

5.6. CONTRACT AWARD 2023-048 FOR LIFEGUARD SERVICES 2023

REPORT AUTHOR Peter Logan, Coordinator Public Spaces

MANAGER Natasha Murray, Manager Infrastructure

DEPARTMENT Infrastructure

RECOMMENDATION

That Council:

- 1. Resolves to award Contract 2023-048 Lifeguard Services Fourmile Beach to Surf Life Saving Queensland (ABN: 27 360 485 381) for \$347,810.10**
- 2. Delegates authority under s 257 of the *Local Government Act 2009* to the Chief Executive Officer to negotiate, finalise and execute any and all matters in relation to this contractual arrangement.**

EXECUTIVE SUMMARY

It is a requirement of the *Local Government Regulation 2012* (Regulation) to invite written quotations or tenders where the carrying out of works or the supply of goods or services involves a cost greater than \$15,000 or \$200,000 respectively. Additionally, Council's Procurement Policy contains provisions regarding the obtaining of quotes for amounts less than \$15,000.

The Regulation acknowledges that there are instances when it will not always be possible to meet this requirement and provides for several exceptions to manage these instances.

One of these exceptions is specialised suppliers where it has been identified that they are a key supplier, who are the only reasonable option, from which Council can obtain goods and services.

Since 1930, Surf Life Saving Queensland (SLSQ) has worked for and on behalf of the community of Queensland to ensure the beaches and lagoons continue to be recognised as a safe and enjoyable major tourist destination for user groups.

SLSQ is the only lifeguard provider in Queensland that can offer Douglas Shire Council a 'total service' package.

This ensures ratepayers, residents and tourists are provided with quality-assured lifeguard patrols, in addition to an extensive off-beach support network to significantly increase safety and minimise aquatic risks.

Importantly, this offers Council the most effective and efficient use of funds to protect beachgoers, along with the confidence and reassurance that comes with appointing an experienced and respected leader within the aquatic services industry.

The current lifeguard contract with Surf Life Saving Queensland expires 30 June 2023. A quote has been received from SLSQ to provide lifeguard services for the next four financial years (2023-2027).

The quote for the 2023-2024 year is \$347,800.10 incl. GST and will rise/fall in subsequent years in line with the contractual arrangements. The approximate cost over the four-year contract period will be \$1,453,885.99 incl. GST.

BACKGROUND

The legislative requirement for a sole source supplier requires Council to be satisfied that the supplier is the only supplier that can reasonably provide the required goods or services.

The emphasis is on the word “reasonably” and advice from the Department of Infrastructure, Local Government and Planning is that this should be interpreted on a regional and operational basis.

Regional basis interpretation:

- There is only one supplier in the rate paying or immediate region of Council and they are considered to be providing a competitive service, then they can be deemed a reasonable sole source of supply.

Operational basis interpretation:

- The purchase of goods and services from a sole source to support existing assets in an original equipment manufacturer (OEM) or associated systems (AS) type situation may also be deemed a reasonable sole source of supply.

COMMENTS

For over 30 years (since 1989) Surf Life Saving Queensland has worked for and on behalf of the community of Douglas to ensure Four Mile Beach continues to be recognised as a safe and enjoyable major tourist destination for user groups.

Surf Life Saving Queensland has developed a “total service” principle providing the most efficient and effective service to the community.

This is achieved through the coordinated delivery of all of the following:

- Professional lifeguard and aquatic safety services, supported by an extensive network of volunteer surf lifesavers and surf lifesaving clubs;
- Operations support services including, but not limited to, drones, jet skis, mobile and fixed emergency response beacons, and an extensive network of coastal surveillance cameras;
- A state-wide communications and operations centre, staffed 365 days of the year to coordinate lifeguard patrols and major incidents;
- Dedicated after-hours emergency response groups, on-call 24/7 to respond to aquatic emergencies and other coastal-related incidents;
- Surf safety education and community awareness, including tailored programs delivered on the beach and in schools, universities, multicultural groups, and more World-class research and development programs (including lifesaving equipment and technology);

- Significant staffing behind the scenes including a team of experienced regional managers and lifeguard supervisors with decades of experience, supported by senior lifeguards, lifesaving service coordinators, and administration officers;
- A team of marketing, public relations, and digital media specialists, available to work with council to promote surf safety and awareness across the region;
- A dedicated enterprise risk manager to proactively increase safety and service delivery.

Council Officers conducted market research to determine if any other suppliers existed that may be able to provide lifeguard services. CAT 5 Emergency Services were the only other vendor that offers surf lifesaving services in the area, but they currently only hold one contract for a limited offering on Green Island.

SLSQ maintain an extensive communications network and provide links to the volunteer arm of the organisation that foster community development and enrichment. The benefits of such linkages are immeasurable.

SLSQ, in conjunction with Council, has provided this service for many years performing well for Council and the community; with key performance indicators being met. Please see Patrol Statistics – December 2022 (attached) as an example of the service delivered.

PROPOSAL

That Council:

1. Resolves to award Contract 2023-048 Lifeguard Services to Surf Life Saving Queensland (ABN: 27 360 485 381) for \$347,810.10.
2. Delegates authority under s 257 of the *Local Government Act 2009* to the Chief Executive Officer to negotiate, finalise and execute any and all matters in relation to this contractual arrangement.

FINANCIAL/RESOURCE IMPLICATIONS

The current three-year contract with SLSQ began in July 2020 and will expire on 30 June 2023.

The current service contract provides slightly less level of service than the new submission as detailed below and costs approximately \$312,000 per year incl. GST.

The purchase of materials and services in the 2023/24 financial year is budgeted annually with suppliers engaged on an as required basis for delivery of both operational and capital program delivery.

Table 1. Proposed Services

YEAR ONE 2023 - 2024				
Beach	# Lifeguards	Service Duration	Hours of Operation	Price
Four Mile Beach Port Douglas	2	QLD Winter School Holidays 01/07/2023 – 09/07/2023	Monday – Saturday 9am – 5pm	\$294,064.97 (excl. GST)
	1	10/07/2023 – 15/09/2023	Monday – Saturday 9am – 5pm	
	2	QLD September School Holidays 16/09/2023 – 02/10/2023	Monday – Saturday 9am – 5pm	
	1	03/10/2023 – 31/10/2023	Monday – Saturday 9am – 5pm	
	1	01/11/2023 – 26/11/2023	Monday – Saturday 9am – 6pm	
	1	27/11/2023 – 08/12/2023	Monday – Sunday 9am – 6pm	
	2	QLD Christmas School Holidays 09/12/2023 – 21/01/2024	Monday – Sunday 9am – 6pm	
	1	22/01/2024 – 28/03/2024	Monday – Sunday 9am – 6pm	
	2	QLD Easter School Holidays 29/03/2024 – 14/04/2024	Monday – Saturday 9am – 6pm	
	1	15/04/2024 – 30/04/2024	Monday – Saturday 9am – 6pm	
	1	01/05/2024 – 21/06/2024	Monday – Saturday 9am – 5pm	
	2	QLD Winter School Holidays 22/06/2024 -31/06/2024	Monday – Saturday 9am – 5pm	
Note: Sundays and Public Holidays (9am – 5pm) are covered by the Port Douglas Surf Life Saving Club from July to November and April to Jun.				\$323,471.47 (incl. GST)

Table 2. Additional Service Recommendation

YEAR ONE 2023 - 2024				
Beach	# Lifeguards	Service Duration	Hours of Operation	Price
Four Mile Beach Port Douglas 2nd Lifeguard for Interstate and Private school holidays	1	Interstate Winter School Holidays 10/07/2023 – 15/07/2023	Monday – Saturday 9am – 5pm	\$22,116.93 (excl. GST)
	1	Interstate Term 3 School Holidays 02/10/2023 – 07/10/2023	Monday – Saturday 9am – 5pm	
	1	1 week prior QLD Christmas School Holidays 02/12/2023 – 08/12/2023	Monday – Sunday 9am – 5pm	
	1	Interstate Easter School Holidays 15/04/2024 – 27/04/2024	Monday – Saturday 9am – 5pm	
Note: Sundays and Public Holidays (9am – 5pm) are covered by the Port Douglas Surf Life Saving Club from July to November and April to Jun.				\$ 24,328.63 (incl. GST)

The current lifeguard contract with (SLSQ) expires 30 June 2023. A quote has been received from SLSQ to provide lifeguard services for the next financial year (2023-2024).

The quote for the 2023-2024 year is \$347,800.10 incl. GST and will rise/fall in subsequent years in line with the contractual arrangements. The approximate cost over the four year contract period will be about \$1,453,885.99 incl. GST.

The quote for 2023-2024 includes the following:

- One lifeguard on duty 365 days of the year;
- A second lifeguard on duty during the June / July School Holidays;
- A second lifeguard on duty during the Christmas School Holidays;
- A second lifeguard on duty during the September School Holidays; and
- A second lifeguard on duty during the Easter School Holidays.

Council Officers have reviewed the proposed service levels submitted by SLSQ and believe that the proposed services, as shown are appropriate for Four Mile Beach given our local conditions and operational budget constraints.

Whilst other more expensive options were discussed with SLSQ, the proposed service sufficiently increases service to two lifeguards on duty during Queensland and interstate school holidays and is considered adequate for our coastal marine conditions. This is slightly above the level of service currently operating at Four Mile Beach by including a second lifeguard during interstate school holidays, not just Queensland.

The current submission increased slightly from previous years with a factor of 3.5% factored in for growth and inflation for subsequent option years.

Infrastructure Services has allocated funds in the draft 2023-2024 Operational Budget to cover the cost of this service contract. Subsequent Operational Budgets will need to reflect this four year contract.

RISK MANAGEMENT IMPLICATIONS

Douglas Shire Council provides Lifeguard Services to Four Mile Beach bathing reserve, which is a designated bathing reserve regulated under *Douglas Shire Council Local Law No. 6 (Bathing Reserves) 2020*. The purpose of this Local Law is to enhance public safety through orderly management and regulation of activities within the bathing reserve.

Douglas Shire Council assigns SLSQ the responsibility for managing, patrolling and supervising the bathing reserve, including the appointment of authorised persons to manage and enforce the regulation of conduct within the bathing reserve.

This is considered an essential service given high number of beach visitors /swimmers to Four Mile Beach bathing reserve.

Should the contract not be renewed, Douglas Shire Council would not be compliant with our duty of care under the *Safety in Recreational Water Act 2011* or the *Work Health and Safety Act 2011*. Supervision must be in place for all swimming pools/enclosures that are situated, constructed or installed on any non-residential premises occupied by the Crown, public authority, or by a Private body for public or commercial use.

Failure to comply exposes Douglas Shire Council to a high risk of public liability claims and severe penalties.

Without lifeguard services in place the stinger enclosure would need to be removed and the area no longer designated as a regulated bathing reserve.

SUSTAINABILITY IMPLICATIONS

- Economic:** Undertaking a process by which the suppliers are identified as a sole source supplier allows suppliers to be directly engaged saving both time and expense for Council and suppliers.
- Environmental:** Suppliers will be required to work in compliance with Council's environmental plans and policies.
- Social:** Ensure the beaches and lagoons continue to be recognised as a safe and enjoyable major tourist destination for user groups.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

Corporate Plan 2019-2024 Initiatives:

Theme 4 - Inclusive Engagement, Planning and Partnerships

In delivering for our communities, economy and environment, Douglas Shire will ensure open and transparent engagement and communication. We will develop robust strategic plans and we will partner with our community and key stakeholders.

Goal 3 - *We will recognise the critical role that our partners play in planning and delivering vital programs and services.*

Theme 5 - Robust Governance and Efficient Service Delivery

Strong governance and financial management are the foundations of the way in which Council will conduct its business and implement the initiatives of the Corporate Plan.

Goal 2 - *We will put the customer at the centre of our service delivery and process improvement as we deliver efficient and appropriate services based on community expectations.*

Operational Plan 2022-2023 Actions:

Legislative requirement.

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances, and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

The following areas outline where Council has a clear responsibility to act:

- Custodian** Council owns and manages infrastructure, facilities, reserves, resources and natural areas. In fulfilling its role as custodian, Council will be mindful of the community, the economy, the environment, and good governance.

Regulator Council has a number of statutory obligations detailed in numerous regulations and legislative Acts. Council also makes local laws to ensure that the Shire is well governed. In fulfilling its role as regulator, Council will utilise an outcomes-based approach that balances the needs of the community with social and natural justice.

CONSULTATION

Internal: Consultation has occurred with officers across the relevant departments including Infrastructure, Community and Development and Procurement. This matter was presented to council at the workshop held on 16 May 2023.

External: Consultation has occurred with other Queensland Councils who also engage SLSQ under similar arrangements.

COMMUNITY ENGAGEMENT

Nil

ATTACHMENTS

1. SLSQ Lifeguard Services Submission - Douglas Shire Council [5.6.1 - 20 pages]
2. Douglas Shire Council Summary Report - December 2022 [5.6.2 - 1 page]
3. Douglas Shire Council Beach Closure Report - December 2022 [5.6.3 - 1 page]
4. Douglas Shire Incident Report - December 2022 [5.6.4 - 1 page]

SURF LIFE SAVING QUEENSLAND LIFEGUARD SERVICES SUBMISSION

DOUGLAS SHIRE COUNCIL 2023 - 2026



SECTION 1

OVERVIEW

WELCOME

On behalf of Surf Life Saving Queensland (SLSQ), I am pleased to present our submission for the provision of lifeguard services for Bundaberg Regional Council.

SLSQ has a long and proud history at the Douglas region having worked directly with council for the past 34 years to significantly improve and increase safety on local beaches.

A recognised industry leader, SLSQ was the first organisation across the state to obtain Quality Assurance certification for the provision of lifeguard services, a status we have maintained for more than 20 years.

Notably, the experience and expertise that SLSQ brings to the Douglas region is unrivalled in Queensland.

Since 1930, our professional lifeguards and volunteer surf lifesavers have combined to directly rescue almost 145,000 swimmers in distress, while preventing countless other incidents from occurring through early intervention and proactive patrolling.

Over the same period of time, SLSQ has grown from its relatively humble beginnings into a highly-innovative organisation and one of the world's foremost authorities on coastal safety and aquatic rescue.

Today, SLSQ is the largest employer of professional lifeguards in Queensland, bringing almost a century of experience to each and every patrol. This ensures visitors to our beaches and facilities receive world-class care and protection, while partners directly benefit from SLSQ's research, development and learnings over the past nine decades.

Importantly, our patrols are enhanced by an extensive network of support services, community education and awareness, after-hours response capabilities, a state-wide communications hub, and experienced staff working behind the scenes.

SLSQ is excited by the opportunity to build upon our 34 year relationship with Douglas Shire Council and work with all key stakeholders to boost aquatic safety through the delivery of an integrated and innovative lifeguard service.

I am confident our services outlined in the attached will continue to enhance the reputation of the Douglas region as one of Queensland's premier tourist and recreational precincts.

I would be pleased to provide any further supporting information you may require.



Dave Whimpey
Chief Executive Officer
Surf Life Saving Queensland

WHY SURF LIFE SAVING QUEENSLAND?

Surf Life Saving Queensland (SLSQ) is the state's peak authority on coastal and aquatic safety, built on a fundamental principle of saving lives and reducing drowning deaths.

As the largest provider of professional lifeguard services in Queensland, SLSQ has been delivering vital and world-class aquatic safety services to governments, councils, and other land managers for more than 40 years.

Today, SLSQ's professional lifeguards operate at 80 locations including beaches, lagoons, and creeks across Queensland. Many of these sites are actively patrolled 365 days of the year, supporting SLSQ's overarching commitment to preserving and protecting life.

An equal opportunity employer, SLSQ prides itself on diversity and inclusion.

Importantly, SLSQ's professional lifeguards have been patrolling and protecting the Douglas Region for 30 years, developing a wealth of experience, expertise, and local knowledge during this time.

SLSQ brings a number of other key benefits to the table that cannot be matched by any other service provider in Queensland. These include:

- SLSQ has been certified under the Australian Quality Management Standard (9001:2015) for the provision of lifeguard services since 1997.
- Collectively, SLSQ's 350+ lifeguards boast almost 1,600 years of experience and more than 1.67 million patrol hours between them, highlighting the significant expertise that that SLSQ bring when watching over the community.
- SLSQ sets an international benchmark in the provision of lifeguard services through nationally-accredited training, highly-skilled and experienced staff, and continued best practice operation.
- Each year our lifeguards are required to undertake regular fitness testing and professional development, above and beyond required qualifications, to ensure they are at the highest standard.
- SLSQ is the only professional lifeguard provider in Queensland that is directly affiliated with, and a part of, Surf Life Saving Australia and the International Life Saving Federation.
- SLSQ is a registered training organisation under the Australian Training Quality Framework in lifeguarding, first aid, and resuscitation.
- Training completed by SLSQ lifeguards is nationally-recognised and endorsed by the International Life Saving Federation.
- SLSQ offers a complete and fully-integrated service encompassing world-class lifeguard patrols, enhanced by an extensive support network behind the scenes.
- SLSQ delivers extensive community awareness and education programs, including tailored initiatives for multicultural groups and international visitors.
- An internal peer support and employee assistance program to support lifeguards for work and personal matters.
- Professional lifeguard and aquatic safety services, supported by an extensive network of volunteer surf lifesavers and surf lifesaving clubs providing a network of ready employees.
- World-class research and development programs (including lifesaving equipment and technology).
- A team of marketing, public relations, and digital media specialists, available to work with council to promote water safety.
- A dedicated enterprise risk manager to proactively increase safety and service delivery.

KEY BENEFITS TO DOUGLAS SHIRE COUNCIL

SLSQ is the only lifeguard provider in Queensland that can offer Douglas Shire Council a 'total service' package. This ensures ratepayers, residents and tourists are provided with quality-assured lifeguard patrols, in addition to an extensive off-beach support network to significantly increase safety and minimise aquatic risks. Importantly, this offers council the most effective and efficient use of funds to protect beachgoers, along with the confidence and reassurance that comes with appointing an experienced and respected leader within the aquatic services industry.

The attached proposal includes the integrated and coordinated delivery of:

- Professional lifeguard and aquatic safety services, supported by an extensive network of volunteer surf lifesavers and surf life saving clubs;
- Operations support services including, but not limited to, the Westpac Lifesaver Rescue Helicopter Service, drones, jet skis, mobile and fixed emergency response beacons, and an extensive network of coastal surveillance cameras;
- A state-wide communications and operations centre, staffed 365 days of the year to coordinate lifeguard patrols and major incidents;
- Dedicated after-hours emergency response groups, on-call 24/7 to respond to aquatic emergencies and other coastal-related incidents;
- Surf safety education and community awareness, including tailored programs delivered on the beach and in schools, universities, multicultural groups, and more;
- World-class research and development programs (including lifesaving equipment and technology);
- Significant staffing behind the scenes including a team of experienced regional managers and lifeguard supervisors with decades of experience, supported by senior lifeguards, lifesaving service coordinators, and administration officers;
- A team of marketing, public relations, and digital media specialists, available to work with council to promote surf safety and awareness across the region; and
- A dedicated enterprise risk manager to proactively increase safety and service delivery.

ECONOMIC CONTRIBUTION OF SURF LIFESAVING

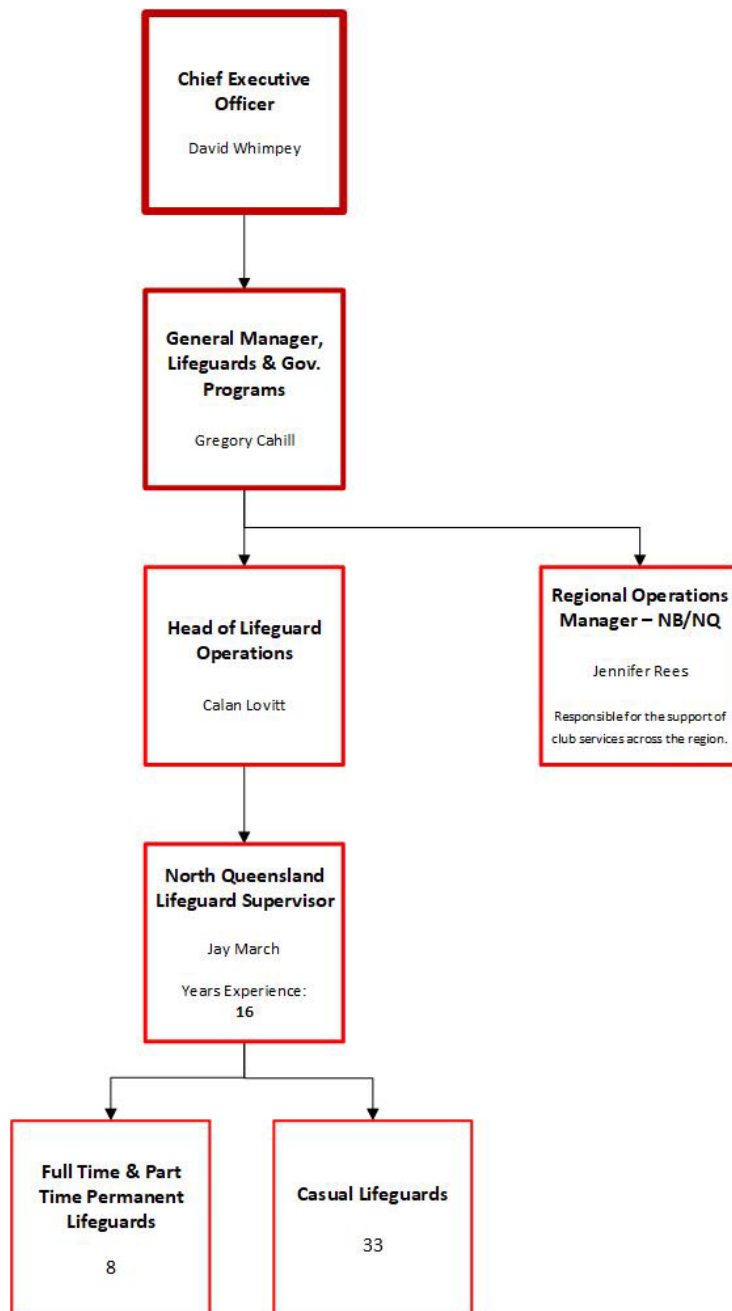
Each year SLSQ's lifeguard services provide critical support to councils, communities, and other key stakeholders up and down Queensland's coastline.

In addition to the tangible number of swimmers pulled from the water, SLSQ's patrols also prevent countless other incidents from occurring through proactive and preventative measures, while treating a myriad of major and minor first aid cases as well as marine stinger injuries. The flow-on economic impacts of these actions to council and the wider community is significant. It is important to note the benefits of SLSQ's surf lifesavers and lifeguards extend far beyond the red and yellow flags. Leveraging our extensive experience and expertise, SLSQ adopts a proactive approach to aquatic safety, working directly with councils to boost public safety and identify any key areas for improvement. Importantly, this approach significantly reduces risk, and insulates councils from many of the broader economic and tourism ramifications that can often follow drownings and/or other major aquatic incidents.

It is important to note the benefits of SLSQ's surf lifesavers and lifeguards extend far beyond the red and yellow flags.

Leveraging our extensive experience and expertise, SLSQ adopts a proactive approach to aquatic safety, working directly with councils to boost public safety and identify any key areas for improvement. Importantly, this approach significantly reduces risk, and insulates councils from many of the broader economic and tourism ramifications that can often follow drownings and/or other major aquatic incidents.

SECTION 2: ORGANISATION STRUCTURE



KEY PERSONNEL

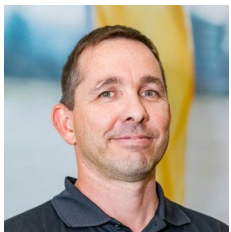


Dave Whimpey

Position: Chief Executive Officer

Dave joined SLSQ in July 2019 with considerable leadership experience, having previously served as CEO of the Brisbane Racing Club for more than five years. During this time, he worked with the Board of BRC to spearhead the transformation of the club, establishing a high-performance team culture and creating alternative revenue streams so that the club is self-sustaining into the future.

With an extensive commercial background, strong business acumen, and 25 years of experience across the public and private sectors, he has previously held senior executive roles with some of the largest organisations in Australia and across the world including Hilton, Jupiter's, KPMG, Tabcorp, and Coles. Outside of his professional career, Mr Whimpey also has a long association with the surf lifesaving movement, having been involved as a volunteer and sponsor for the past decade.

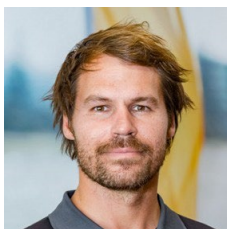


Gregory Cahill

Position: General Manager, Lifeguards & Government Programs

Gregory is a respected lifeguard veteran, with a wealth of hands-on experience and industry knowledge, having worked at SLSQ for the past 22 years. He first joined the organisation as a patrolling lifeguard in 2000, working his way up to become a supervisor and manager before taking on the role of Head of Lifeguard Operations in 2005 and most recently moving into General Manager of Lifeguards & Government Programs. In this position, he oversees the day-to-day operations of SLSQ's professional lifeguard services, working with key stakeholders to increase and improve coastal safety.

Gregory holds numerous industry qualifications, as well as a Master in Business Administration Managing and Leading People, a Diploma on Management, and a Certificate IV in Government (Occupational Health and Safety). Outside of his professional career, he has been a volunteer surf lifesaver since 1997, and remains actively involved with beach patrols.



Calan Lovitt

Position: Head of Lifeguard Operations

Calan brings extensive experience to councils and communities across Queensland, having worked at SLSQ for more than a decade. He spent the first five years of his career as a patrolling lifeguard, developing a unique and first-hand insight into the challenges and operational requirements of protecting Queensland beaches. In 2013 he was promoted into a supervisory role, before shifting into the position of State Lifeguard Supervisor and most recently moving into Head of Lifeguard Operations.

In addition to maintaining his lifeguard qualifications, Calan holds a Certificate IV in Training and Assessment and a Certificate III in Public Safety. An experienced trainer and assessor, he regularly delivers a range of courses including advanced first aid and advanced resuscitation techniques. Outside of professional lifeguarding, Calan has been involved in the surf lifesaving movement since nippers, and regularly performs volunteer patrols on North Stradbroke Island.

**Jay March**

Position: Lifeguard Supervisor – North Queensland

A dedicated water safety professional with over 15 years industry experience, Jay holds numerous industry qualifications including a Cert IV in Training and Assessment. With responsibility for the day-to-day hands-on delivery of the lifeguard service for the North Queensland beaches. Jay's role is multidiscipline pivoting from rosters to maintenance and being involved directly in a beach incident. At its core he has enhanced leadership skills and the ability to mentor lifeguards which is key to the success of the service.

INSURANCES AND ACCREDITATION

SLSQ is currently the only accredited White Water Rescue Organisation within Queensland under the Queensland Government Department Queensland Fire and Emergency Service. Surf Life Saving Queensland is also recognised as having the capacity to serve the Queensland community in five principal areas:

- Safety in the white-water environment
- Beach safety services
- Provision of specialist marine search and rescue support services in white water
- Surf safety education
- Coastal risk management

Aquatic rescue represents the core skill of any lifeguard, however throughout the course of their daily duties lifeguards encounter a variety of emergency incidents.

Surf Life Saving Queensland lifeguards undergo extensive training to prepare for any and all incidents that may occur in an efficient and effective manner. Surf Life Saving Australia has developed best practice training and training systems which are recognised and endorsed by the International Life Saving Federation as the most appropriate for Surf/Ocean lifeguards.

All SLSQ lifeguards must complete as a minimum entry requirement:

- Certificate II in Public Safety (Aquatic Rescue) – Bronze Medallion
- Provide Advanced Resuscitation Techniques
- Provide First Aid Certificate

Each of these qualifications are assessed a minimum once annually however are often assessed more frequently.

SLSQ lifeguards must also maintain a high level of fitness which includes:

- Pool swim – Bi-annually
- Lifeguard mission – Bi-annually
- Theory assessments – Annually
- Complex rescue and emergency incident scenario's – Annually

Lifeguards attend regular staff meetings where staff are informed of any and all changes to local operating procedure changes, major incident discussion (areas for improvement), and any other possible improvements to be made to the lifeguard service. Often these meetings are also used as an opportunity to provide resuscitation training/skills improvements and complete land-based scenario training.

To bring about desired improvements in quality of service delivery requires a highly skilled, motivated, flexible and adaptive workforce. SLSQ recognises that to achieve these goals it must encourage a culture of continuous improvement. Lifeguards are encouraged to bring all new ideas to their supervisors and are encouraged to attend any and all professional development.

Professional development is a major priority for SLSQ and there are many opportunities for lifeguards to enhance their individual skills some of which include:

- Certificate III Public Safety (Aquatic Search and Rescue)
- Certificate IV Workplace training and assessment
- Rescue Water Craft Operator Certificate
- Provide Advanced First Aid

All staff details, licences, certifications and qualifications are kept on SLSQ's online database 'SurfGuard'. Reports listing these details can be supplied to Council on request.

QUALITY ASSURANCE

SLSQ has been certified under the Australian Quality Management Standard 9001:2015 for the provision of professional lifeguard services, operations support (including, but not limited to, rescue watercraft, rescue boats and communication centres), helicopter surveillance and rescue services (for SLSQ and police operations), the support of club patrol services, community awareness programs and coastal risk assessments.

Importantly, this provides the partners who engage us, and the communities in which we operate, with the assurance that services meet current and future requirements, while ensuring that lifesaving services remain a clear leader in aquatic safety and rescue services.



Certification Number - QEC22945

Quality Assurance Accreditation is by SAI Global under ISO 9001:2015.

PUBLIC LIABILITY

Surf Life Saving Queensland is duly covered for Public Liability and professional indemnity. Surf Life Saving Queensland's Insurance Brokers are Marsh:

Marsh Pty Ltd Tower 1,

Collins Square,

727 Collins Street

Docklands, VIC, 3008

Contact: Mr Cale Smith

Phone: 1300 130 373

Email: surflifesaving@marsh.com

Public Liability cover is to the amount of \$50,000,000.

PROFESSIONAL LIABILITY

Professional liability cover is to the amount of \$20,000,000 any one occurrence and in the aggregate any one period of insurance the policy will take effect on acceptance of the submission subject to the insurance being suitable to Council.

Insurance Company – AXA XL

Policy Number – AU00007035LI21A

Expiry Date – 7th October 2023

Amount Provided - \$20,000,000

WORKCOVER POLICY

WorkCover Policy (Workers' Compensation)

Policy Number – WSB210944370

Period of Insurance – 01/07/22 to 30/06/23

OVERVIEW OF EXPERIENCE

Council/Corporation	Years of Service	Year Commenced	Beaches/Areas Patrolled	Contact
FAR NORTH QUEENSLAND REGION LIFEGUARD SERVICES				
Cairns Regional Council	34 years	1989	Holloways Beach, Yorkeys Knob Beach, Ellis Beach, Palm Cove, Trinity Beach, Clifton Beach, Bramston Beach, Kewarra Beach, Esplanade Lagoon	Kylie Richardson Facilities & Contracts Supervisor 07 4044 3389
Cassowary Coast Regional Council	28 years	1995	Etty Bay, North Mission, Mission Beach	Nicole Morgan Facilities Officer 07 4030 2293
NORTH QUEENSLAND REGION LIFEGUARD SERVICE				
Hinchinbrook Shire Council	28 years	1995	Forrest Beach	Leanne Mash Chief Executive Officer 07 4776 4600
Townsville City Council	33 years	1990	The Strand Net 1, The Strand Net 2, The Strand Water Park, Alma Bay, Picnic Bay, Horseshoe Bay	Dana Wood Team Leader Contract Services 07 4727 8655
	20 years	2003	Balgol Beach, Riverway Lagoon, The Strand Rock Pool	
	12 years	2011	Pallarenda	
Burdekin Shire Council	31 years	1992	Alva Beach	David Cornwell Manager of Community Services 07 4783 9830
Mackay Regional Council	32 years	1991	Harbour Beach, Lamberts Beach, Eimeo Beach	Lisa Kermode Natural Environment Coordinator 07 4961 9864
	30 years	1993	Sarina Beach	
	5 years	2018	Bucasia Beach	
WIDE BAY CAPRICORN REGION LIFEGUARD SERVICES				
Livingstone Shire Council	31 years	1992	Emu Park Beach, Yeppoon Beach	Molly Saunders Principal Community Development and Engagement Officer 07 4913 3816
Gladstone Regional Council	28 years	1995	Agnes Water Beach	Emily Costello

	31 years	1992	Tannum Sands Beach	Community Development Specialist 07 4976 6304
Bundaberg Regional Council	30 years	1992	Moore Park Beach, Oaks Beach, Kelly's Beach, Elliott Heads Beach, Nielsen Park Beach	Geordie Lascelles Manager Environmental Services 07 4130 4501
Fraser Coast Regional Council	30 years	1992	Torquay Beach	Kieren Stoneley Sport and Recreation Officer 07 4197 4518
SOUTH EAST QUEENSLAND REGION LIFEGUARD SERVICES				
Noosa Shire Council	11 years	2012	Noosa West, Noosa, Sunshine, Sunrise, Peregrine, North Peregrine,	Clint Irwin Property and Facilities Manager 07 5329 6356
Gympie Regional Council	30 years	1993	Rainbow Beach	Estelle Cummings Officer – Property Support 07 5481 0760
Sunshine Coast Regional Council	11 years	2012	Coolumb North, Coolumb Beach, Yaroomba, Boardwalk, Marcoola, Discovery Beach, Mudjimba, Twin Waters, Maroochydore, Alexandra Headland, Mooloolaba, Mooloolaba Spit, Buddina, Wurtulla, Currimundi, Dicky Beach, Kings Beach, Bulcock Beach, Golden Beach, Kings Pool	Nathan Walker-Edwards Coordinator Sports Venues and Development 07 5475 7272
Moreton Bay Regional Council	28 years	1995	Woorim Beach	Brad Page Aquatic & Leisure Facilities Coordinator 07 5433 2941
City Parkland Services (South Bank Parklands)	31 years	1992	Streets Beach Lagoon	Andrew Bryson Operations Coordinator 07 3029 1751
Redland City Council	30 years	1993	Cylinder Beach, Main Beach, Adder Rock, Wellington Point	Kate Mullens Acting Manager City Sport and Venues 07 3829 8751

Council of the City of Gold Coast	10 years	2013	Southport Broadwater, Tallebudgera Creek	Trevor Jewell Broadwater Parklands Management Officer 07 5581 1666
Non-Local Government Areas	15 years	2008	Double Island Point	N/A

SECTION 3

LIFEGUARD SERVICE PROVISION

With almost a century of saving lives to its name, SLSQ brings extensive expertise and experience to the beach each time our lifeguards raise the red and yellow flags on patrol. In order to maximise the effectiveness of our lifeguard services, SLSQ has developed comprehensive operational procedures to ensure we deliver the safest possible environment for beachgoers in a manner that is both sustainable and financially responsible.

PATROL AND AQUATIC SAFETY SERVICES

Each year SLSQ lifeguards provide a critical service to local residents and tourists alike, watching over and protecting millions of beachgoers. SLSQ's lifeguard services include:

- The provision of highly-trained lifeguards in full patrol uniform to watch over and safeguard designated beaches and surrounding area/ s. Lifeguard uniforms can be co-branded with the Douglas Shire Council's name and/or logo, if requested
- The ability to provide additional lifeguards, first aid responders, and/or resources to increase public safety during special events
- Assistance in maintaining the family-friendly atmosphere of local beaches through proactive and positive community engagement and public relations
- Ongoing maintenance of emergency stores and equipment
- Supervision of the designated patrolling area including the implementation of bathing (and other) local laws and regulations
- Assistance with keeping the beach and surrounding areas free from glass and other litter
- Maintenance and supply of accurate records of all incidents, rescues, and first aid treatments, along with detailed reports on all water related activity
- Identification of any hazards, along with appropriate risk mitigation strategies to reduce potential danger/s on the patrolled beach and surrounding areas.

WORKPLACE HEALTH AND SAFETY

In addition to protecting communities, SLSQ is dedicated to the health, safety, and well-being of staff. All lifeguards are trained in the application of the Work Health and Safety Act 2011, while organisational policies are also in operation.

TRAINING

SLSQ is a registered training organisation under the Australian Training Quality Framework in lifeguarding, first aid, and resuscitation. Importantly, training completed by SLSQ lifeguards is nationally-recognised and endorsed by the International Life Saving Federation as the most appropriate for surf/ocean lifeguarding.

RESOURCES AND EQUIPMENT

SLSQ lifeguards are provided with world-class equipment and resources to carry out their critical work on Queensland beaches. All equipment used by SLSQ lifeguards has been approved by Surf Life Saving Australia, and all signage is in accordance with Australian Standards Signs AS2416.

FACILITIES

Accommodation for SLSQ lifeguards has traditionally been in foreshore structures (towers), buildings, or affiliated surf lifesaving clubs.

SLSQ will duly enter into a working agreement for use of, and maintenance of, any other buildings or facilities not owned by SLSQ and/or its respective clubs and branches. Importantly, SLSQ has existing agreements in place with all surf lifesaving clubs, ensuring a unified approach to beach management.

EQUIPMENT

Lifeguards at each and every patrolled beach will be provided with, at minimum, the following equipment in line with recognised Australian standards:

- Diary
- Red and yellow patrol flags
- Condition flags
- Smart phone for communication and web-based reporting
- All nationally-recognised beach safety signage
- Rescue board
- Rescue tube
- Binoculars
- Radio
- First aid kit
- Defibrillator
- Spinal board
- Air bag oxygen resuscitator

In addition, lifeguard supervisors will be provided with a separate rescue board, rescue tube, radio, binoculars, first aid kit, air bag oxygen resuscitator and defibrillator. All equipment supplied is fully owned and operated by SLSQ or its affiliated clubs and branches. A reserve stock of equipment is available to replace any damaged, lost, or stolen items.

OPERATIONS MANUAL

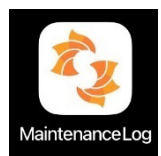
Surf Life Saving Queensland has a comprehensive Lifeguard Operations Manual in place for all of its lifeguard operations. This manual includes a state-wide manual for generic procedures and a localised manual for specific region requirements. Our Lifeguard Operations Manual has been updated to an online format, this gives SLSQ the ability to have a live document to update and/or make changes and push out the latest version to Lifeguards sooner. All lifeguards are inducted into the Lifeguard Operations Manual during the onboarding process. Here's the link to our Lifeguard Operations Manual:

<https://www.manula.com/manuals/slsq-tom/lifeguard-operations-manual/1/en/topic/introduction>



MAINTENANCE LOG

Each lifeguard is required to complete a daily check sheet of all equipment and facilities and report any defects via our Lifeguard Maintenance System, it's a ticketing system that SLSQ have implemented recently that allows for Lifeguards to report any maintenance issues they are having on the beaches.



DEPUTY

SLSQ's online roster time and attendance system Deputy:

- Provides an easy way for employees to track their shifts
- Digital roster and the ability for supervisors to quickly find replacements for shifts when employees call in sick
- Export to payroll with a click

- Shift work simplified
- Verify and approve timesheets on the same platform
- Track employee real-time attendance

SURF LIFE SAVING QUEENSLAND AFFILIATES

Surf Life Saving continues to strive to maintain its standing as a world leader in the field of aquatic safety. Surf Life Saving Queensland is an affiliate of Surf Life Saving Australia, and a highly respected affiliate of International Life Saving and, as such, is constantly monitoring, assessing and evaluating lifesaving systems throughout the world. Surf Life Saving Queensland also is an active participant in the following organisations/groups:

- Australian Resuscitation Council
- Standards Association of Australia
- Australian Water Safety Council
- Queensland Water Safety Council
- AUSTSWIM
- Queensland Volunteer Marine Rescue Committee
- Injury Prevention & Control Committee
- Counter Disaster groups
- Queensland Emergency Medical Committee

Through its National and State Medical Panels made up of some of the most eminent doctors, professors, and physiologists in Australia. Surf Life Saving Queensland is able to obtain up to date medical information regarding lifesaving, first aid and patient care activity throughout the world. Further quality systems are in place by way of formalised training and instructional programs on standard operating procedure guidelines.

EXTERNAL PARTNERS

Surf Life Saving Queensland is accredited with the Department of Emergency Services, as a recognised authority in white water rescue. Surf Life Saving Queensland also works closely with the following government departments:

- Department of Employment Economic Development and Innovation
- Tourism Queensland
- Queensland Transport
- Department of Communities
- Queensland Ambulance Service
- Queensland Police Service
- Queensland Fire, Rescue and Emergency service
- Australian Communications Authority
- Australian Search and Rescue (AusSAR)



SECTION 4: SUPPORT SERVICES

SLSQ is proud to provide a comprehensive and integrated lifeguard service to our clients. This ensures our patrols are enhanced by a raft of support services operating both on and off the beach, including:

- State Operations and Communications Centre
- LIMSOC
- Operations support
- Administrative support
- Community awareness and education
- Risk management
- Media, marketing, and social media



STATE OPERATIONS AND COMMUNICATIONS CENTRE (SOCC)

SLSQ's SOCC facility plays a critical role when it comes to protecting Queensland beaches, coordinating assets, facilitating search and rescue operations, and linking patrols with other emergency service organisations.

SOCC operators are directly responsible for a variety of tasks, from tracking rescue and beach visitation data through to monitoring SLSQ's network of coastal surveillance cameras. With a live stream of data, surf conditions and vision at their fingertips, operators are well-placed to oversee, coordinate, and respond to major rescues, searches and other beach-related incidents as they unfold in real-time across the state. The facility operates 365 days of the year.

LIMSOC (LIFESAVING INCIDENT MANAGEMENT STATE OPERATIONAL CONSOLE)

SLSQ patrols across Queensland are equipped with 'smart device' technology, allowing lifeguards to record beach conditions, rescues, preventative actions, and other any incidents in real time. The information is logged into a central database, known as LIMSOC, which is monitored by SLSQ's State Operations and Communications Centre.



The innovative LIMSOC system has delivered widespread benefits for lifeguards and beachgoers alike and, when coupled with SLSQ's growing network of coastal cameras, it provides lifeguards with unprecedented live data on conditions and beach usage. This ensures SLSQ can make decisive and educated decisions about tasking assets, managing its manpower, deploying roving patrols, and boosting on-beach services when needed.

ADMINISTRATIVE SUPPORT

SLSQ maintains its own administrative, human resources, and finance structures to support patrols and ensure our lifeguards are well placed to protect Queensland beaches. This includes:

- Administration and HR support for all lifeguard operations including staffing, training, payment of wages, insurances, rostering, and

leave

- Supervision, training, and localised induction of all lifeguards prior to commencement
- Extensive HR support and internal processes
- Regular and ongoing reporting back to Douglas Shire Council.

COMMUNITY AWARENESS AND EDUCATION

SLSQ's frontline patrols are supported by a concerted effort behind the scenes to educate communities about surf and aquatic safety. This plays a key role in the organisation's bid to eliminate drowning deaths, ensuring more beachgoers have the skills and knowledge to protect themselves in the water.

Some of our existing initiatives include:

- Free, pop-up beach clinics delivered at key beaches during peak holiday periods
- Targeted school programs, educating almost 50,000 students each year
- Development and distribution of surf safety educational material
- Tailored educational delivered to various community groups, multicultural associations, universities, and more
- On-beach surf safety programs run by experienced surf lifesavers and lifeguards.



SLSQ is open to working with Douglas Shire Council to explore further opportunities to educate, and engage with, ratepayers and other local beachgoers of all ages, backgrounds and nationalities.

RISK MANAGEMENT AND MITIGATION

SLSQ has adopted a proactive and organisational-wide approach to public safety, evident by the appointment of a dedicated, full-time HSEQ Manager. SLSQ has also implemented extensive risk management policies and processes into all lifeguard patrols along with its broader day-to-day operations. This provides Douglas Shire Council with an assurance that any potential risks or hazards, both on and off the beach, can be identified, managed, and minimised to an appropriate level.

MEDIA, MARKETING, AND SOCIAL MEDIA

SLSQ's media and marketing department plays a key role in delivering proactive and reactive messaging in all key regions, leveraging a combined digital following of 50,000+ and significant coverage across television, print, and radio. Where appropriate, SLSQ can work with Douglas Shire Council to integrate key messaging into our broader media and communications activities.



SECTION 5: FINANCIAL COMMITMENT & LIFEGUARD SERVICE LEVEL

5.1 Proposed Services

YEAR ONE 2023 - 2024 Douglas Shire Council				
Beach	No. of Lifeguards	Service Duration	Hours of Operation	Price
Four Mile Beach Port Douglas	2	QLD Winter School Holidays 01/07/2023 – 09/07/2023	Monday – Saturday 9am – 5pm	\$294,064.97 (excl. GST)
	1	10/07/2023 – 15/09/2023	Monday – Saturday 9am – 5pm	
	2	QLD September School Holidays 16/09/2023 – 02/10/2023	Monday – Saturday 9am – 5pm	
	1	03/10/2023 – 31/10/2023	Monday – Saturday 9am – 5pm	
	1	01/11/2023 – 26/11/2023	Monday – Saturday 9am – 6pm	
	1	27/11/2023 – 08/12/2023	Monday – Sunday 9am – 6pm	
	2	QLD Christmas School Holidays 09/12/2023 – 21/01/2024	Monday – Sunday 9am – 6pm	
	1	22/01/2024 – 28/03/2024	Monday – Sunday 9am – 6pm	
	2	QLD Easter School Holidays 29/03/2024 – 14/04/2024	Monday – Saturday 9am – 6pm	
	1	15/04/2024 – 30/04/2024	Monday – Saturday 9am – 6pm	
	1	01/05/2024 – 21/06/2024	Monday – Saturday 9am – 5pm	
	2	QLD Winter School Holidays 22/06/2024 -31/06/2024	Monday – Saturday 9am – 5pm	
Note: Sundays and Public Holidays (9am – 5pm) are covered by the Port Douglas Surf Life Saving Club from July to November and April to Jun.				\$323,471.47 (incl. GST)

5.2 Additional Service Recommendation

YEAR ONE 2023 - 2024 Douglas Shire Council				
Beach	No. of Lifeguards	Service Duration	Hours of Operation	Price
Four Mile Beach Port Douglas 2 nd Lifeguard for Interstate and Private school holidays	1	Interstate Winter School Holidays 10/07/2023 – 15/07/2023	Monday – Saturday 9am – 5pm	\$22,116.93 (excl. GST)
	1	Interstate Term 3 School Holidays 02/10/2023 – 07/10/2023	Monday – Saturday 9am – 5pm	
	1	1 week before QLD Christmas School Holidays 02/12/2023 – 08/12/2023	Monday – Sunday 9am – 5pm	
	1	Interstate Easter School Holidays 15/04/2024 – 27/04/2024	Monday – Saturday 9am – 5pm	
Note: Sundays and Public Holidays (9am – 5pm) are covered by the Port Douglas Surf Life Saving Club from July to November and April to Jun. A further breakdown of hours can be provided on request.				\$ 24,328.63 (incl. GST)

- Total Cost Price is inclusive of GST.

- Service costs include all wages (Supervisor included); administration; rescue equipment, motor vehicles, insurance, and maintenance.
- Pricing shall be firm for 12 months (1 July 2023 to 30 June 2024).
- Price quoted commences on first day of lifesaving service on or after 1 July 2023.
- All labour is linked to the Surf Life Saving Queensland Enterprise Agreement -2021
- Pricing increases in subsequent years, shall be linked to percentage wage increases in the Surf Life Saving Queensland Enterprise Agreement -2021. This increase is determined by the annual determination of the fair work commission.
- This submission does not provide for any financial contribution toward the delivery of services by Surf Life Saving Clubs and volunteers.
- Minimum service levels are to be reviewed by Surf Life Saving Queensland and council representatives annually in to ensure most effective service.

5.3 GENERAL NOTES

- Hourly rate for additional labour is (Mon – Sat) \$55.07 excluding GST
- Hourly rate for additional labour is (Sun) \$82.60 excluding GST
- Hourly rate for additional labour is (Public Holiday) \$137.67 excluding GST
- Overtime rate is 1.5 x normal hourly rate
- Public Holiday rate is 2.5 x normal hourly rate
- Surf Life Saving Queensland does not intend to engage in sub-contractors

5.4 TERMS OF PAYMENT

Invoices will be issued at the start of the month and payment is due at the conclusion of the month for which services have been provided.

5.5 GOODS & SERVICES TAX

Surf Life Saving Queensland has registered for the New Tax System and will be issuing approved tax invoices and charging GST accordingly.

Registered entities will be entitled to claim input tax credits from the Australian Taxation Office for all GST paid on creditable acquisitions. It is recommended that Douglas Shire Council seek independent professional advice with respect to the impact and treatment of GST.

5.6 FINANCIAL CAPACITY

Copies of Surf Life Saving Queensland's profit and loss statement and balance sheets for the past two financial years are available on request.

5.7 RISE & FALL

If, by any Act of Parliament, or any regulation made there under, or any ward, judgement determination, order of the court,

Industrial Board, Industrial Commission, or any other statutory tribunal in authority, there is a variation in the industrial awards or enterprise agreement which results in an increase or decrease in the wage rates or allowances payable to persons employed by the contractor in the performance of Lifeguard duties or in labour costs referred to in the Financial proposal; for every 1% increase or decrease in such wage rates, allowances and labour on costs, the contract price shall be increased or decreased as the case may be by 1% or such percentage as negotiated by the two parties.

IE: Should the planned statutory super increases from 10.5% to 12% go ahead these increases would be passed.



Surf Life Saving Queensland

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Patrol Statistics for Douglas Shire Council (Lifeguards) - December 2022

	Total Rescues	Total Attendance	Attendance				Total First Aid	Total Preventative Actions	Total Local Laws and Public Relations
			Swimmers	Swimmers Outside Flags	Craft	On Beach			
Douglas Shire Council (Lifeguards) Total	0	40606	13637	521	23	26425	17	1655	2207
Four Mile Beach Lifeguards (PORL)	0	40606	13637	521	23	26425	17	1655	2207

Beach Closure Reasons for Douglas Shire Council (Lifeguards) December 2022

Reason	Total Hours
Dangerous Surf	0:00:00
Pollution	0:00:00
Sharks	0:00:00
Storms	0:00:00
Marine Stingers	30:09:57
Algae	0:00:00
Nets Removed	0:00:00
Maintenance	0:00:00
Crocodiles	4:08:00
Strong Current	0:00:00
Extreme Low Tide	0:00:00
Total	34:17:57

Douglas Shire - Lifeguard Service							
Incident Report Summary - December 2022							
Service	Location	Date	Incident Type	Patient's Sex	Patient's Age	Nature of Injury	Referred To
Four Mile Lifeguards (PORK)	Four Mile Beach	13/12/2022	D23 - Irukandji Sting	F	63	Suspected Irukandji sting	QAS
Four Mile Lifeguards (PORK)	Inside nets	31/12/2022	E10 - Confirmed Crocodile Sighting			60cm Crocodile, beach closed	DES