

SURF LIFE SAVING SYDNEY STANDARD OPERATING PROCEDURE RESCUE SERVICES GROUP



NUMBER: 8.0
TITLE: Duty Officer Structure, Command and Control
DATE: 15 September 2022

Purpose To formalise and provide guidance surrounding the command-and-control structure of the Surf Life Saving Sydney Duty Officer team.

Procedures - Reporting and Communication Structure

In addition to the SLSNSW Public Safety SOP (PSS) 9.3, the following Standard Operating Procedures apply to all members of the Surf Life Saving Sydney Duty Officer team:

- All members will report directly to the Surf Life Saving Sydney Duty Officer Coordinator.
- All operational and administrative communications must be made by members of the team to the Duty Officer Coordinator in the first instance, followed by the Manager of Rescue Services.

The Duty Officer Coordinator reserves the right to enact tasks, procedures and guidelines as deemed necessary to ensure the effective functioning of the Surf Emergency Response System. Any member who fails to comply with reasonable requests in accordance with the execution of these, may be subject to disciplinary action, in which case such action will be determined by the Duty Officer Coordinator and Manager of Rescue Services in consultation with the Director of Life Saving and Rescue Services.

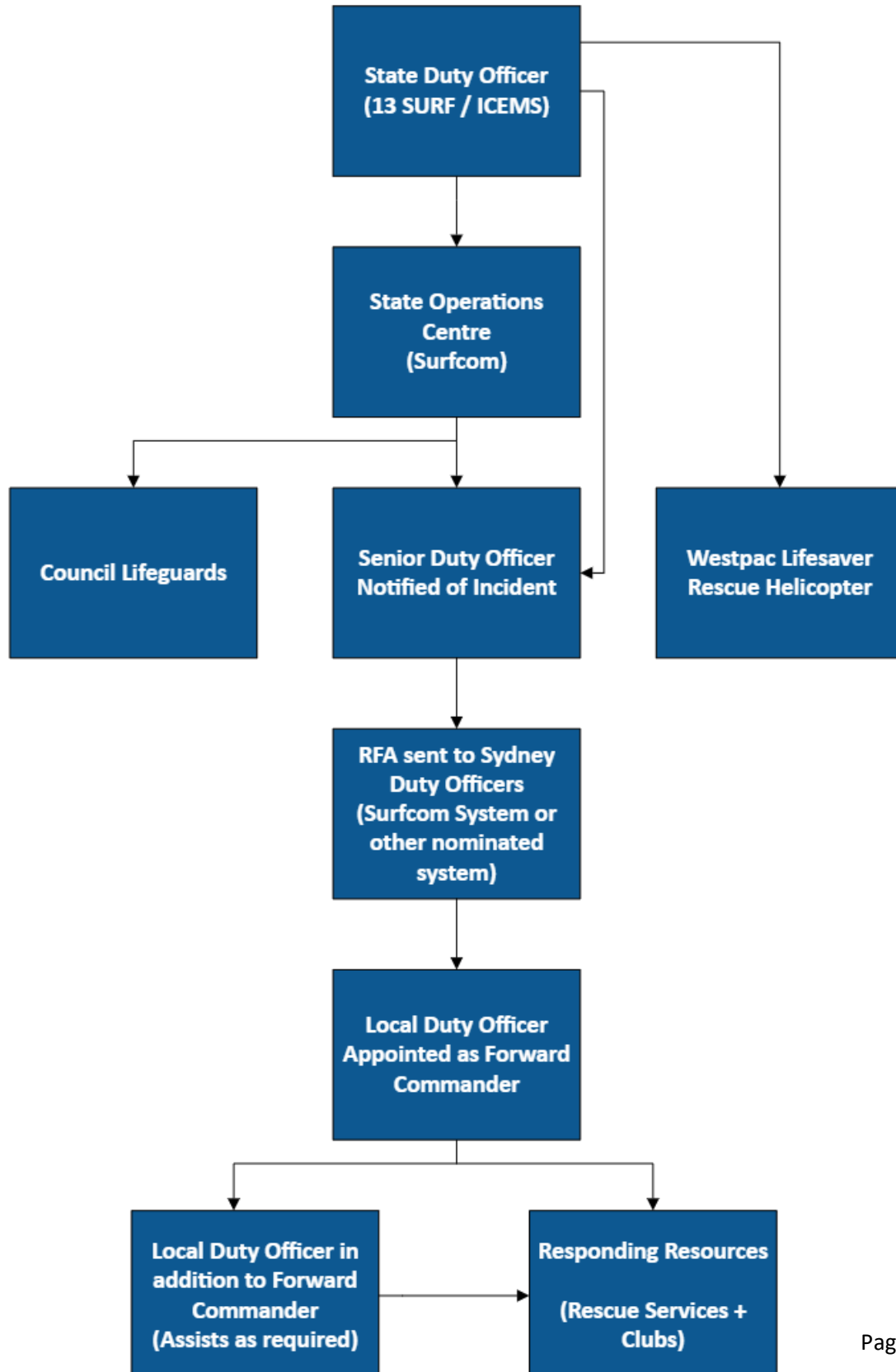
Procedures – Command and Control Structure

The Senior On-Call Duty Officer, denoted by the name in which appears in the Deputy Rostering platform, shall be contactable by phone and be the primary point of contact for the Surf Emergency Response System during anytime that no rostered duty officer is available and signed on.

The following flowchart denotes the structure to be adhered to for callout operations:



ON-CALL/OUT OF HOURS



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In accordance with Surf Life Saving Sydney By-Law 4.15.3.5, the appointed Manager of Rescue Services reserves the right to assume primary control of the Surf Life Saving Sydney Surf Emergency Response System in any instance where required. This remains delegated unless specified and communicated.

During hours where a rostered duty officer is available and signed on, the primary point of contact for the Surf Emergency Response System shall be the respective duty officer responsible for the Local Government Area (LGA) in which that incident is located. This is denoted by:

- Eastern Beaches 10 (Randwick, Waverley and Woollahra)
- Sutherland 10 (Sutherland Shire and Royal National Park)

Incidents that fall within the bounds of, or offshore of, Bayside LGA, shall be communicated to both duty officers for tactical planning and responses to be initiated based on factors that affect that response. A forward commander, or duty officer responsible for that incident, will then be advised and appointed.

During hours when a rostered duty officer is available and signed on, the secondary point of contact for the Surf Emergency Response System shall be the respective duty officer responsible for the Local Government Area (LGA) in which that incident is located. This is denoted by:

- Eastern Beaches 11 (Randwick, Waverley and Woollahra)
- Sutherland 11 (Sutherland Shire and Royal National Park)

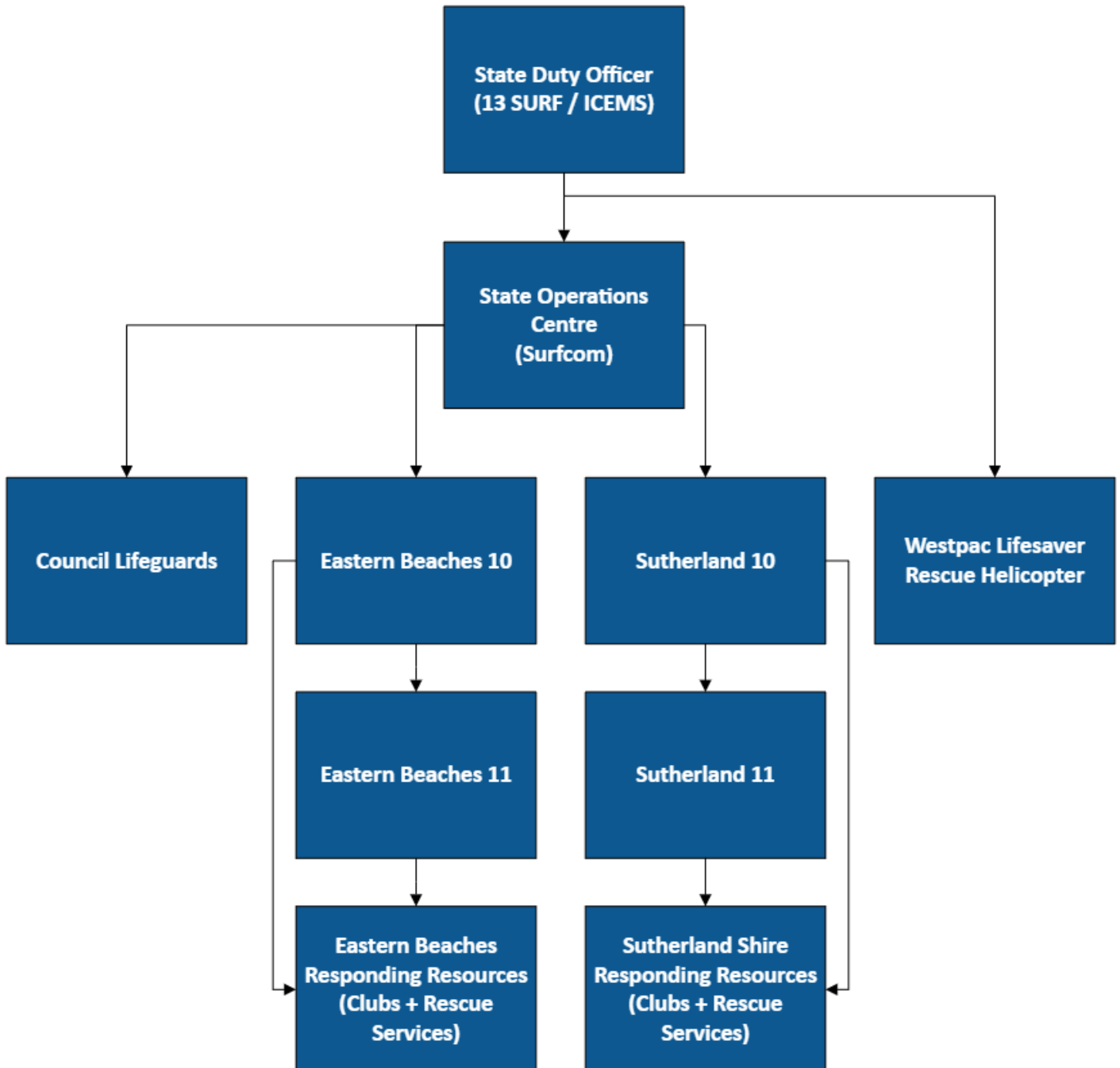
A duty officer rostered to perform duties under the call sign of Eastern Beaches 11 or Sutherland 11 shall communicate with and be tasked by the primary duty officer, with the intention of:

- Maximising response capabilities, and
- Reducing response times.

The secondary duty officer shall not assume the role of a forward commander in their respective area unless approved by the primary duty officer with regard to the above intention considerations.



DURING PATROL HOURS



**SURF LIFE SAVING SYDNEY
STANDARD OPERATING PROCEDURE
RESCUE SERVICES GROUP**



Hours of Operation 24/7

References [SLSS By-Laws 2023](#)
[SLSNSW Public Safety Standard Operating Procedures – ‘PSS 9.3 – Duty Officer System’](#)

History / Review

The LSOC will review and amend this SOP as required.

Version Enforceable Date	Reviewed By
Version 1 – 24 September 2022	J Towns (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