SLSQ Policy

Title: Government Wireless Network (GWN) – Lost and Damaged Radio Policy	**Department:** Lifesaving Operations
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1. Purpose

This policy outlines the requirements related to the loss or damage of radios provided under the Government Wireless Network (GWN) managed service. It aims to reinforce accountability, ensure prompt resolution, and maintain seamless communication across all SLSQ Lifesaving and Lifeguard Services.

2. Scope

This policy applies to all SLSQ personnel, including staff, volunteers, and affiliated club members, who are issued or use GWN radios as part of their operational duties.

3. Definitions

- Lost Radio: A radio that is destroyed or cannot be located or retrieved after extensive search efforts.
- Damaged Radio: that has been damaged and is no longer functional and does not meet operational requirements.

4. Policy

Surf Life Saving Queensland (SLSQ) is committed to maintaining the operational integrity and readiness of communication systems across all services. Radios provided under the Government Wireless Network (GWN) are critical to ensuring effective coordination, safety, and timely response in both routine operations and emergency situations. They are a key item or Personal Protective Equipment (PPE) that our workforce relies on and must be appropriately cared for and maintained.

Lost or damaged radios present a risk to service delivery and member safety. This policy ensures such incidents are managed responsibly, reviews are conducted appropriately, and operational continuity is maintained as a priority.

All members are responsible for the proper care and use of GWN radios and must report any loss or damage immediately. Any issues impacting the use or availability of radios must be escalated without delay to the State Operations Communications Centre (SOCC).

In the event of lost or damaged radios, a regional review process will be undertaken in line with the procedure to determine recommendations. Where appropriate, improvements to training, procedures, or resource allocation will be implemented to prevent recurrence.

Where a club or service has repeated events resulting in damage or loss of an operational radio outcomes, in more serious situations cost recovery from the relevant service may be sought.

Review

This Policy will be reviewed at least every three years, or sooner if there are changes to applicable legislation, regulations, standards, organisational structure or operational requirements.