



Land Based Operational Management

Purpose

This document describes the procedures to operate safely and respond in emergency incident situations for land based activities undertaken by Sailability Shorncliffe.

This document should be read in conjunction with Sailability Shorncliffe policies and procedures found on the Sailability Shorncliffe website. Refer website – <http://www.sailabilityshorncliffe.org.au/information/risk-management/>

Document Information

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CONTEXT

Sailability Shorncliffe operates from the Queensland Cruising Yacht Club (QCYC) at Cabbage Tree Creek, Shorncliffe.

Land based activities are undertaken by volunteers, clients and/or carers on sailing days, training days, maintenance days and special event days.

SAILING DAYS

Sailability Shorncliffe sailing days operate from QCYC on Mondays from 9am to approximately noon during the school term, excluding public holidays.

Carer Role

- On sailing days all clients are to be accompanied by a carer, that maybe a relative, guardian or facility representative.
- The carer is responsible for the behaviour and safety of their client at all times, excluding when the client is in a sailboat. When the client is in a sailboat the skipper becomes responsible for the client's safety.
- Carers must accompany their client onto the pontoon area. Clients in wheelchairs must be unclipped from safety harnesses or seat belts whilst in the pontoon area. Note: In the case of the wheelchair going off the pontoon the client can be more easily removed from the water.
- Carers for clients on sailboats must leave the pontoon area with all personal items such wheelchairs as soon as possible after the sailboat leaves the pontoon. And when called to collect their client at the completion of their sail the carer to go down to the pontoon as soon as possible.
- Carers must accompany their client on the Pontoon boat.

Volunteer Roles

Sailing day key operational roles are nominated based on experience and qualifications. For each key role a lead and backup is identified.

Sailability Shorncliffe volunteers are encouraged to acquire experience in various roles to enable a multi-disciplined operation to support sustainability and to provide variety and enjoyment to the volunteers.

Key land based areas / roles include:

- Officer of the Day (OOD)
- Registration / Registrar
- Base / Base Coordinator
- Pontoon / Pontoon Coordinator
- BBQ / Cook and Assistant
- Weather and Water Forecaster

Officer of the Day (OOD)

Summary Description

Responsible for the coordination of the day's operations in a safe, efficient and compliant manner. Tasks may be delegated to representatives as appropriate. The role starts with opening the premises and ends with securing everything for the day. Importantly, the OOD takes charge in the event of a serious incident or whether sailing continues if weather conditions deteriorate.

Requirements

- President to undertake the role unless otherwise delegated.
- Familiarity with all Sailability Shorncliffe policies and procedures.

Key Responsibilities / Procedures

- On the day make a final determination that it is safe to undertake the days event based on weather and water conditions, volunteer numbers and experience, and any other prevailing conditions. If unsafe to do so, OOD to coordinate event shutdown or alternative arrangement. If conditions change during the day the OOD to consider if safe to continue and respond appropriately. If sailing is to be suspended, the OOD advises all skippers and the pontoon volunteers by radio on Ch20. The OOD and/or Pontoon Coordinator should sound portable horn using 3 long blasts.
- Confirm leads have access to shed and required equipment, and then they are returned and secured appropriately.
- Lead the days event briefing to all volunteers. Briefing to include nomination of days roles, weather and water conditions and any other relevant safety and event information.
- Identification of available First Aiders for the days event.
- Oversee operations are undertaken in accordance with Sailability Shorncliffe policies and procedures.
- Carry a UHF radio tuned to Ch20 at all times on the day to be contactable.
- Be central point of contact for escalation of questions, concerns or issues raised on the day.

In the event of an incident

- OOD is to be contacted immediately.
- OOD to coordinate the appropriate response, noting that may include delegation of responsibilities to key persons.
- OOD to determine if emergency services required and then coordinate contact and arrival to site.
- OOD to determine if sailing or the days event is to be suspended. Consider if safe to remove boats from water and if all persons need to take shelter in QCYC buildings or evacuate site.
- OOD to ensure the incident is recorded in the incident log held at registration and incident report/s are completed as soon as possible on the day by person/s involved and witness/es to the incident. The incident reports to be submitted to the President and/or delegated committee member as soon as possible.
- OOD to investigate the incident further on the day to ensure all pertinent information surrounding the incident is collected.
- OOD to participate in any further review concerning the incident.
- Refer Incident Reference Cards document

Note: Qualified First Aiders will attend to any volunteer minor injuries and in cooperation with the Officer of the Day make any arrangements necessary in the case of more serious injuries. In the case of a client injury the carer to take the lead and volunteer First Aiders assist as requested by the carer.

Registration / Registrar

Summary Description

Responsible for greeting and providing information to clients and carers. Facilitate registration sign in, receive monies and issue a receipt. At the end of the day the Registration desk balances money taken and transferred to the Treasurer for banking. Also facilitate expense reimbursement for Sailability volunteers as required. Supported by Administrators.

Key Responsibilities / Procedures

- Oversee tasks undertaken by and divided up amongst supporting Administrators.
 - Admin 1 – Sign In
 - Admin 2 – Cashier
 - Admin 3 – Receipts
- Equipment –
 - Tables x2 (external storage area)
 - Chairs (external storage area)
 - Stationery (trailer Admin box)
 - Forms (trailer Admin box)
 - Cash box and POS (point of sale) terminal (trailer Admin box)
 - Receipt book (trailer Admin box)

Sign In

- Greet and answer questions from clients and carers upon arrival.
- If clients are returning clients, confirm their details are current. For new clients a Client Registration and Media consent form needs to be completed before clients can participate in events.
- Input client and carer details on register including requested sailboat and/or Pontoon boat.
- Identify if client uses and nature of mobility aid, and any other way the client's experience can be enhanced. Confirm any behavioural or weight issues that may impact safety. Note: A client's weight must be under 100kg for sailboats.

Cashier

- Receive monies from clients, carers and volunteers for services. Services include boating rides, refreshments and clothing. Monies received as cash or electronic transfer.
- Issue docket for refreshments.
- At the close of day monies received is reconciled and input into banking record. Monies and records put in pouch in QCYC office for the Treasurer to undertake the banking on monthly basis.
- Expenditure receipts also collected and passed onto the Treasurer.

Receipts

- Write a receipt for all monies received.
- Maintain a running sheet of receipts by item and payment method.

Base / Base Coordinator

Summary Description

Responsible for allocating clients and carers to sailboats and the pontoon boat within the available time slots. Engage with clients and carers to identify any special requirements to ensure they have a more pleasant on-water experience and advise as appropriate.

Coordinate preparation activities to assist adherence to schedule and ensure appropriate safety devices, such as life jackets and slings, are in place to sail and then returned after sailing. Ensure life jackets on clients and carers are fitted correctly and then assist their movement to the dock. Supported by Runners.

Key Responsibilities / Procedures

- Confirm appropriate number of volunteers are available to safely and effectively undertake responsibilities within the area.
- Check required equipment to undertake responsibilities is in place and in appropriate condition.
- Coordinate 'Base' communications with allocated two-way radio on channel 20.
- Oversee tasks undertaken by and divided up amongst supporting Runners.
 - Runner/s – Whiteboard
 - Runner/s – Client Engagement
 - Runner/s – Life Jackets
 - Runner/s – Pontoon Entry

Radio Communications

- Dedicated base two-way tuned to channel 20
- Nature of communications with Pontoon:
 - Test radio to ensure communications received.
 - At the beginning of the day advise when clients available to commence sailing activities. Pontoon will advise when sailboats are ready.
 - Advise if client requires hoist to access sailboats.
 - Number of clients, carers and wheelchairs for Pontoon Boat.

Whiteboard Procedure

Equipment –

- Tables (external storage area)
- Whiteboard 1 - Sailing Boats (trailer)
- Whiteboard 2 - Pontoon Boat (trailer)
- Grip mats (trailer Admin box)
- Whiteboard markers and eraser (trailer Admin box)
- Table numbers (trailer Admin box)

Preparations –

- Take equipment from trailer and external storage area.
- Set up under awning against wall with whiteboards on tables - whiteboard 1 Sailing on left and whiteboard 2 Pontoon on right.

Process –

- As clients register, copy details of client and carer from the registration list onto the appropriate board with their table number.
- Based on client engagement, note on the board with a 'W' if the client is in a wheelchair or needs a winch if sailing. Use 'WW' to indicate heavier wheelchairs.
- Pontoon Boat board:
 - Write approximate departure time for each trip (usually 40 minute turn around). Usually five (5) trips are scheduled each day, with possibility of sixth if required and the schedule allows. Last trip by 12 noon.
 - Draw a line under the Pontoon Boat list when you have a full load – maximum 8 passengers (usually includes 4 clients and 4 carers). Note: maximum 2 heavy wheelchairs or 3 light wheelchairs.
 - Send clients to the top of ramp for lifejacket check and to wait further instructions from Pontoon Coordinator.
 - As the pontoon boat leaves put a cross through the passenger list.
 - Adjust the timing of future trips based on current progress.
- Sailing board:
 - As clients head down to sail, tick against their name.
 - When clients return, put a cross through that tick.

Client Engagement

- When requested locate the clients and carers by their table numbers and notify them when they should ready themselves for transfer to the pontoon.
- Confirm when they can transfer.
- Only return their table number to the Registration desk once the client has returned from their sail.

Life Jackets

- Inspect life jackets and slings to be used to ensure current and fit for purpose. Note: Inflatable life jackets to be tested each year – refer dates on tag.
- Provide appropriate type and size of life jacket and sling to clients and carers in preparation for sailing. Note: Clients in wheelchairs to wear red inflatable life jackets.
- Guide and assist carer as necessary to put in place slings for sailboat wheelchair clients. Note: Some clients in wheelchair have feeding tubes in their stomach which may hinder tightening the strap around their waist. Check with carer before adjusting.
- Collect used life and jackets and slings, and spray disinfect before returning to trolley.

Pontoon Entry

- Check all clients transferring to the pontoon are accompanied by a carer.
- Check life jackets on and fitted correctly for all clients and carers, if going on Pontoon Boat, before transferring to the pontoon.
- Check clients in wheelchairs are unclipped from safety harnesses or seat belts.
- Allow clients and carers to only move into the pontoon area when required and not beforehand.

Pontoon / Pontoon Coordinator (PC)

Summary Description

Receives the names of sailboat clients from the Base Coordinator and then communicates with the Base Coordinator to have the client sailors sent down to the dock and carers to pick up clients who have completed their sail. Allocates a sailboat to each sailor and records the details on the sailing sheet. Coordinates with skippers time of return to the pontoon. Ensure clients and carers are transferred to and from sailboats and pontoon boat in a safe and efficient manner. Assist sail boats and pontoon boats to dock and cast off. Supported by Pontoon Supporters.

Key Responsibilities / Procedures

- Confirm appropriate number of volunteers are available to safely and effectively undertake responsibilities within the area.
- Check required equipment to undertake responsibilities is in place and in appropriate condition.
- Man 'Pontoon' communications with allocated two-way radio on channel 20 predominately with the Base Coordinator 'Base'.
- Oversee tasks undertaken by and divided up amongst supporting Pontoon Supporters for sailboat and Pontoon Boat assists.
- Equipment –
 - Gazebo (trailer)
 - Cranes x2 (trailer)
 - Trolley (shed) –
 - Crane chairs x2
 - Safety ladder and hooks x2 – each end of pontoon
 - Floatation rings x2 – attach to pylons at end of pontoon at grab height (note impact of tide movements)
 - Bollards and rope barrier – around last private boat on inside of pontoon
 - Barrier rope – between pylons on side finger
 - Spare sling and life jackets x3
 - Chairs x2 (external storage) – under gazebo
 - Booking in folder and pens (trailer Admin box)

Sailboat Coordination

- Advise Base via radio Ch20 when sailboats are available and when sailboats are returning to send down the client's carer to the pontoon.
- Input into the Sailing Sheet form:
 - names of clients and their carers, as advised by Base via radio Ch20;
 - allocated boat and time departed; and
 - confirmation of client and boat return.
- Coordination of sailboat returns per 30 minute time allocation, radioing the sailboat skipper if required.
- Make certain all sailboats are not at the pontoon when the Pontoon Boat is returning to the pontoon.

Pontoon Boat Coordination

- Advise Base via radio Ch20 when Pontoon boat ready for first trip, when returning from trip to send down carers and to send down clients and carers for next trip.

Sailboat Assists

- Secure and release the bow and stern lines of the sailboats to/from the pontoon cleats.
- Bow and stern lines to remain secured to the pontoon until the client is secured in the sailboat and/or the carer has returned to the pontoon and the client has been assisted out of the sailboat.
- When sailboats coming into the pontoon ensure clients arms/hands are within the boat, if necessary, catch/hold the mast and secure the bow and stern lines.
- When sailboats departing the pontoon release the bow and stern lines when advised by the skipper, and if necessary, push the boat off from the side of the hull or the rear of the boom.
- Assist clients into and out of the sailboats, either walk in or use of crane from chair or wheelchair. Note – Volunteers not trained in crane lifting procedures must not attempt to do so but may assist a trained volunteer.

Pontoon Assists

- Secure and release the bow and stern lines of the Pontoon Boat to/from the pontoon cleats, ensuring the boat side door is located under the gazebo when docking and avoid dragging lines in the water.
- Put in place and stow ramp. Ramp stowed on hook on stern of boat, opened and locked into holes at side door with mat from inside boat placed under end of ramp on the pontoon.
- Seats inside boat may need to be removed or added based on the client's mobility requirements.
- Assist clients and carers onto and off the boat as required, ensuring the client's carer is in attendance.

In the event of an incident

Depending on the nature of the incident -

- PC may need to coordinate to return of all sailboats and Pontoon Boat.
- PC may need to coordinate the evacuation of the pontoon area.
- PC may need to coordinate the response to an incident in the pontoon area.

BBQ / Cook and Assistant

Summary Description

Responsible for making and serving yummy treats to clients, carers and volunteers. Includes sourcing ingredients, set up and pack up as per food hygiene standards.

Requirements

- Minimum of one (1) person in attendance have food safety training. Minimum training requirement is the Brisbane City Council I'm Alert training course.

Key Responsibilities / Procedures

Preparation

- Acquire and prepare ingredients and supplies, as necessary. Key items include –
 - Sausages
 - Bread, 3 loaves
 - Onions, 2kg sliced
 - Tea, coffee, hot chocolate, sugar, oil, paper towel
 - Biscuits, 2 large packets
 - Milk, 2 cartons of long life
 - Drinks, soft drink cans and bottled water
- Ensure gas supply adequate and refill as necessary.

Start of Day

- Equipment and set up -
 - BBQ with gas bottle (building)
 - Two (2) plastic mats (trailer)
 - Three (3) white tables (building)
 - Esky blue (shed) – sausages and onions
 - Urn (trailer) – filled 50/50 tap water and boiled water from kettle
 - Cold water container (trailer) – filled tap water and ice
 - Fire extinguisher (trailer) – ensure current and in working order
 - Storage boxes (trailer)
 - Ice (QCYC)
 - Esky red (shed) – drinks and ice

During Day

- There should be a maximum of three (3) people within the BBQ area and all should maintain appropriate hygiene standards.
- The Cook does the cooking ensuring food safety standards are adhered to.
- The Assistant/s prepares, serves and maintains supplies.
- The used cups and spoons are washed in the kitchen.

End of Day

- BBQ turned off – ensuring gas supply turned off before turning off BBQ controls to ensure all gas cleared from the gas line.
- BBQ, utensils, equipment and surfaces cleaned and returned to storage location.
- Food items appropriately stored or disposed of to ensure food safety.

In the event of an incident

Depending on the nature of the incident -

- If safe to do so turn off BBQ and gas bottle, and deploy fire blanket or extinguisher.
- May need to coordinate the evacuation of the BBQ and nearby areas.

Weather and Water Forecaster

Summary Description

Responsible for reviewing weather and water forecast conditions and quality reports to determine, and then communicate, if sailing day events can operate or are cancelled.

Key Responsibilities / Procedures

- Collection of current and forecast data – weather, tidal and water quality
- Based on analysis of data and agreed safe sailing conditions, determine if sailing day events can operate or are cancelled. Timeframe –
 - Sunday 10am; or
 - If there is doubt, the decision is deferred to Sunday 4pm when further forecasts are issued; or
 - If still in doubt, the decision can be deferred to Monday 6am.
- Communicate conditions and decision via email to committee members to then published –
 - Email to all volunteers by Secretary
 - Post on Facebook by Vice President
 - Phone message on mobile phone number by Forecaster
 - OOD to advise in sail day briefing

Deemed Unsafe Sailing Conditions:

- Winds - >20 knots/35kph or >15 knots/25kph with adverse tidal conditions (consideration given to reducing size of sailing course for sailing boats and/or only using Pontoon Boat)
- Rain or showers with significant falls
- Thunder and lightning
- Poor water quality (consideration given to only using Pontoon Boat)

Weather

Reference:

- BOM General Forecast for Brisbane and Sandgate
- BOM Marine Wind Forecast
<http://www.bom.gov.au/marine/wind.shtml?unit=p0&location=qld-bris&tz=AEDT>
- Additional references - Aviation forecast for Brisbane airport, Windy application.

Tides

A check is made on the tide times, movement and height. Tidal information, especially if there is a difference between high and low tide greater than 1.7m, is included in the decision email and in the sail day briefing. Further consideration and information provided in wind against tide situations due to possible impact on pontoon arrivals.

Water Quality

Reference the Brisbane City Council fortnightly testing. Otherwise consider recent rainfall in the area over the preceding days and tidal movements.

All Volunteers

Summary Description

Sailability Shorncliffe volunteers are greatly valued, and their contributions very much appreciated.

Volunteers are encouraged to acquire experience in various roles to enable a multi-disciplined operation to support sustainability and also to provide variety and enjoyment to the volunteers.

Key Responsibilities

- Start of Day:
 - Boats and trailer from shed with use of tractor.
 - Sailboat rigging and launch.
 - Base, registration and pontoon equipment in place and set up.
 - Waiting area tables and chairs arranged.
 - BBQ area and equipment readied.
 - Attend start of day briefing by Officer of the Day.
- During Day:
 - Greet and engage with all as the opportunity arises.
 - Undertake allocated roles as nominated by Officer of the Day and delegate as required.
 - Assist other volunteers, carers and clients as able and required.
- End of Day:
 - Remove and pack up base, registration and pontoon equipment.

Note – Key safety equipment to remain on pontoon until all clients are off the water.

- Waiting area tables and chairs replaced and hosed out.
- Retrieval and wash down of boats, including sailboat derigging.
- Boats and trailer to shed with use of tractor.

TRAINING DAYS

Sailability Shorncliffe conducts a minimum of two training days per annum.

Process

Planning

Preparation of agenda for the day. The agenda should not only be informed by an annual plan to review all procedures but also consider recent incidents, feedback, and new volunteers or equipment or procedures.

Communication of date and agenda required to all volunteers on a timely basis. Communication channels include website, email and sail day briefing.

A sign on sheet to be made available on the day for all attendees to sign. The sign on sheet to be archived with the agenda.

An OOD to be identified.

Documentation Review

For identified key areas the lead, backup and other nominated volunteers review the policy, procedures and other documents relating to that area. It is preferable that the nominated volunteers include those that work in the area plus also others that do not to question and provide alternate views.

Incident Response

In the event of an incident respond as per Sailing Day incident response procedures.

MAINTENANCE DAYS

Sailability Shorncliffe conducts a minimum of two maintenance days per annum, usually January and July.

Process

Preparation

- Check all equipment and boats at least two (2) weeks prior to maintenance days to ensure required tasks identified and necessary equipment and/or expertise can be arranged.
- Communication of date and agenda required to all volunteers on a timely basis. Communication channels include website, email and sail day briefing.
- A sign on sheet to be made available on the day for all attendees to sign. The sign on sheet to be archived with the agenda.
- OOD to be identified.

Key Tasks

- Boats –
 - Checked for wear and tear, including sails and ropes
 - Safety equipment checked
 - General clean
 - Sailboats – polished (3 bottles of polish and rags required)
 - Safety Boat – tubes inflated
- Trailers –
 - Bearings greased (grease required)
 - Tyre pressure
 - Winches
- Safety equipment –
 - First aid bags x3 checked to ensure current, complete and in good order
 - Fire extinguishers checked to ensure current and in good order
 - Life jackets and slings checked
 - Radios checked
- BBQ and provisions –
 - BBQ major clean
 - Gas bottles checked and refilled as required
 - Provisions checked and replenished as required

Incident Response

In the event of an incident respond as per Sailing Day incident response procedures.

SPECIAL EVENT DAYS

At QCYC

Procedures as per sail days to be observed, including OOD identified and incident response.

Any alternate arrangements to be documented and signed off by committee.

Offsite

All arrangements to be documented and signed off by committee.