

# Surf Life Saving NSW

## What do they do?

Surf life saves lives creating great Australians and building better communities.

## Their Services

- Australian Lifesaving Academy NSW
- Australian Lifeguard Service NSW
- Australian UAV Service
  - [Lifesaver Drone Outreach Program mentioned by Stuart](#)
- Australian Event Safety Services
- Surf Life Saving Foundation

## Current Process

1. Email chain for determining suitable date for client.
  - Ensure equipment availability for proposed date.
2. Determine which casual staff are suitable for job.
  - Suitable qualifications.
  - Location of staff to job.
3. Teams/SMS messaging to determine casual staff availability for proposed date.
4. Get back to client to confirm availability for suggested date or negotiate an alternative.
5. Determine job start time, etc. for date.
6. Confirm job with casual staff.
7. Create shift in Deputy for relevant casual staff.

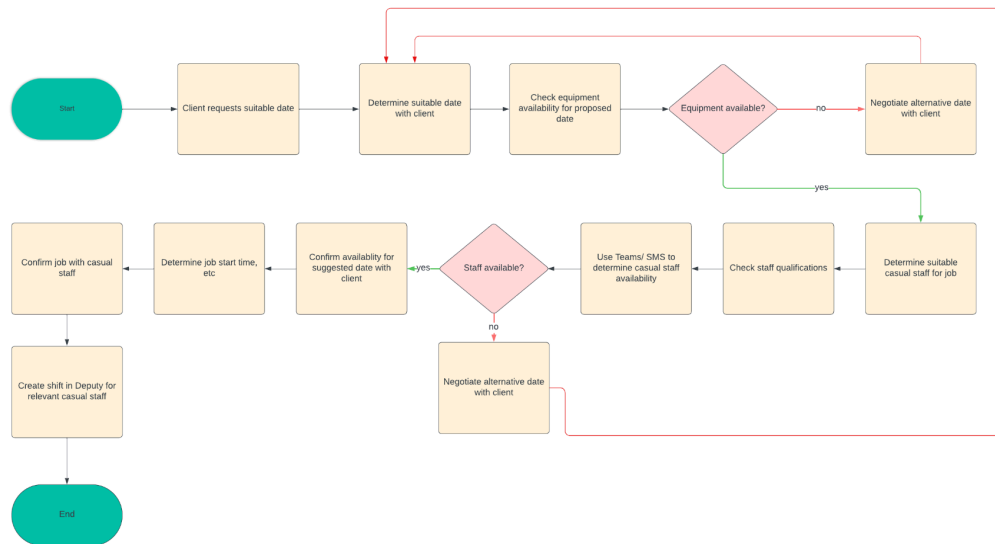


Fig: Current process flow chart

## Proposed Process

1. Client or Business Development goes to web page, via shared link, and chooses a service and date that suits them from available dates.
2. Job gets added to calendar.
3. Email received notifying us of all details for upcoming job.
4. Create shift in Deputy for relevant casual staff.

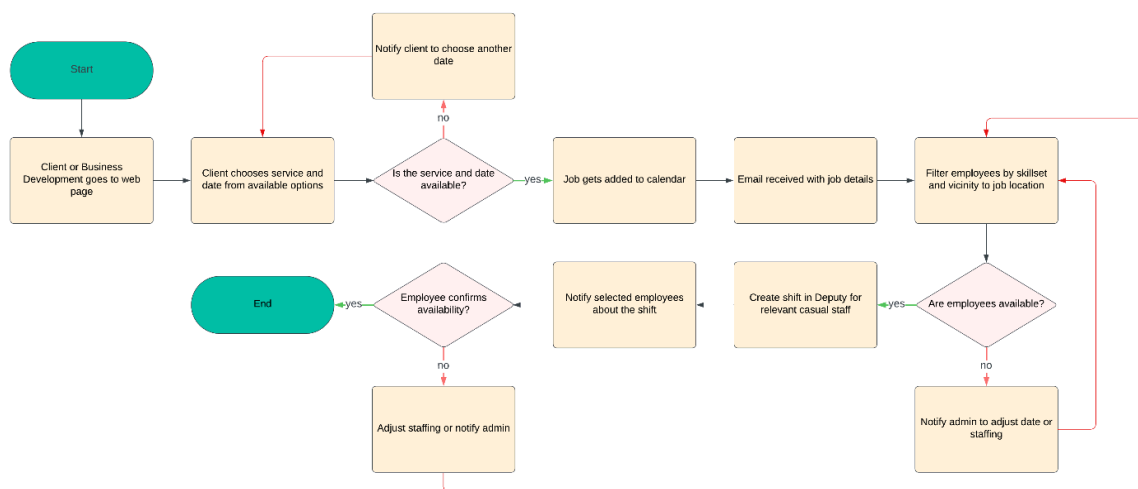


Fig: Proposed process flow chart

## Points picked up from the meeting

- The reformation objective is to streamline the process for clients being able to select specific dates that are available and from the company side be able to filter out employees based on their specific skill sets and vicinity to the desired area in order to determine who will fill out the shift.
  - Things to note: They are not yet certain about how the entire process will take place, for instance how many employees will be needed for the shift, what's the frequency of requests coming in a given period (Stuart mentioned 4 bookings last week) but it is still uncertain.
  - Surf Life currently gets email from different places and the manually understand who are available and the necessary skillsets that will be required. It's a whole back and forth situation. The problem in our hand is more of a scheduling side of things.
- The reformation should include a way to allow employees to put their unavailability on Deputy and using that information put it into an automated process.

## Prospective Reformations that can be done

### 1. Understanding the Requirements and Constraints

- Location matching: Build or use an existing system that matches employees (already submitted and the radius assigned) to jobs based on proximity to the client's desired location.
- Skill set matching: Develop a filtering mechanism to ensure employees with necessary qualifications and skills are assigned the job.
- Availability Tracking: Integrate employee availability into the system to prevent scheduling conflicts. Employees can put their [unavailability](#) in Deputy.

### 2. Designing the Solution

- Centralised Scheduling System:
  - Implement or enhance an existing scheduling system (eg Deputy, [Calendly](#), [Acuity Scheduling](#)) to handle bookings automatically. Might need to see if there are any API integrations from any booking solutions.
  - Create a web-based interface where clients can select services and dates from an available calendar. Can an API be built on top of the web interface to allow clients to book service directly?
- Automated Matching algorithm:
  - Develop an algorithm to match employees to jobs based on location, skill set, and availability.
  - Integrate location services (such as Google Maps API) to calculate proximity between employees and job locations.
- Integration with Existing System:

- Sync the new system with Deputy to pull in employee availability and manage shifts.
- Automate notifications and confirmations through emails and possibly SMS to keep both clients and employees informed.

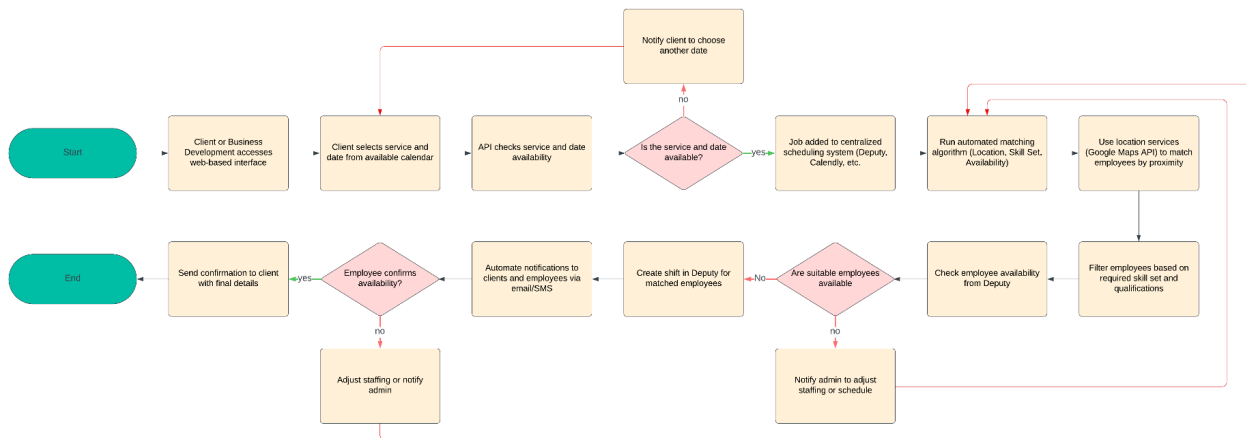


Fig: Prospective process flow chart