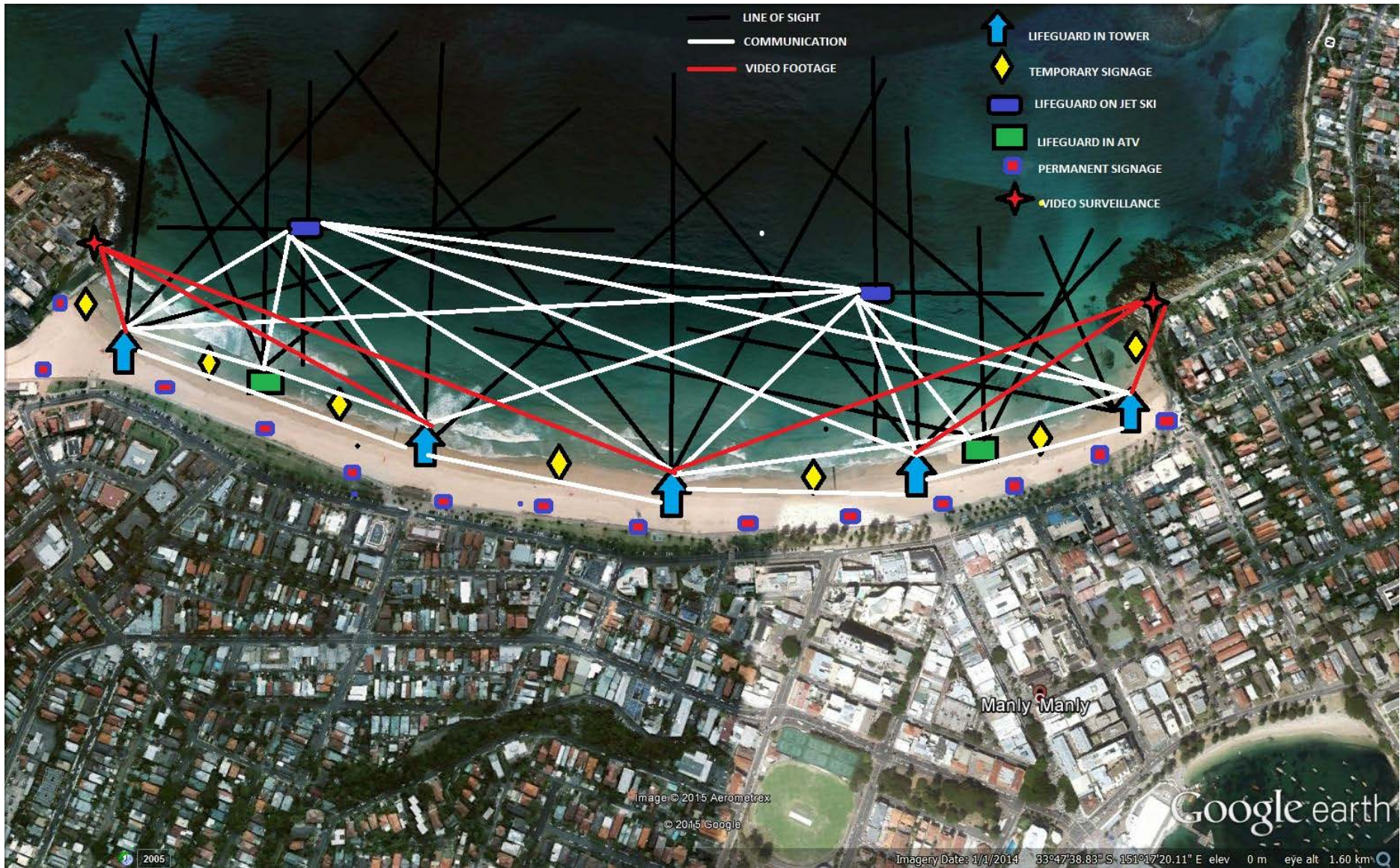
- To ascertain operational efficiencies and assess beach management performance, ASCA draws on its own expertise in alignment with reference to the key documentation that all Councils, contractors and volunteer lifesaving clubs should be compliant with;
 - Australian Water Safety Strategy 2012-15 (Australian Water Safety Council)
 - Practice Note 15 Water Safety, revised July 2012. (Division of Local Govt, Department of Premier & Cabinet)
 - AS/NZS2416.2 2010 Water Safety signs and beach safety flags – Specifications for beach safety flags – Colour, shape, meaning and performance. (Australian Standards)

- AS/NZS2416.3 2010 Water Safety signs and beach safety flags – Guidance for use. (Australian Standards)
- The Standard Operating Procedures/Systems of work utilised by the Lifeguards/Lifesavers
- Work Health & Safety (WHS) Legislation
- 'AAA' Philosophy – Accountability, Agility & Alignment.

ACCOUNTABILITY	AGILITY	ALIGNMENT
<ul style="list-style-type: none"> • Water safety providers are accountable for their service delivery model. • Lifeguard/Lifesaver performance. • Provision of best practice equipment and water safety strategies. 	<ul style="list-style-type: none"> • Ability to adapt to legislative, operational, procedural changes. • Embrace new technology, new ideas, innovative patrolling techniques. 	<ul style="list-style-type: none"> • Compliant with pertinent water safety documentation. • Compliant with own procedural documentation. • Alignment with other Emergency services/combat agencies.

Proposal

- Undertake Service Reviews of Lifeguard/Lifesaving Operations in Northern NSW for the NSW State Government and Councils in this area.
- Service Reviews to have primary focus on reviewing current patrolling strategies and their alignment to operational responses to suspected and confirmed shark sightings. Eg.
 - Are Lifeguards/Lifesavers in elevated positions (towers and/or geographic locations/headlands etc)?
 - Are jets skis in the surf (not on the beach) in times of heightened shark presence/reports and high activity beach usage/Xmas/Easter/Aust Day school holidays?
 - Scenario Training in response to Shark sightings/attacks for lifeguards/lifesavers and other combat agencies (Ambulance/Police).
 - Compliance with pertinent water safety documents and own Lifeguard/Lifesaving procedural documents.
 - Is permanent signage located at the entry to the public land or in a conspicuous location? Is signage damaged, deface, graffitied or requires replacement?
- Develop Beach management plans for patrolled beaches/beach precincts as outlined below. Manly Beach – Queenscliff Precinct Mgt Plan/Overview below was developed for Australian Professional Ocean Lifeguard Association (APOLA) and was presented to forum including Dr Vic Peddmors.



LAKE MACQUARIE SERVICE REVIEW - ACKNOWLEDGEMENT

** ASCA were engaged by LMCC to undertake a best practice review of the Professional Beach Lifeguard Service. This service review included:*

- 1. Investigating and assessing beach management operations through on site observations, staff and management feedback and discussions. Assessing beach management performance against Australian Water Safety Strategy 2012-15, Practice Note 15, Australian Standards 2416 and LMCC's standard operating procedures;*
- 2. Reviewing and assessing associated Council supplied infrastructure in terms of being fit for purpose to provide best practice services;*
- 3. Identifying career development opportunities and undertaking a review of the training program and recommendations, including linkages with learning and development institutions; and*
- 4. Reviewing and assessing linkages with local Surf Life Saving clubs and Hunter Branch in terms of adhering to service level agreements including how these complement, or otherwise, existing Council services and practices as outlined in item 1.*

The service review involved on site discussions with lifeguard staff which also provided opportunities to observe beach management operations at all four patrol locations during the 2014/15 patrol season. The review identified some key areas for continuous improvement which included:

- continued vigilance around fixed signage at various entry points; and*
- the development of a detailed service agreement with SLS Hunter Branch and the four Surf Life Saving*

Clubs that critical to Council managing its risk with the volunteer service provider. Pleasingly, LMCC's Beach Lifeguard Service performed exceptionally well when critiqued for compliance against the key water safety documents available to Councils, as identified in the review criteria outlined above.

Following is a summary comment in the report's findings: "This excellent performance is supported by Council's own detailed Beach Lifeguard Service Procedures Manual, Personal Water Craft/Jet ski Operations Manual and

Beaches Emergency Response Plan. This Service Review highlighted key strengths for Council in the provision of outstanding quality rescue equipment including a PWC/jetski located at all four (4) beaches under Council's control. LMCC is in the unique and impressive position of having lifeguards responding to life threatening matters (via jet ski) to locations outside the Lake Macquarie City Council local government area. But as with any procedural documentation and supplied equipment, the service delivery model on the beach can be operationally inefficient without committed, skilled professional ocean safety staff to meet these standards. In this area LMCC and its Beach Lifeguard Service team should be justifiably very proud of their efforts."

The partnership with Dr Peddmors and the NSW DPI was instrumental in ensuring there was sound scientific input into the development of the draft procedure. An independent peer review of the draft procedure was also provided by Aquatic Safety Consultant, Mr Ian Lee.



**Ministry for Police &
Emergency Services**

Mr Ian Lee
Managing Director
Aquatic Safety Consultants Australia
PO Box 23
FAIRY MEADOW NSW 2519

Dear Mr Lee

I write to invite you to attend a forum to discuss the Government's direction on water safety issues.

The details for the forum are as follows:

Monday September 12
5 – 6pm
Level 41, Governor Macquarie Tower
1 Farrer Place, Sydney

The forum presents an opportunity to discuss how the Government's election commitments will be implemented and the new governance arrangements in NSW in relation to water safety.

The forum will be attended by the Minister for Police and Emergency Services, the Hon. Mike Gallacher MLC; the Treasurer, the Hon Mike Baird MP; the Minister for Sport and Recreation, the Hon Graham Annesley MP; and the Minister for Local Government, the Hon Don Page MP.

Please RSVP to [REDACTED] Principal Policy Analyst, Ministry for Police and Emergency Services, on either [REDACTED] or [REDACTED].

I look forward to your participation in the forum.

Yours sincerely

Les Tree
Chief Executive Officer



**Australian Professional Ocean
Lifeguard Association Incorporated**

ABN 40 537 467 685

Web www.apola.asn.au Email info@apola.asn.au Mobile 0408 855 267

PO Box 6700 COFFS HARBOUR PLAZA NSW 2450 AUSTRALIA

The Australian Professional Ocean Lifeguard Association Inc. (APOLA) has long been dedicated to promoting, supporting and advancing water safety for all at our Australian beaches.

This statement confirms that the Australian Professional Ocean Lifeguard Association Inc. (APOLA) recognizes Aquatic Safety Consultants Australia (ASCA) as an experienced and expert consultancy team capable of providing comprehensive analysis and advice for improvement of lifeguard services to lifeguard service administrators seeking efficient utilisation of manpower and resources to reduce the incidence of drowning.

While ASCA work is viewed principally to be the evaluation of lifeguard service systems and practices and reporting findings, including recommendations for improvement, to organisation managers seeking guidance for improvement and/or affirmation of providing best practice in the delivery water safety services, the ASCA approach in supporting and mentoring employees during the fact finding and post report guidance phases is particularly highly commended - this professional approach is well appreciated by the organisation managers and lifeguard operational personnel.

APOLA commends ASCA to organization managers seeking independent analysis and advice for improvement of their current lifeguard service operations towards industry best practice.

Yours faithfully
John C Andrews
John Andrews
National Secretary/Treasurer
21 June 2012

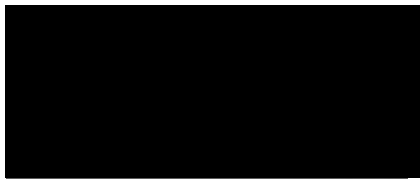


20 June 2012

I have been in the industry of surf education for over 15 years delivering the message and working with clients on how to best safeguard themselves in the surf.

When Surf Educate Australia (SEA) needs advice on beach management, signage and ocean safety issues - I contact Aquatic Safety Consultants Australia (ASCA).

I have no hesitation in recommending their services and advice.



Craig Riddington - Founder SEA Australia - President Surf Educators International
Manly Pavilion West Esplanade - Manly NSW Australia
02 99077650 * 0418 963652
www.seaaustralia.com.au



Mike Baird

MEMBER FOR MANLY
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Mr Ian Lee
Managing Director
Aquatic Safety Consultants Australia
PO Box 23
FAIRY MEADOW NSW 2519

3 February 2011

Dear Ian

Thank you for your valuable input in the Avoidable Drownings forum this week.

I was touched by the passion, dedication and knowledge in the room and want to assure you your insights have been heard.

All the recommendations put forward by the group will help drive our statewide approach to reducing avoidable drownings, should we be successful in March.

As mentioned, Melinda Pavey will have carriage of this under the Emergency Services portfolio. If elected to Government I will work closely with her to ensure water safety education is improved and the community receives the greatest benefit from the funds available.

I look forward to reviewing the Action Plan and keeping you informed as our NSW Water Safety Strategy is developed.

Please do not hesitate to contact me, or [REDACTED] in my office, at any time.

Yours sincerely

Mike Baird MP
Member for Manly

Thanks mate!



**AQUATIC SAFETY CONSULTANTS
AUSTRALIA (ASCA)**
Preventing tragedy through education and training.

Aquatic Safety Consultants Australia

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Waverley Council Lifeguard Service sourced ASCA to do a service review of the entire operations of the service.

ASCA were very thorough with the review with recommendations for improved signage, patrol strategies and constructive staff feedback that has now been implemented so the lifeguard service can remain and continue as a professional outfit.

Regards

Bruce Hopkins
Chief Lifeguard
Waverley Council



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