

Discovery Day 2017

Event Date Saturday 8th April 2016

Schedule and organization

Objective

The primary objectives of the DSC discovery day is to promote the sailing club as a family club of choice, encourage visitors to become members and sign up for sailing courses. Existing or previous members are also encouraged to renew membership and/or join up for a course.

Setting

To facilitate the selling of memberships and courses to visitors, all sailing will be conducted from the beach in front of the club, accessed from the stairs in the middle of the eating area. This will keep the boat ramp clear and safe for boat launching and recovery as well as allow post sailing consultation in the members lounge (or marquee). It also enforces that sailing is the primary focus of the club as opposed to an activity that is conducted on the side.

Operation

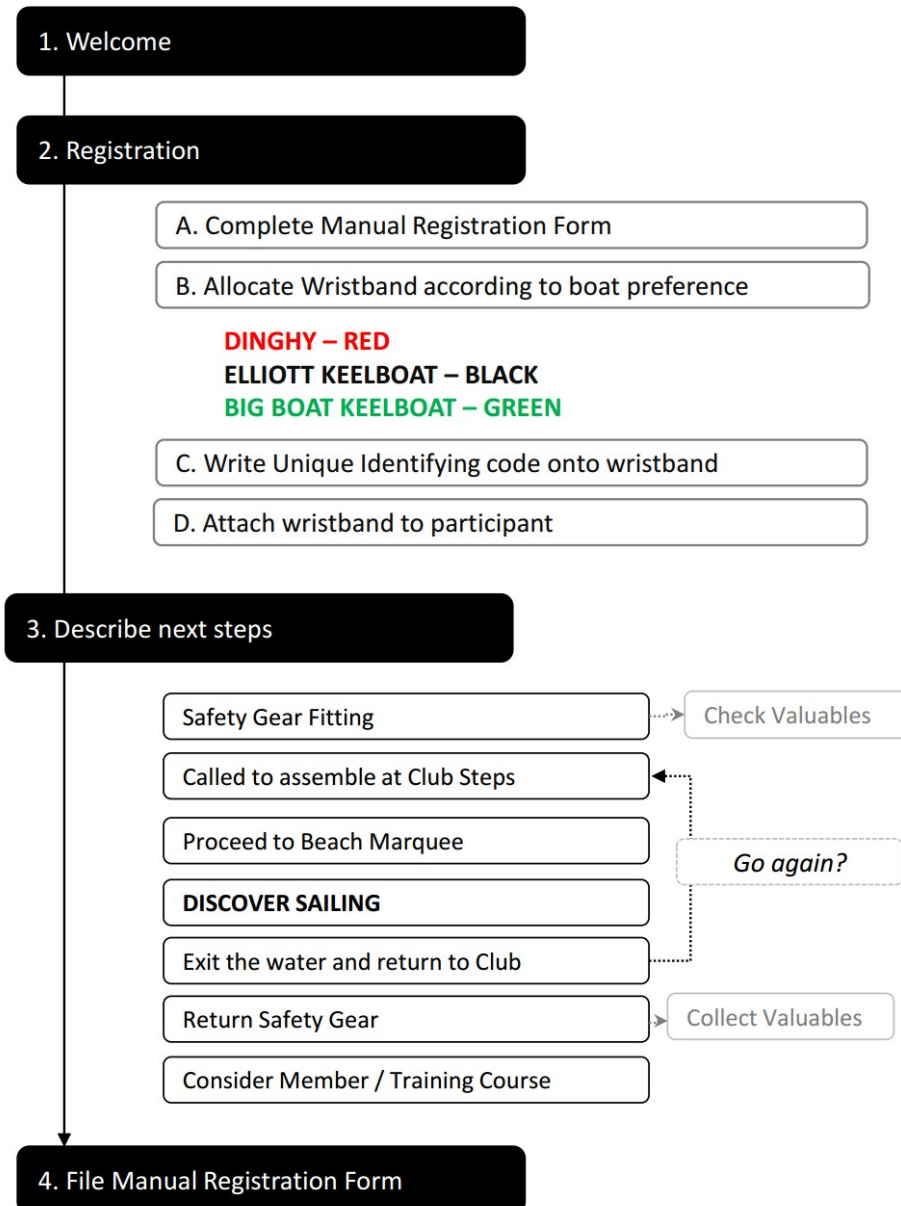
Visitors will be welcomed at the reception area by volunteers, fill in an on-line registration form to comply with Sailing Australia insurance requirements and then directed to marquee to await their turn for a sail. The sequence of events for a visitor who wishes to go sailing is as per following process diagram.

Others that just want to visit the club for a drink or meal are free to do so and encouraged to become a member. Any visitor who wishes to discuss courses or membership is directed to the sales volunteers or the office.

Registering Someone to Discover Sailing

B – using a manual form

REGISTRATION OFFICER



DISCOVER SAILING DAY PROCESSES

April 2017

The success of the day is dependent on 2 factors. Keeping sailing visitors safe and happy, and presenting the club in its best light. The measure of success will be the number of people that get on the water for a sail, sign up for a course and / or become a member.

1. Schedule

Boat / Time slot	Set Up 8:30 – 10:00	10.00 to 13.00	12.00 to 16.00	Pack Up
Land Photographer		John Melenewycz	John Melenewycz	
Water Photographer		Taylor		
Safety Officer		Ed Vincent	Ed Vincent	
Welcome Officer 1		Ayla Wharton	Marguerite Bowen	
Welcome Officer 2		Julie Uren	Karen Mac	
Welcome Officer 3		Lee Harris	Sara Brownscombe	
Welcome Officer 4		Sam Behab	Lee Harris	
Office Staff		Ramon	Tenese	
Office Support		Lyn Barlow	Lyn Barlow	
Sales Staff 1		Simon Cruickshank	Simon Cruickshank	
Sales Staff 2		Ingo Niemeier	Ingo Niemeier	
Sales Staff 3		Joyce	Joyce	
Logistics Officer Top of Stairs		Danny Mcmanus	Di Elson	
Beach Officer 1 (Dinghy)		Phil Burgess	Rebecca	
Beach Officer 2 (Dinghy)		David Fox	Brian Lynch	
Beach Officer 3 (Keelboat and Elliotts)		Nic McGrah	Mick Goran	
Beach Officer 4 (Keelboat and Elliotts)		Steve Glover	Lisa Denver	
Logistic Officer 1 PPE		Fiona ray	Jo Cruickshank	
Logistic Officer 2 PPE		Carol Atkinson	Narelle Goodrem	
Water Runner		Frances Cruickshank	Mathew Brownscombe	
Lunch/Coffee Runner 1		Rachelle VDH	Noah Brownscombe	
Lunch/Coffee Runner 2		Ria Fordyce		
Security Officer 1		Rosanna VDH	Sharon Woon (2pm)	
Security Officer 2		Brenda Carew	Janice Stach	
First Aid		James Fordyce	Sara Brownscombe	
Setup Support 1	Phil Burgess			
Setup Support 2	Danny Mcmanus			

Setup Support 3	Nic McGrah			
Setup Support 4	David Fox			
On Water Coordinator RIB 2		Tom Vincent	Glen Neaves	
The Don RIB		Jed Cruickshank	John Lynch	
Don Support		David Uren	Alexey Krasenr	
Blue RIB 1		Paris VDH	Jonathon Talbot	
Pico 1		Aden McGrah	Finn Niemeier	
Pico 2		Paul Champion	Sam Brownscombe	
Pico 3		Ben		
Pico 4				
Pico 5				
Pacer 1		Christine Burgess	Pete Blanchard	
Pacer 2 (or Cool Cat)		Amanda West	Amanda West	
Pacer 3		Kevin Flynn	Fiona Mcmanus	
Pacer 4		Fiona Mcmanus	Phil Brownscombe	
Pacer 5		David Ohms	Patrick Wiltshire	
Pacer 6		Finn Niemeier	Richard Wiltshire	
Elliott 1		Lisa Denver	Ayla Wharton	
Elliott 2		Glenn Neaves	Tom Vincent	
Elliott 3		John Lynch	Jed Cruickshank	
Elliott 4		Jonathon Talbot	Toby Warton	
Bahia		Derek Cooper	Tom Griffiths	
Manta A Class		Brendon Daly		
Tasar 1		Carolyn Talbot		
Synchronicity		Veronique, Vicki Woodrow & Peter Siebert	4 pax	
S80 Cleaning Lady		Fred Barlow	Fred Barlow	3 pax
S80 Glass Onion		Peter Weir	Peter Weir	3 pax
Red Knot			Bob Coleman (12:30 onwards)	6 pax
Hybrid Ark		Wolf Lanzberg	Wolf Lanzberg	10 pax
Rotokat 1		Alan Taite	Madeline Legge	
Rotokat 2		Eileen Taite	Francis Wilkins	
Nautilus		John Punch (10:30 onwards)	John Punch	10 pax

BBQ 1		Dom Lynch	
BBQ 2		Eury Jane	
BBQ 3		Rosie Andrews	
BBQ 4			
Packup Support 1			
Packup Support 2			
Packup Support 3			

Tide:

Time	Height		
1047	2.4		
1658	6.5		
2105	3.5		

2. Roles and Responsibilities

Welcome Officer

- Welcome visitors to the club
- Provide and assist visitors with filling out registration on laptops
- If online rego fails revert to hardcopy forms. Each form signed by welcome officer and time stamped. Hardcopy details to be entered into spreadsheet throughout the day.
- Determine which class of boat the visitor wishes to sail. Keelboat, Elliott 7 or Dinghy referring to photo board.
- Provide wrist band (Different colour for each of Keelboat, Elliott 7 or Dinghy).
- Record unique number on wristband with Texta. Each welcome officer to use a different block of numbers 1-100, 101-200, etc
- Provide instructions to register wristband number with Top of Stairs officer, wait in Marquee until called to don PPE (Dinghy only), store valuables and move to beach.
- Direct membership or course enquiries to Sales Officers

Equipment Required

- Clipboard x 8
- Pens – box of
- Keelboat, Elliott 7 and Dinghy reference photos (2 sets)
- Wristbands (3 colours) x 350
- Texta x 6
- Hardcopy Registration forms (backup)
- Registration form spreadsheet
- Laptops x 4, power leads and powerboard

Logistics Officer Top of Stairs

Objective of this role is to minimise the amount of visitors on the beach waiting for boats, allowing visitors to wait in Marquee until 10mins before their boat is available. Then direct as follows.

- Greet visitors to marquee and record wristband number by colour in clipboard register.
 - Visitors going for a 2nd/3rd sail added to end of list.
- Coordinate with Beach Officer next available crew spot/s available and which class (Keelboat, Elliott 7 or Dinghy)
- As room becomes available in each beach tent, call wristband colour and number from clipboard. Send to next station
- If Dinghy direct to:
 - Logistics PPE Officer to don safety gear, then
 - Valuables Officer if necessary to store valuables then
 - Dinghy beach tent
- If Keelboat or Elliott 7, direct to
 - Valuables Officer to store valuables then
 - Keelboat and Elliott 7 beach tent.
- Encourage visitors to drink provided water and apply provided sunscreen
- Promote membership and courses

Equipment Required

- Bulk Suncream x 2
- Water Esky with ice and cups x 100
- VHF Radio
- Clipboard
- 3 column register

Logistics Officer PPE

Objective of this role is to ensure visitors having a sail on dinghys (only) have correct PPE

- If Dinghy sailor
 - Select and fit life jackets to fit
 - Provide stockings, ensure worn
 - Direct to valuables Officer if necessary else direct to beach Dinghy tent
- Provide support to Valuables Officer if necessary

Note Keelboat and Elliott 7 visitors will be provided lifejackets at Keelboat and Elliott 7 beach tent

Equipment Required

- Bulk Suncream x 2
- Dinghy Life Jackets (DSC)
- Stockings x 300

Valuables Officer

Objective of role is to provide safe location for visitor valuables

- Write wristband number and name on ziplock bag for small valuables and seal
- Where handbags are provided, write wristband number and name on additional wristband and secure to bag
- Secure valuables in provided tubs
- Inform visitor valuables will not be returned without wristband and name

Note – Needs sign, valuables stored at owners risk, suggest store in your vehicle

Rules

1. No valuables are to be handed back to owner without seeing wrist band number and or name.
2. Any valuables not claimed are to be handed to Duty Manager for locking in safe
3. Both Valuables Officers to be in position at all times, support from logistics PPE Officers if necessary.

Equipment Required

- Texta x 4
- Big Ziplock bags x 100
- Wristbands x 50

Beach Officers (Dinghy)

Objective is to coordinate visitors with dinghy helms, ensure safety of operations on the beach and minimise on-beach waiting times.

- Coordinate with RIBs when/if dinghy needs to return to shore
- Coordinate with Logistics Officer – Top of Stairs to call for next dinghy load of visitors 10 mins before dinghy available.
- Keep lookout for waters edge dangers
- Ensure visitor has wristband, stockings and life jacket
- Brief visitor on safe entry/exit into dinghy
- Direct visitor to available dinghy, introduce helm
- Assist entry into dinghy and launching
- Assist with dinghy capture on return and visitor exit out of dinghy
- Promote membership and courses
- Send visitor directly back to PPE station as life jacket needed for next visitor.

Note Beach Officer will move tent up/down the beach as tide changes to ensure the tent is located near the waters edge.

Rules

- No sailing without wristband, stockings and life jacket
- During busy periods visitors who wish to sail another boat are to be directed back to the marquee and re-register wristband number with top of stairs person to wait their turn.
- Beach Officer should aim to have a maximum of 10 people waiting in/around tent at any one time.

Equipment Required

- Beach tent
- VHF Radio
- Table and 2 chairs
- Bulk Suncream
- Water Esky and cups (50)
- Supply of water bottles for dinghy helms
- Rubbish bin

Beach Officers (Keelboats and Elliots)

Objective is to coordinate visitors with rib drivers for delivery of visitors to moored craft, ensure safety of operations on the beach and minimise on-beach waiting times.

- Coordinate with RIBs when Keelboats/Elliots available for next load of visitors
- Coordinate with Logistics Officer – Top of Stairs to call for next load of visitors providing details of which class and how many people to be provided for, 20 mins before boat available.
- Keep lookout for waters edge dangers
- Ensure visitor has wristband
- Provide yoke style life jacket and assist fitting
- Brief visitor on safe entry/exit into RIB
- Direct visitor to available RIB, introduce helm
- Assist entry into RIB if necessary
- Assist visitor exit out of RIB on return
- Ensure collection of lifejacket
- Promote membership and courses
- Direct visitor back to valuables/sales area.

Note Beach Officer will move tent up/down the beach as tide changes to ensure the tent is located near the waters edge.

Rules

- No access to RIB without wristband and life jacket
- During busy periods visitors who wish to sail another boat are to be directed back to the marquee to wait their turn.
- Beach Officer should aim to have a maximum of 10 people waiting in/around tent at any one time.

Equipment Required

- Beach tent
- VHF Radio
- Table and chair
- Bulk Suncream
- Water Esky and cups (50)
- Rubbish bin
- Small steps to aid getting in RIB
- Rack for yoke lifejackets
- Coat Hangers (70)

Safety Coordinator (RIB 2)

Objective of this role is to be the primary on-water safety officer.

Coordinator is to:

- Undertake RIB safety checks and launching.
- Check bungs and bailers of all dinghys
- Do whole of Fannie Bay beach inspection looking for evidence of crocs and other dangers.
- Lay sailing boundary buoys
- Be primary on-water observer and response if any vessels need assistance
- Ensure dinghys stay within sailing boundaries
- Instruct dinghys to return to shore when necessary
- Keep eye on weather and other potential on-water hazards
- Vessel recovery and washdown at end of day

The Don RIB

The role of Don RIB operator and assistant is to ferry visitors to Elliotts, help Elliott helm to settle the boat to wind and assist visitors on/off the Elliotts. Also ensure on water safety and provide assistance in an emergency.

- First shift operators are to undertake safety checks and launching. Second shift operators are to undertake recovery and washdown at end of day.
- Assist visitors into/out of RIB
- Brief visitors on safe entry/exit to Elliotts and basic Elliott briefing
- Help secure Elliotts head to wind
- Assist visitors on/off the Elliotts
- Ensure Elliott skippers have supply of water and food
- Remind visitors to return lifejackets to Keelboat/Elliott beach officer

Note: Don RIB shall have an operator and assistant on board at all times.

RIB 2 is dedicated to overall on-water safety observation, particularly dinghy fleet.

Note: RIB driver is responsible for ensuring all visitors have wristband and (yoke style) lifejackets. Lifejackets must be worn in transit and on Elliotts.

Equipment Required

- VHF Radio
- Water Bottles and softdrinks for Elliott skippers
- Bulk Suncream

(Blue) RIB 1

The role of Blue Rib operator is to ensure on water safety, provide assistance in an emergency and ferry visitors to Keelboats.

- First shift operators are to undertake safety checks and launching. Second shift operators are to undertake recovery and washdown at end of day.
- Assist visitors into/out of RIB
- Assist visitors on/off Keelboats
- Remind visitors to return lifejackets to Keelboat/Elliott beach officer

Note: RIB 2 is dedicated to overall on-water safety observation, particularly dinghy fleet.

Note: RIB driver is responsible for ensuring all visitors have wristband and that (yoke style) lifejackets are worn during transit. Lifejackets to be retained in RIB once visitors delivered to keelboats ready for pickup from next keelboat.

Equipment Required

- VHF Radio
- Water Bottles and softdrinks for Elliott skippers
- Bulk Suncream

Dinghy Helms

The responsibility of the dinghy helm is to ensure that visitors have a fun, comfortable and safe sailing experience.

- Welcome visitor to dinghy
- Position dinghy to ensure visitor does not hit head on boom when getting in
- Minimise time that visitor spends standing in water
- Keep eye out for water hazards
- Take visitor for 15-20 minute sail but respond to instructions from RIB if sails need to be kept short due to demand
- Sail within the designated sailing area
- Give visitor opportunity to helm if confident/willing/conditions allow
- Promote membership and courses
- Sail to the conditions and comfort of visitor

Rule: Dinghy helm and visitor/s must be wearing a lifejacket at all times on the water.

Elliott Helms

The responsibility of the Elliott helm is to ensure that visitors have a fun, comfortable and safe sailing experience.

- Welcome visitors to Elliott
- Assist orderly and safe transit from RIB into Elliott
- Brief visitors on required operations
- Take visitor for 30 minute sail but respond to instructions from RIB if sails need to be kept short due to demand
- Give visitor opportunity to helm and trim sails if confident/willing/conditions allow
- Sail to the conditions and comfort of visitors
- Promote membership and courses
- Prior to returning to drop off/pick up area, summon The Don for assistance
- Head to wind, back or if necessary drop headsail
- Assist orderly and safe transit from Elliott into RIB

Rule: Elliott helm and visitor/s must be wearing a lifejacket at all times on the water.

If quiet helm to hove to, pick up mooring with support of RIB if necessary, helm to stay on board.

Be conscious of water depth and tide conditions.

Keelboat Helms

The responsibility of the Keelboat helm is to ensure that visitors have a fun, comfortable and safe sailing experience and as a private vessel, that sufficient safety equipment is carried for the number of visitors on board.

- Assist orderly and safe transit from RIB
- Welcome visitors onboard
- Brief visitors on required operations
- Take visitor for 60 minute sail but respond to instructions from RIB if sails need to be kept short due to demand
- Give visitor opportunity to helm and trim sails if confident/willing/conditions allow
- Sail to the conditions and comfort of visitors
- Promote membership and courses
- Prior to returning to drop off/pick up area, summon RIB 1 for assistance
- Head to wind, back or if necessary drop headsail
- Assist orderly and safe transit from Keelboat into RIB

Be conscious of water depth and tide conditions.

Safety Officer (Sailing Manager)

The role of the safety officer is provide safety oversight of all on-water and beachfront activities and reallocate resources as necessary.

- Oversee roles and functions, direct additional resources as required
- Monitor fleet regarding safety and provide guidance and direction on the radio
- Monitor weather and tide changes
- Implement DSC Risk Management plan

The safety officer will implement the appropriate actions and timing of response due to bad weather as follows:

Weather	Timing	Action	Media/Info Strategy
Cyclonic conditions or prediction	2 Days prior	Cancel event	Email, NT News advert, Facebook, Front of club signage
Strong wind warning (>15 knots)	3 hours – 1 day prior	Review and assess, final decision 17:00 Friday. Possible cancel event	Email, NT News advert, Facebook, Front of club signage
Localised weather event (>15 knots)	During DSD	Stay onshore or return to shore till wind drops – review through day	Safety boats and beach officers control and inform visitors. Safety officer relay info to keelboats/Elliotts by radio.

Set Up (8thth April 08:30 – 10:00):

Work Stations	Setup Task	Who
Sailing and on water	Wash and Rig all Boats.	Helms
	Launch and safety check support boats	
	Open boat park toilets and ensure they are tidy	
Beach Tents		
Beach Tents	Erect water side shade tent and seats and esky/cups. Hang sign (Dinghy or Elliott/Keelboat) Yoke lifejackets on rack.	Beach Officers
	Supply water, suncream and ice to Rotunda, Water Side Tent and support boats	
Logistics Area		
Logistics Area	Life jackets out and sorted occurring to size	Logistics Officers
	Stockings & Sunscreen out	
Course Register Area		
Course Register Area	Setup tables and chairs for course register area	Welcome Officers
	Display information forms and info packs	
	Setup registration laptops and wifi login	
Sales Area		
Sales Area	Setup course / membership forms and brochures	Sales Officers
	Setup membership and training posters	
	Laptop for course booking	
