



STANDARD OPERATING PROCEDURES POLICY & EMERGENCY ACTION PLAN

ENVIRO-REEFS PADDLE AND SURF SCHOOL

19/09/2017

V2



STANDARD OPERATING PROCEDURES
ENVIRO-REEFS PADDLE AND SURF SCHOOL (ERPASS)

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- COPY OF INSURANCE POLICIES
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ISSUED TO:

BUNDABERG REGIONAL COUNCIL

SURFING AUSTRALIA

SURFING QUEENSLAND

ERPASS EMPLOYEES

[ATTENDING SCHOOLS/COMMUNITY CENTRES]

[INTERESTED PARTIES]

STAFF DUTIES – ERPASS

ALL STAFF MUST BE 100% FAMILIAR WITH S.O.P. & E.A.P

INSTRUCTORS/COACHES - (Must hold SA approved surf rescue qualification, SFA, Working With Children Check and a Surfing Australia Level 1 or above coaching accreditation).

- To teach SURFING/STAND UP PADDLE BOARDING and any other water/land-based activities offered by ERPASS
- To ensure that all equipment is safe and appropriate
- To keep up to date with latest ERPASS standards (i.e. staff training, etc.)
- To emphasise safety points and procedures
- To create a positive and friendly atmosphere
- To deal with accidents/emergencies appropriately (immediate first aid, after care, reporting and recording)
- To take bookings and deal with ERPASS administration
- To ensure ERPASS facilities are clean and tidy
- To promote SURFING/STAND UP PADDLE BOARDING as a healthy lifestyle
- To undertake other duties as instructed by KEITH DRINKWATER.

OTHER STAFF

- To look after customers prior to, or ending a water session
- To ensure efficient day to day running of ERPASS
- To pass on specific client information to appropriate instructors
- To take bookings and deal with ERPASS administration
- To deal with payments to ERPASS for any lessons / courses
- To keep up to date with latest ERPASS standards (i.e. staff training)
- To promote SURFING/STAND UP PADDLE BOARDING as a fun and healthy lifestyle
- To undertake other duties as instructed by either KEITH DRINKWATER or COACHES.

ERPASS Staff Training & Qualifications

All instructors/coaches must be proficient in, and hold:

- A current surf rescue qualification;
 - A current Senior First Aid Certificate;
 - A working with children check (for the relevant state(s));
 - A Surfing Australia/ISA coaching accreditation
-
- The ONLY acceptable coaching accreditations for Instructors working at ERPASS are the Surfing Australia or ISA accreditations
 - All staff must be 100% familiar with ERPASS SOP's and EAP
 - All staff must be 100% familiar with ERPASS equipment and methods
 - Staff are encouraged to gain higher qualifications and will be offered advice and support throughout their training
 - Staff training will be on going throughout the season and will be recorded by ERPASS (first aid scenarios, levels of competency in water, coaching techniques and surf rescue skills)

ERPASS STAFF HIERACHY

MANAGING DIRECTOR/OWNER(S)
KEITH DRINKWATER



ERPASS MANAGER
DAREN KEENA



HEAD INSTRUCTOR
KEITH DRINKWATER



QUALIFIED INSTRUCTORS
TAHLEE TAYLOR
DAREN KEENA
CAITLIN McDOUGALL



ASSISTANT INSTRUCTORS
ANGELA DUFFIELD

SHELLEY McDONALD

SYSTEMS OF WORK

DAY TO DAY RUNNING OF ERPASS

OPENING UP PROCEDURES / PREPARING FOR A LESSON

- *Check Conditions (contact BOM for a forecast if necessary) and ensure that every instructor is aware of the conditions and the predicted forecast for each day.*
- *Select venue (beach) to hold lesson*
- *By text or phone obtain approx weight and size to prepare rashies/wetsuits and for board selection and matching*
- *On arrival perform venue analysis liaise with SLSC patrol*
- *Prepare and set out equipment, ensure it is operational, put names on rashies*
- *Be sun smart – sunscreen, hat, rashie*
- *Prepare paperwork*

MEETING PARTICIPANTS / CLIENTS

- *Welcome and introductions*
- *Ensure that everyone has read and completed a participation declaration (ERPASS Lesson Waiver)*
- *Ensure payments completed (cash or card accepted)*
- *Issue wetsuits as required*
- *Issue rashies (make sure names are on front)*
- *Remind participants to be sun smart ie: sunscreen*
- *When necessary, split group into smaller groups based on ability and competency*
- *Explain about the nature of chosen venue and the associated dangers (such as rips, rocks and other surfers) and how to avoid them*

INTRODUCING CLIENTS TO THE LESSON

- *Emphasise safety points, procedures and their functions.*
- *Outline lesson plan ie warm up etc -emphasise to have fun.*
- *Board/paddle selection*
- *Carry boards/paddles/legropes techniques*
- *Paddle technique and importance+ trim*
- *Getting on and off board safely*
- *Position on board (prone and standing)*
- *SUP flat water skills*
- *Lift and secure nose of board over breaking waves (surfing)*

- *Walk out to waist deep water*
- *Catching waves*

INSTRUCTING & SUPERVISING LESSONS AND PROGRAMS

- *Attempt to create and maintain a positive, friendly and enjoyable atmosphere throughout the session.*
- *Conditions may dictate that 1 or 2 people at a time be in water with instructor*
- *Rotation of clients in and out of water to also provide more personalised instruction*
- *Demonstrate on sand and have clients copy*
 - *Explain the correct way for participants to position themselves board, paddle onto waves and perform a back arch (stage 1 of standing up)*
 - *Take the group into the surf to execute the above procedures*
 - *Conduct an on-beach theoretical and practical explanation of how to stand up on the surfboard using a both a basic and advanced method*
- *re-enter the surf and assist the participants with problem solving and board stabilizing techniques for the remainder of the session*
- *Personalise instruction for individual*

ENDING THE SESSION

- *Allow sufficient time for a cool down and de-brief / discussion with clients.*
- *Allow photos to be taken (with media consent)*
- *Rinse off under showers – final pointers and wrap up*
- *If offered accept assistance to clean equipment – creates social context*

AFTER THE SESSION

- *Feedback acknowledged and participants encouraged to write comments on feedback form*
- *Fill out and sign Certificates Of Achievement*
- *Hand out coffee vouchers*
- *Encourage to do it again*
- *Hand out business card with Facebook and website address and remind participants to check them for lesson photos and to provide reviews.*
- *Hand out trip Advisor cards and encourage to give ERPASS a review.*



ERPASS

CONTACT NUMBERS – BUNDABERG

(UPDATED 19/09/2017)

Keith Drinkwater	0428 889 556
Daren Keena	0417 590 050
Tahlee Taylor	0423 157 876
Caitlin McDougall	0478 671 913
Angela Duffield	0456 797 155
Shelley McDonald	0415 923 893

EMERGENCY: 000

✓ GENERAL HOSPITAL/A&E	07 41 50 2222
✓ SURFING AUSTRALIA	07 55 99 3800
✓ COUNCIL	1300 883 699
✓ STATE BRANCH	07 55 99 3800
✓ POLICE	07 41 539 111
✓ AMBULANCE	000
✓ FIRE SERVICE	07 41 533 244
✓ POISONS INFO CENTRE	13 11 28

SITE MAPS

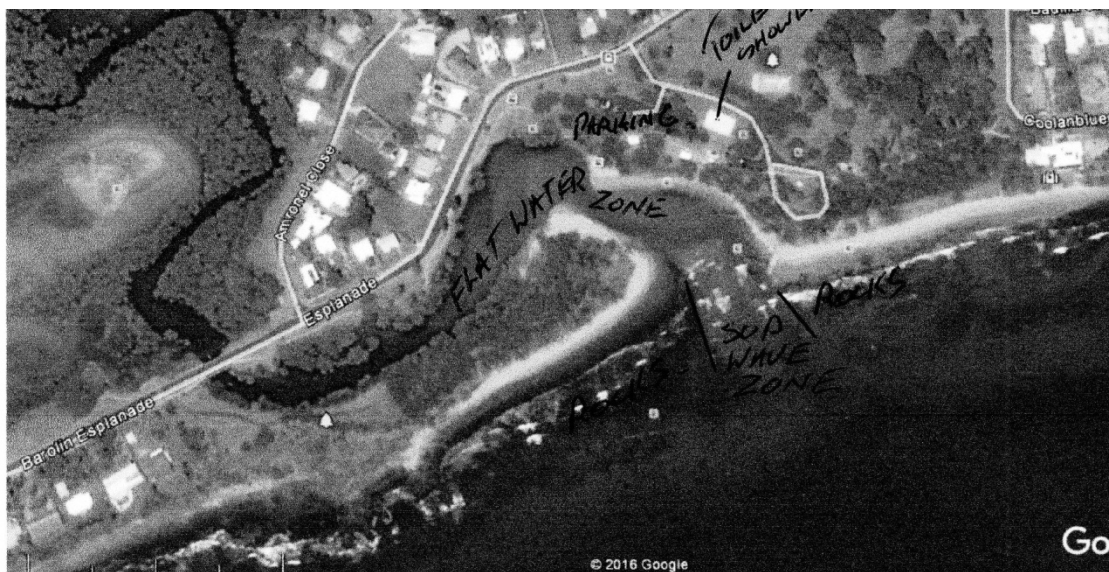
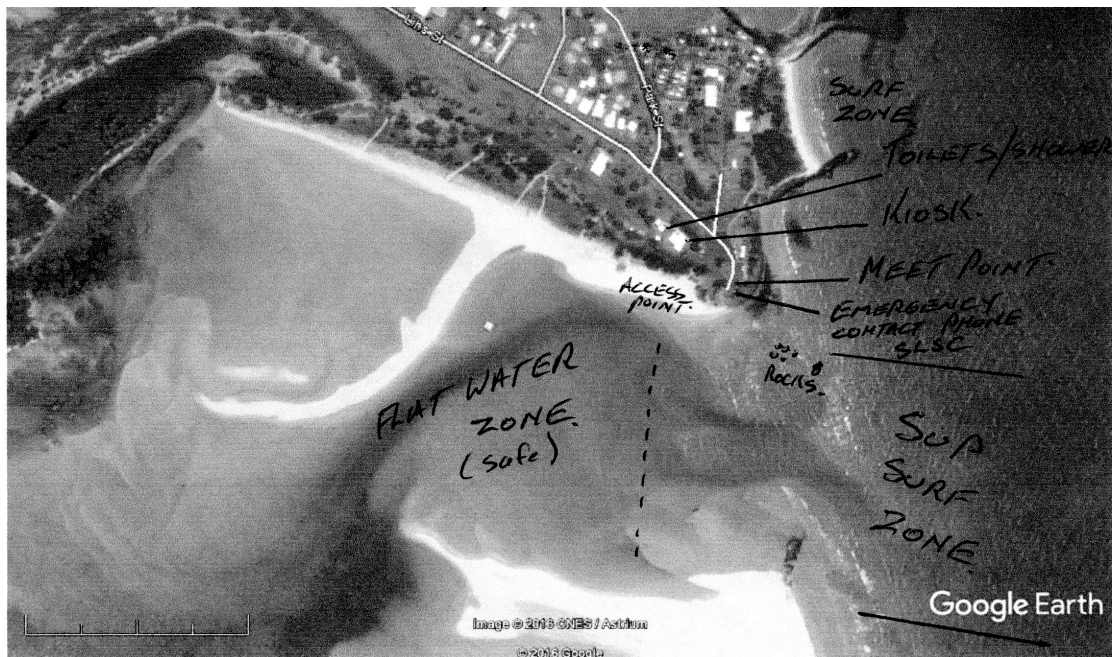
Courtesy Google Earth Images:

Elliot River/Elliot Heads

Innes Park Creek

Mon Repos Bch

Money's Creek Lagoon/Kelly's Bch





RULES AND REGULATIONS:

GOVERNING LESSONS

(Refer to Surfing Australia's Operations Manual)

- A 1:8 ratio (instructor/student) is the maximum number of people in a coaching group for 'absolute beginner' + 'low ability improver' (= novice) surfers
- A 1:4 instructor/student ratio is 'recommended' for younger 'group' conditions e.g.
 - Smaller Children (under 12 years old)
 - Other 'identity' groups such as: size; physical impairment; special needs etc.
 - More severe surfing conditions such as: crowded breaks; bigger surf; strong rips; strong winds; poor visibility etc.
- A 1:4 ratio (instructor/student) is the maximum ratio for Stand-Up Paddleboarding sessions in a non-flat-water environment

Instructors will not 'free surf' during any lessons. However it is understood that for some of the time instructors will be required to demonstrate the expected 'outcome' of a lesson objective (achievement). This demonstration is referred to as a coach's 'quick-splash' demonstration.

NB: The distinction between unnecessary 'free surfing' & necessary 'quick-splash' demonstrations by the coach will be measured by the '10%' & 'wave domination' rules = in any ½hr of a session the instructor surfs for a maximum of 3 minutes. Anything more than this percentage of 'water' time will constitute a coach is 'wave dominating' a session: This must not occur at any time during the lesson.

- ERPASS EAP will be operated in liaison with duty beach lifeguards (BLG's) (if applicable)
- If a beach used by ERPASS has an authorised BLG service for that beach - and during the period of ERPASS's SOP's - then the BLG will be clearly informed of lesson aims (see 'learning outcomes') for the session and surfing conditions ERPASS intend to use.
- Surfing Australia will be notified of any major changes to ERPASS's SOP/EAP's and a copy of the "revised" documents sent to SA ASAP.
- A fully equipped appropriate first aid kit will be available for EAP use as near as possible to water based SOP's (= <200m)
- Any serious accident or incident at ERPASS that requires first aid (or other actions) will be followed by a formal (written) "accident/incident report" and signed by the person in charge of action and lesson. A copy of all completed "accident/incident reports" to be sent to SA Head Office ASAP after completion (usually within 72 hours of incident).

An efficient 'emergency telephone contact' facility will be available at all times during school operations and within 'reasonable access' by the entire group if 'lone' working

All 'beginner & intermediate' (@ both 'lower' and 'higher' ability) surfing will be conducted on 'beach break' wave conditions. Such waves and wave 'peaks' will be clearly suitable (= 'tolerable') for the clients in the group. The size of the waves ('peaks') will be no more than 2 metre (6ft)

- Any lesson cancellation decisions caused by changing ocean conditions will be made by the instructors in charge of the lesson on the day, not by MD or surf school owners.
- ERPASS will abide by the lifeguard 'flags' and co-operate with lifeguards/lifesavers on duty if applicable. No lesson will take place whilst a beach is closed.
- All 'beginner & novice improver' lessons will be conducted on safe (= 'risk assessed') sandy beach locations where waves are less than 2 metres and in 'surf conditions' that are clearly safe and 'tolerable' for the group and individuals who will be surfing in the lesson.

NB: No matter what the 'average' size of the actual waves on the day – even if it is under 2m - the decision to operate a 'beginners & improvers' lesson at the chosen location, will be decided by the strength & power of the prevailing 'surf conditions'. These forces are conventionally referred to as:

- ✓ swell (strength & direction)
- ✓ tide (size & direction)
- ✓ wind/air/water (force, direction & temperatures)

These forces will be assessed in addition to the other beach / coastline environment conditions of the geography (= terrain) and topography (= shape/form). These coastal environment features will determine whether a location is 'tolerable' for surfing to take place. This 'size-force' of wave qualification is particularly relevant to non-beginner lessons of all abilities.

- In addition to ERPASS's Risk Management Plan, all locations and conditions are to be routinely reviewed (Venue Analysis) for the 'tolerability' of the risks and therefore the suitability of the surfing lessons conditions and locations. These must be clearly within the pupils' physical and mental capabilities.

NB. In 'flat water' (flat) conditions: Although Surfing Australia has not set a minimum size for a surf lesson to be conducted; the following is to be understood ERPASS will ensure there is enough force in the surf conditions to propel a surfer and surfboard forward and give enough time for a reasonable effort to be made by the surfer to stand up and ride the wave with control. Other alternative water activities can be conducted when the surf is 'flat' but these shall not be known, or referred to, as 'SA Approved surfing lessons.

THE EQUIPMENT REQUIRED

- 'Soft' construction surfboards (= soft deck and bottom with 'rubberized/plastic' fins) must be used for absolute beginners and 'low ability' improvers.
- It is recommended by Surfing Australia that all SUPs are soft or inflatable for use in beginner sessions. All SUPs used in the surf (or any non-flat-water environment) must be soft or inflatable in their construction.
- 'Appropriate' legropes in good working order (= without cuts, abrasions & knots)
- 'Appropriate' full (steamer) wetsuits in good repair and designed for the time of year lessons are being conducted (in water 18 degrees or under).
- Neoprene accessories (i.e. boots, gloves etc.) to be available for students who may require them due to ocean & wind temperatures or medical reaction to sea & beach 'flora & fauna' sting reaction.
- A designated 'rescue board' for each group, to be kept on the beach as near as possible to water SOP's (= <200m)

NB: rescue board to be a minimum length of 8ft

- A fully equipped appropriate 'First Aid' kit to be kept on beach for immediate use as near as possible to water SOP's (= <200m + see EAP requirements below)
- Warning whistles for use by duty instructors or arrangements for equivalent means of clear 'audio & visual' signals for safety communications
- Surf instructor and customer identity vests / suits designed to retain safe and clear HVI (visual communication) between instructors and their students.

NB: students from each group will all be wearing either brightly coloured vests (not black or navy blue) or identical distinctive wetsuits (i.e. orange arms) marked. Students and their coach/instructor will always be in different colours as this clearly identifies the leader of each group. All student & coach ID/rash vests will be in an HVI colour (= not dark colours), and Instructor rash vests will be printed with words 'INSTRUCTOR' or 'COACH'.

LESSON PLANS

LESSONS, PROGRAMS & COURSES

ERPASS delivers the following lessons, programs and courses:

1. *Surf Group Lessons*
2. *SUP Group Lessons*
3. *Private one2one Coaching (Surf and SUP)*
4. *Ecotours (flatwater estuary)*

SESSION OUTLINES

Surf Group Lessons

Objective: These lessons are designed to provide clients with the knowledge they need to take care of themselves and their equipment in the surf, and ensuring they are up and riding on their boards by the end of the session. They are run on a daily basis; however times vary to allow for the best tides and conditions each day.

Session Content:

Safe Surfing Skills

Carrying a surf board
Entering and exiting the surf zone
Paddling in flat water
Wave zone negotiation
Push up catching broken waves
Prone to feet
Catching an unbroken wave
Eskimo roll, duck dive (level2)
Traversing the wave (level 2)
Advanced turns (level2)
Action on wipe-out
Ending rides
Leg rope release
How to exit surf zone
Recall signals
Distress signals

Surf Conditions

Identifying rips and currents
Reading and obeying beach signs

Equipment for surfing

Important parts of a surfboard

Dangerous conditions

Dangers of exposures to the sun and the cold
Dangers in the learning environment

Fitness for surfing

Basic warm up for surfing
Basic warm down for surfing

- *Lessons: 1.5 hours*
- *\$30 per person (including equipment)*
- *Maximum of 8 clients per session*

SUP Group Lessons

Objective: These lessons are designed to provide clients with the knowledge they need to take care of themselves and their equipment in flat water and the surf, and ensuring they are up and riding on their boards by the end of the session. They may be run on a daily basis; however times vary to allow for the best tides and conditions each day.

Session Content:

Safe SUP Skills

Carrying a paddle board
Entering and exiting the surf zone
Paddling in flat water
Wave zone negotiation
(parallel stance – Level 1)
Combat Stance Transition (level 2)
Kneeling catching broken waves
Knees to feet
Paddle Turning
Catching a broken wave
Catching an unbroken wave
Traversing a wave (level 2)
Advanced Turns (level 2)
Action on wipe-out
Ending rides
Leg rope release
How to exit surf zone
Recall signals
Distress signals

Surf Conditions

Identifying rips and currents
Reading and obeying beach signs

Equipment for surfing

Important parts of a Stand Up
Paddleboard

Dangerous conditions

Dangers of exposures to the sun and
the cold
Dangers in the learning environment

Fitness for surfing

Basic warm up for paddling
Basic warm down for paddling

- *Lessons: 1.5 hours*
 - *\$50 per person (including
equipment) x 5 people*
- Maximum of 8 clients per session*

Private Lessons

Private one2one Coaching (Surf and SUP)

Recommended for surfers looking to try something new or for those wanting to learn all the skills in one go – a private lesson will take you straight to the power moves and paddling into sets, changing direction and cutting back with speed. Please contact us to arrange as the cost and time slots will vary to accommodate your needs.

Ecotour SUP Groups

Objective: These lessons are designed to provide clients with the knowledge they need to take care of themselves and their equipment in flat water estuaries, and ensuring they are up and riding on their boards by the end of the session. They are run as bookings develop; times vary to allow for the best tides and conditions each day.

Session Content:

Safe SUP Skills

- Carrying a SUP board and paddle
- Affect of wind on board and rider
- Sun smart principles and protection
- Importance of hydration
- Paddling Techniques for endurance
- Entering and exiting shallow water
- Paddling in flat water
- Small wave zone negotiation
- Turning the board
- Safe falls in shallow water
- Leg rope release
- Recall signals
- Distress signals

Surf Conditions

- Identifying rips and currents
- Reading and obeying signs

Equipment for surfing

- Important parts of a Stand Up Paddle Board

Dangerous conditions

- Dangers of exposures to the sun and the cold
- Dangers in the learning environment

Fitness for surfing

- Basic warm up for paddling
- Basic warm down from paddling

CODE OF ETHICS AND CONDUCT FOR INSTRUCTORS/COACHES

SECTION A: INTRODUCTION

Background

1. Sport can contribute positively to the development of individuals. It is a vehicle for physical, mental, personal, social and emotional development. Such development is enhanced if the individual is guided by an informed, thinking, caring and enlightened instructor operating within an accepted ethical framework as a self-monitoring professional.
2. It is important to establish, publicise and maintain standards of ethical behaviour in coaching practice, and to inform and protect members of the public using the services of ERPASS.
3. Key principles of responsibility and competence provide the core values of good coaching and the framework of ERPASS's code of ethics.
4. This code is a framework within which to work. It is a series of guidelines rather than a set of instructions, and should be used in conjunction with other Surfing Australia codes and publications and any comparable publications produced by the Australian Sports Commission.
5. ERPASS instructors who assent to this code, accept their responsibility to clients and their parents/families, to instructors and other colleagues, to Surfing Australia (SA), to ERPASS and to society and the local community.
6. In this code, the general principles of practice are contained in Section 8. Specific guidelines for instructors with SA membership are provided in Section C. Surfing Australia has additional guidelines specific to your operations as a ERPASS instructor.

Terms used in this code

7. **Coaching** helps the development of individuals through improving their performance.
- 8 The **Role of the Coach** is to:
 - Identify and meet the needs of individuals
 - Improve performance through a progressive programme of safe, guided practice, measured performance and/or competition
 - Create an environment in which individuals are motivated to maintain participation and improve performance.
9. **Professional** is used in a qualitative context. It does not necessarily imply a paid position or person.

10. **Employer** does not necessarily imply the existence of a contract of employment or a paid position. For many instructors their employers are voluntary amateur club committees.

SECTION B: PRINCIPLES

Introduction

11. ERPASS Instructors are expected to conform to ethical standards in a number of areas: humanity, relationships, commitment, cooperation, integrity, advertising, confidentiality, abuse of privilege and personal standards.

Humanity

12. ERPASS Instructors must respect the rights, dignity and worth of every human being and their ultimate right to self-determination. Specifically, ERPASS Instructors must treat everyone equitably and sensitively, within the context of their activity and ability, regardless of gender, ethnic origin, cultural background, sexual orientation, religion or political affiliation.

Relationships

13. The good coach will be concerned primarily with the well-being, safety, protection and future of the individual athlete. There must be a balance between the development of performance and the social, emotional, intellectual and physical needs of the individual.

14. A key element in a coaching relationship is the development of independence. Athletes must be encouraged and guided to accept responsibility for their own behaviour and performance in training, in competition, and in their domestic, academic or business life.

15. ERPASS Instructors are responsible for setting and monitoring the boundaries between a working relationship and friendship with their athletes. This is particularly important when the athlete is a young person. The instructor must realise that certain situations or friendly words and actions could be misinterpreted, not only by the athlete, but also by outsiders (Or other members of a squad or group of athletes) motivated by jealousy, dislike or mistrust, and could lead to allegations of misconduct or impropriety.

16. Where physical contact between coach and athlete is a necessary part of the coaching process, instructors must ensure that no action on their part could be misconstrued and that any SA guidelines on this matter are followed.

17. The relationship between coach and athlete relies heavily on mutual trust and respect. This means that the athlete should be made aware of the coach's qualifications and experience, and must be given the opportunity to consent to or decline proposals for training, performance or competition.

Commitment

18. Instructors should clarify in advance with athletes (and/or employers) the number of sessions, fees (if any) and method of payment. They should explore with athletes (and/or employers) the expectation of the outcome of coaching. Written contracts may be appropriate in some circumstances.

19. Instructors have a responsibility to declare to their athletes and/or employers any other current coaching commitments. They should also find out if any prospective client is receiving instruction from another teacher/coach. If so, the teacher/coach should be contacted to discuss the situation.

20. Instructors who become aware of a conflict between their obligation to their athletes and their obligation to Surfing Australia (or other organisation employing them), must make explicit to all parties concerned the nature of the conflict, and the loyalties and responsibilities involved.

21. Instructors should expect a similar level of reciprocal commitment from their athletes. In particular the athlete (parent/guardian in the case of a minor) should inform the coach of any change in circumstances that might affect the coach/athlete relationship.

22. Instructors should receive appropriate acknowledgement for their contribution to the athlete's progress and achievement. Where money is earned from performances, it is reasonable to expect the coach should receive an appropriate share of the rewards. Such apportionment with any attendant conditions should be agreed in advance (in writing) to avoid any misunderstanding.

Cooperation

23. Instructors should communicate and cooperate with other sports and allied professions in the best interests of their athletes. An example of such contact could be the seeking of:

- educational and career counselling for young athletes whose involvement in sport impinges upon their studies
- sport science advice through Surfing Australia's High Performance Centre.

24. Instructors must communicate and cooperate with registered medical and ancillary practitioners in the diagnosis, treatment and management of their athletes' medical and psychological problems.

Integrity

25. Instructors must not encourage athletes to violate the rules of their sport. They should actively seek to discourage and condemn such action and encourage athletes to obey the spirit of the rules.

26. Instructors must not compromise their athletes by advocating measures which could constitute unfair advantage. They must not adopt practices to accelerate performance improvement which might jeopardise the safety, total well-being and future participation of the athlete. Instructors must never advocate or condone the use of prohibited drugs or other banned performance enhancing substances.

27. Instructors must ensure that the activities, training and competition programmes they advocate and direct are appropriate for the age, maturity, experience and ability of the individual athlete.

28. Instructors must treat opponents with due respect, both in victory and defeat, and should encourage their athletes to act in a similar manner. A key role for a coach is to prepare athletes to respond to success and failure in a dignified manner.

29. Instructors must accept responsibility for the conduct of their athletes and discourage inappropriate behaviour in training, competition, and away from the sporting arena.

Advertising

30. Advertising by sports instructors in respect of qualifications, training and/or services must be accurate and professionally restrained. Instructors must be able to present evidence of current qualifications upon request. Evidence should also be available to support any claim associated with the promotion of their services.

31. Instructors must not display any affiliation with an organisation in a manner that falsely implies sponsorship or accreditation by that organisation.

Confidentiality

32. Sports instructors inevitably gather a great deal of personal information about athletes in the course of a working relationship. Coach and athlete must reach agreement about what is to be regarded as confidential information (i.e. not divulged to a third party without the express approval of the athlete).

33. Confidentiality does not preclude the disclosure of information about an athlete to persons who can be judged to have a right to know. For example:

- Evaluation for competitive selection purposes.
- Recommendations for employment.
- In pursuit of disciplinary action involving athletes within the sport.
- In pursuit of disciplinary action by a sports organisation against one of its members.
- Legal and medical requirements for disclosure.
- Recommendations to parents/family where the health and safety of athletes might be at stake.
- In pursuit of action to protect children from abuse.

Abuse of privilege

34. The sports coach is privileged to have regular contact with athletes and occasionally to travel and reside with athletes in the course of coaching and competitive practice. A coach must not attempt to exert undue influence over the athlete in order to obtain personal benefit or reward.

Personal standards

- 35. Instructors must consistently display high personal standards and project a favourable image of their sport and of coaching to athletes, their parents/families, other instructors, officials, spectators, the media and the general public;
- 36. Personal appearance is a matter of individual taste but the sports coach has an obligation to project an image of health, cleanliness and functional efficiency.
- 37. Sports instructors should never smoke while coaching.
- 38. Instructors should not drink alcohol so soon before coaching that it would affect their competence to coach, compromise the safety of the athletes or obviously indicate they had been drinking (e.g. smell of alcohol on breath).
- 39. Within the limits of their control, instructors have a responsibility to ensure as far as possible the safety of the athletes with whom they work.
- 40. All reasonable steps should be taken to establish a safe working environment,
- 41. The work done and the manner in which it is done should be in keeping with the regular and approved practice with their sport as determined by Surfing Australia.
- 42. The activity undertaken should be suitable for the age, physical and emotional maturity, experience and ability of the athletes.
- 43. Instructors have a duty to protect children from harm and abuse.
- 44. The athletes should have been systematically prepared for the activity and made aware of their personal responsibilities in terms of safety.
- 45. Instructors should arrange adequate insurance to cover all aspects of their coaching practice.

Competence

- 46. Instructors shall confine themselves to practise in those elements of sport for which their training and competence is recognised by Surfing Australia. Training includes the accumulation of knowledge and skills through formal coach education courses, independent research and the accumulation of relevant verifiable experience.
- 47. The National Occupational Standards for Coaching, Teaching and Instructing (and/or the approved Surfing Australia or ISA coaching awards) provide the framework for assessing competence at the different levels of coaching practice. Competence to coach should normally be verified through evidence of qualifications. Competence cannot be inferred solely from evidence of prior experience.
- 48. Instructors must be able to recognise and accept when to refer athletes to other instructors or agencies. It is their responsibility, as far as possible, to verify the competence and integrity of any other person to whom they refer an athlete.
- 49. Instructors should regularly seek ways of increasing their personal and professional development.

50. Instructors should welcome evaluation of their work by colleagues and be able to account to athletes, employers, Surfing Australia and colleagues for what they do and why.

51. Instructors have a responsibility to themselves and their athletes to maintain their own effectiveness, resilience and abilities. They should recognise when their personal resources are so depleted that help is needed. This may necessitate the withdrawal from coaching temporarily or permanently.

SECTION C: CONDUCT FOR INSTRUCTORS WITH SURFING AUSTRALIA MEMBERSHIP

1. This section is specifically for instructors with Surfing Australia membership. It provides more specific information and guidance about the implementation of the principles embodied in Section B.

2. Members of Surfing Australia shall adhere at all times to standards of personal and professional behaviour which reflect credit on themselves, their employers, Surfing Australia and the whole process and practice of sports coaching.

3. It is impossible to specify precisely all those actions which could be deemed to be prejudicial to such standards. The following paragraphs provide an indication of the types of incident that are likely to be considered as breaches of this section of the code:

Public criticism of colleagues

4. Instructors should refrain from public criticism of fellow members of Surfing Australia. Public in this context means criticism expressed in any branch of the media or in a lecture or seminar. Any such public criticism of a fellow member will be regarded as a prima facie breach of this code and may subject to disciplinary action.

Misrepresentation

5. Instructors must ensure they do not in any way misrepresent their qualifications, affiliations or professional competence to any client or prospective client or in any publication, broadcast, lecture or seminar. Misrepresentation will be regarded as a serious breach of this code.

Commitment

6. When instructors enter into a commitment with an employer, a team, or an individual athlete, the nature of that commitment should be specifically agreed. Any such contract or terms of reference should be set out in writing and include fees (if any) and method of payment, the time commitment involved, and an indication of the expected outcome of the coaching.

Confidentiality

7. Instructors must not divulge confidential information relating to an athlete, other than that specified in Section B (32 and 33) to any third party unless with the express approval of the athlete concerned. In the storage and disposal of personal records instructors should be aware of the requirements of the Data Protection Act. An

individual athlete must be allowed reasonable access to their personal data records held by a coach.

Criminal conviction

8. Any conviction of a sports coach by a court of law is capable of reflecting adversely on the profession. Cases of a minor personal nature are unlikely to be regarded as breaches of this, but all reported cases will be considered. Members of Surfing Australia must report any alleged criminal offence at the earliest opportunity.

Disciplinary proceedings by an employer

9. Disciplinary proceedings by an employer leading to dismissal from employment connected with sports coaching will normally be regarded as a breach of this code. This applies even if the coach has been involved in related court proceedings which have not resulted in conviction. Other disciplinary proceedings by an employer (e.g. reprimand) will not normally be considered as a breach of this code unless the circumstances are sufficient to found a complaint under another section.

10. Members of Surfing Australia must report any formal disciplinary action taken against them by an employer in connection with their work as a sports coach.

Personal misconduct

11. Personal misconduct by members of Surfing Australia may still give rise to disciplinary action by Surfing Australia if such conduct is deemed to be misconduct or gross misconduct, even if such misconduct does not give rise to disciplinary proceedings by an employer or lead to conviction in a court of law. The following examples are not exhaustive or exclusive:

- Misconduct (e.g. bad timekeeping, unreasonable or unexplained absence, lack of application, damage to property or equipment)
- Gross misconduct (e.g. theft, falsification of reports or accounts, breach of confidentiality, violence, misuse of alcohol or drugs, dishonesty, sexual harassment or abuse, indecency, any form of child abuse).

Complaints procedure

12. Any individual or organisation wishing to make a complaint against a sports coach within the context of this code should follow this procedure:

- Report the matter to the employer of the sports coach **and** to Surfing Australia. **NB Employer** in this instance refers to the organisation who commissioned the coach to do the coaching whether this is paid or unpaid employment. This might be a club, State Surfing Body (eg Surfing NSW) Surfing Australia or local authority. Complaints which refer to abuse of children should also be referred to the Police and Social Services.
- If the coach in question is known to be a member of Surfing Australia or if no satisfaction is obtained from the complaint to the employer and Surfing Australia, then the matter should be reported to the Australian Sports Commission.

On receipt of such a complaint, detailed procedural guidelines will be issued to all parties concerned.



**ENVIRO-REEFS PADDLE AND SURF SCHOOL
(ERPASS)**

EMERGENCY ACTION PLAN (EAP)

19/09/2017

V2

ERPASS

EMERGENCY ACTION PLAN (EAP)

EAP INDEX:

1. RISK REGISTER
2. RESPONSIBILITIES AND RESCUE MANAGEMENT
3. EXPECTED LEVEL OF PERFORMANCE
4. CONTINUITY OF SUPERVISION
5. COMMUNICATION
6. ETA: AMBULANCE
7. AFTERCARE
8. PUBLIC RELATIONS
9. REPORTING/RECORDING OF INCIDENTS

ISSUED TO:

BUNDABERG REGIONAL COUNCIL
SURFING AUSTRALIA
SURFING QUEENSLAND
ERPASS EMPLOYEES
ATTENDING SCHOOLS/COMMUNITY CENTRES
ALL INTERESTED PARTIES

INCIDENT ASSESSMENT

To help the coaches and staff prevent an incident from occurring to one of their students, identification of the risk areas both in and out of the water will directly lead to achieving a safer environment.

AQUATIC INCIDENT

- Drowning (Wet, dry and secondary)
- Head Injuries
- Spinal Injuries
- Injury to members of the public
- Personal Injury
- Incident due to previous medical history
- Incident due to weather conditions
- Incident due to swell size
- Marine stings / bites
- Litter
- Surfers Myelopathy
- Lost Person
- Poisoning
- Disorderly Behaviour
- Incident due to surfers / Beach users in teaching area
- Incident due to equipment
- Drugs / Alcohol misuse
- Hypothermia / Hyperthermia
- Incident due to inexperienced water users

BEACH / LAND BASED INCIDENTS

- Head Injuries
- Spinal Injuries
- Injury to members of the public
- Personal Injury
- Incident due to previous medical history
- Marine stings / bites
- Disorderly Behaviour
- Lost Persons
- Drugs / Alcohol misuse
- Road Traffic Incident
- Incident due to Weather Conditions
- Incident due to Equipment
- Poisoning
- Incident due to beach users
- Surfers Myelopathy

RESPONSIBILITIES:

- Manager/owner will ensure area/lesson is adequately supervised by qualified staff and will ensure emergencies can be dealt with effectively and efficiently at all times.
- ERPASS Instructors will deal with emergencies (minor/major/aquatic/land-based) accordingly
- ERPASS staff will assist with emergencies by supervising those not involved and making any phone calls / enquiries necessary.
- Bookings from organisations such as school groups etc. will be given a copy of ERPASS Risk Register, SOP and EAP prior to their visit and must be read by those organising the activity.

RESCUE MANAGEMENT:

MINOR INCIDENT (AQUATIC / LAND-BASED)

A minor incident / injury is an accident which can be dealt with quickly, and is not life threatening.

PROCEDURE:

1. Instructor responding to the minor incident should call for another qualified instructor to cover their position & notify manager of the situation
2. Notify other relevant staff of situation verbally or via comms
3. Treat and if necessary inform lifeguards/lifesavers and relevant emergency services
4. Inform parents / next of kin if needed
5. Fill in an incident report form
6. Replenish first aid supplies
7. De-brief

MAJOR INCIDENT (AQUATIC / LAND-BASED)

PROCEDURE:

1. Raise alarm (3 whistle/horn blasts, and notify manager)
2. Remove remainder of group from water/area (Recall Signal)
3. Member of staff to inform Lifeguard / Emergency Services (usually manager)

IF LIFEGUARDS NOT PRESENT / IMMEDIATELY AVAILABLE:

4. Effect rescue (back up from team members if needed)
5. Remove casualty to safe place if appropriate (not in circumstances of spinal injury)

6. Effect Primary Survey (DRSABCD)
7. Effect Secondary Survey (if trained to do so)
8. Diagnose extent of injury and treat if necessary
9. Warmth / Rest / Reassurance
10. Inform parents / guardian of situation
11. Take further action as appropriate
12. File an incident Report form
13. Replenish first aid supplies
14. Ensure all rescue equipment is back in place
15. De-brief

AMBULANCE CREW / LIFEGUARD TEAM RESPONSIBILITY

- ERPASS staff will treat the casualty until lifeguard /ambulance personnel arrive
- Once advanced medical personnel start to treat the casualty the responsibility will become theirs

HEAD INJURIES

Persons sustaining a head injury will be sent to hospital as a precautionary measure.

EXPECTED LEVEL OF PERFORMANCE

- Qualified staff of ERPASS are expected to deal with emergencies as efficiently and effectively as possible
- Prior training (Surf Rescue qualifications / first aid training) will enable them to do so

CONTINUITY OF SUPERVISION DURING RESCUE

- In case of an emergency, staff must ensure they are 100% familiar with rescue scenarios - SOP/EAP
- No member of staff will initiate a rescue until their group has been effectively removed from water or supervision has been passed on to another qualified instructor

COMMUNICATION PROCEDURE

In the event of a reportable accident/incident follow this procedure

- The Lead coach is to ensure there is a list of emergency numbers available as per the SOP and that a First Aid Kit is readily available.

* Throughout emergency procedure, ERPASS staffs are to communicate efficiently within the team and also externally with lifeguards/ambulance service/coastguard service.

* A mobile telephone will be positioned for easy access with each group whilst in the water (suggest) in their first aid kit, and every instructor will carry a whistle to attract attention by:-

- 3 loud blasts of the whistle to signal the emergency

- Hand raised above head by all coaches along with verbal communication and assistance to ensure all participants return to shore immediately where they are to assemble in a safe area.

School groups:

- The Lead Coach will ensure there is a list of emergency contact numbers for the group participating in the program. All staff will be adequately qualified in first aid.
- A First Aid kit for the treatment of minor medical issues will be within easy access at all times.
- In the case of an accident or medical emergency, immediate medical treatment will be sought and the participant may be transported to the nearest hospital. The Lead Coach will communicate to the supervising teacher in charge.
- In the event of an emergency, the Teacher in charge will contact the school and perform all internal communications with the school. ERPASS Staff will communicate developments to the teacher in charge.
- Contact with the participants parents or guardians will be the responsibility of the school, or teacher in charge.

Reporting:

ERPASS staff are to ensure a SA Surf Schools Accident/Incident Report is completed and sent to Surfing Qld within 24 hrs of incident occurring.

ESTIMATED TIME OF ARRIVAL: AMBULANCE SERVICE

- Last checked () Re-check ()
- _____ minutes from _____

AFTERCARE

All those involved in emergency procedure to be de-briefed and given opportunity to receive professional counselling if needed

Any student of ERPASS who is involved in an emergency will be given the opportunity to talk to those involved in rescue and sufficient aftercare will be issued.

PUBLIC RELATIONS

After any incident / emergency, no comments should be made, and all enquiries should be passed on and dealt with by manager.

REPORTING/RECORDING OF INCIDENTS

All incidents must be reported and recorded in the accident record book and incident report forms must be filed.

As an employer ERPASS has a duty to report and record some work-related accidents by the quickest means possible to Surfing Australia. These are to include deaths and major injuries; over three-day injuries (a non-major injury that results in the injured person being away from work or unable to carry out their work for more than 3 days); a work related disease; and dangerous occurrences (near misses).