

SURF LIFE SAVING SYDNEY STANDARD OPERATING PROCEDURE RESCUE SERVICES GROUP



NUMBER: 6.0

TITLE: DUTY OFFICER MOBILE PHONES & APPLICATIONS USED BY SYDNEY BRANCH DUTY OFFICERS

DATE: 11 DECEMBER 2019

Purpose To provide a procedure for use and allocation of branch mobile phones and/or any application or service that is required to be used directly or indirectly as part of their duties on personal devices.

Procedure

1. Contact Numbers:

- a. The contact numbers for the rostered Duty Officer for each area are as follows:
 - i. On-call Senior Duty Officer – 0490 087 801
 - ii. Sutherland – Personal Phone
 - iii. Eastern Beaches – Personal Phone

2. Phone Plan:

- a. Surf Life Saving Sydney (the Organisation) has obtained a pre-paid plan for the On-call Senior Duty Officer number.
- b. This plan is subject to change at any time with approval from the Sydney Branch Financial Delegate and may include the cancellation of any or all plans.

3. Acceptable Use of Branch Mobile Phone/s

- a. The Organisation defines acceptable use as activities that directly or indirectly relate to its operational requirements.
- b. The device/s are not to be used for personal activities such as personal calls or social media use.
- c. The Organisation has a zero-tolerance policy for illegal mobile phone use while driving. The device/s provided must only be used in accordance with the relevant NSW Road Rules.

4. Allocation of Branch Mobile Phone/s:

- a. Duty Officer phones will be allocated as the Duty Officer Coordinator (DOC) deems appropriate.

5. Device Availability:

- a. It is expected that the phones are in possession of the rostered duty officers and those officers are contactable on the following minimum availability basis:
 - i. On-call Senior Duty Officer phone number – 24/7/365
 - ii. Rostered Duty Officer/s – Entire duration of their rostered shift.

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- 6. Call Forwarding:**
 - a. The On-call Senior Duty Officer phone number will be diverted on a Sunday at 6:00pm to the rostered On-call Senior Duty Officer unless an alternative arrangement has been made and agreed upon by the DOC.
- 7. Care, Maintenance and Charging:**
 - a. Duty Officers are responsible for the care of the devices when they are in their possession including ensuring that the devices are charged using the charger provided.
 - b. The devices must always be stored in the supplied waterproof cases.
 - c. Damage to devices must be reported immediately to the DOC and Director of Administration.
- 8. Contact Maintenance:**
 - a. The DOC will ensure that a centralised address book and contact list is kept up to date with the appropriate local, Branch & State contacts.
- 9. Organisational Policy:**
 - a. All officers and members of the Organisation are bound by the relevant SLSS, SLSNSW & SLSA Policies & SOP's. These policies extend to the use of these mobile phones, particularly in relation to:
 - i. Social Media
 - ii. Member Protection
 - b. These devices must not be used in any way that may contravene any policy of the Organisation.
- 10. WhatsApp and SMS Groups**
 - a. All Duty Officers will be invited to a WhatsApp group for their local area (Sutherland/RNP or Eastern Beaches) and a combined group. Duty Officers are not to leave the group to always ensure full operational awareness.
 - b. The DOC will hold administration access to all three (3) groups and will relinquish their administration access should they leave the role.
 - c. Duty Officers must advise branch and the DOC of a change in phone number immediately.
 - d. Senior Duty Officers **MUST** have a 'All Duty Officer' SMS contact group and add or remove anyone at the request of the DOC.
 - e. Duty Officers **MUST** reply to the Senior Duty Officer with their availability if a request for assistance (RFA) is sent requesting a duty officer to attend an incident in their respective areas. If the incident occurs in the Bayside Local Government Area, both areas are to respond to the RFA.
 - f. Bullying and or/harassment will not be tolerated. Any duty officer found to be bullying or harassing a member on



these groups may face immediate dismissal or other disciplinary action.

- g. If a dedicated request for assistance (RFA) system is adopted, all Duty Officers must comply with the request of the DOC to set up and use that service/application.

11. Telematics Guru Application

- a. Duty Officers will be given access to the Telematics Guru Application which shows the location of each asset in Sydney Branch that is tracked.
- b. Under no circumstances are Duty Officers to log into the application unless they are rostered on, and it is for operational purposes only. An exception to this is if the Duty Officer is not rostered on but needs to obtain the location of the vehicle to pick it up.
- c. If a Duty Officer is found to be using the application inappropriately, illegally (against privacy laws or any other law), or against this SOP, their access may be revoked, and they may face disciplinary action.

12. Email

- a. Duty Officers are to monitor their emails and respond accordingly if required to branch and the DOC.
- b. Duty Officers must advise branch and the DOC of a change in email address immediately.

13. Contacts Plus Application

- a. Duty Officers are to download and log into the Contacts Plus application on their personal device. A generic username and password will be given by the DOC to all Duty Officers which is not to be changed by any officer other than the DOC.
- b. If a contact is to be added or adjusted, the DOC is to be made aware of the request. The DOC will update the iCloud account and sync the new contact or update to the Contacts Plus application.

14. SLSS Mobile Phone

- a. A mobile phone (with no working SIM) is allocated to each area (Sutherland/RNP and Eastern Beaches) are they are to be used to take photographs or gather evidence at incidents.
- b. Any duty officer that uses their personal device to take photographs or gather evidence, is to share those photographs and/or other evidence with the DOC by email and immediately remove such photographs and evidence from their personal device. Duty officers who use their personal device and take photographs or gather evidence at an incident, may have their personal device confiscated by the NSW Police Force in accordance with the Law

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Enforcement (Powers and Responsibilities) Act 2002. SLSS will not compensate that officer if this occurs.

History / Review

The LSRSC will review and amend this SOP as required.

Version Enforceable Date	Reviewed by
Version 1 – 11 December 2019	M Spooner (SOM)
Version 2 – 01 September 2024	C Hort (DOC)
Version 3 – 06 July 2025	C Hort (DOC)

As an SLSS Duty Officer, I agree to operating according to the procedure identified above.

Name

Signature

Date