



# Surfcom User Guide

1 — Last update: 4 December 2023

Surf Life Saving Australia

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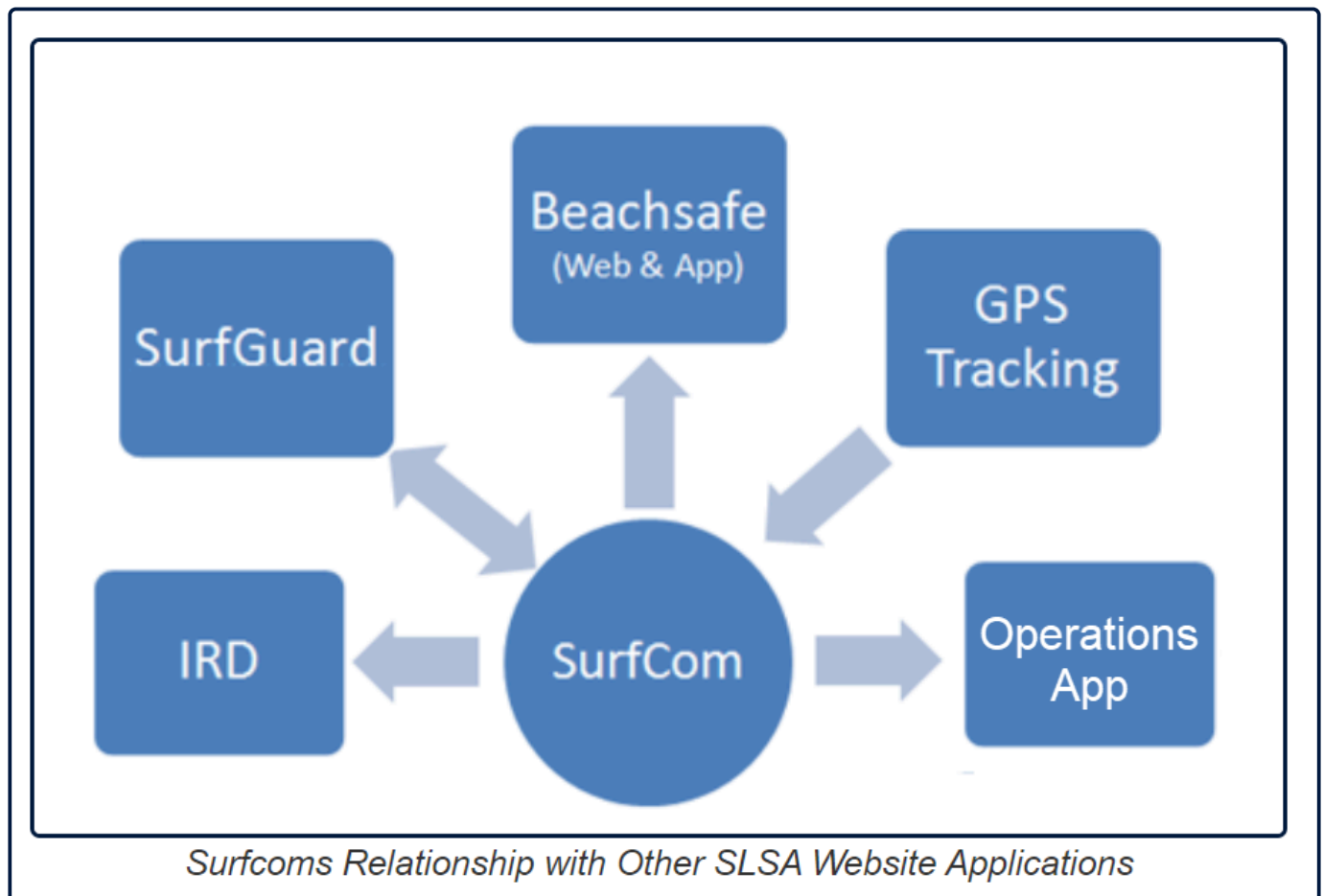
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# 1. Introduction

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**SurfCom** is a national **Surf Communication Management System** that has been developed by Surf Life Saving Australia Ltd for implementation in Surf Rescue Communications Centres (SurfComs) around the country. **SurfCom** has a fully web-based front-end that has been built to integrate data into other SLSA systems including **SurfGuard**, **Incident Reporting Database (IRD)** and **BeachSafe**. This integration maps the data gathered by **SurfCom** for patrols, incidents and statistics direct into the SurfGuard and IRD databases.



## Topic Links:

- [1.1 Surfcom Setup](#)
- [1.2 Accessing Surfcom](#)

# 1.1 Surfcom Setup

---

## Minimum requirements

Each SurfCom setup will require the minimum operating environment consistent with the Standard Operating Procedures defined by your appropriate State/Territory Office.

As a guide the following items should be considered the minimum requirements as the primary access point for the SurfCom system as defined in the SurfCom BR&S.

- Windows based PC (with redundant unit available).
- Internet browser with latest updates applied.
- We recommend Google Chrome as the primary browser.
- We recommend Mozilla Firefox as a backup browser.
- Broadband internet link; minimum configuration ADSL2+.
- Dual monitors; 19" or greater with a screen resolution of at least 1366 × 768 pixels.
- UPS power sources.

## Additional tasks to be undertaken at each location:

- Set up each PC that will be used for the SurfCom System.
- Open browser and go to <https://surfcom.sls.com.au/>
- Save this as your home or start-up page.
- Set up all operator IDs, contacts (Duty Officers, External), Groups (Communications).
- Upload all associated documentation for that location (SOPs, State legislations and bylaws, regional maps, product guides, system user guides, contact directories etc).\*

## Site Recovery

Recovery in the event of site failure will be consistent with the following:

- SurfCom Centre: In the event of failure in the centre (e.g. Fire), execute the DR plan to assign management of SurfCom Operations to a Duty Officer or secondary SurfCom centre.
- SurfCom terminal (PC): In the event of failure immediately switch to secondary terminal or redundant hardware.
- Power failure: In the event of electrical failure, immediately cut over to battery backup for all systems, secondary escalation to Duty Officer.
- Internet link: In the event of failure, immediately cut over to secondary internet link (USB internet dongle, etc.).

## 1.2 Accessing Surfcom

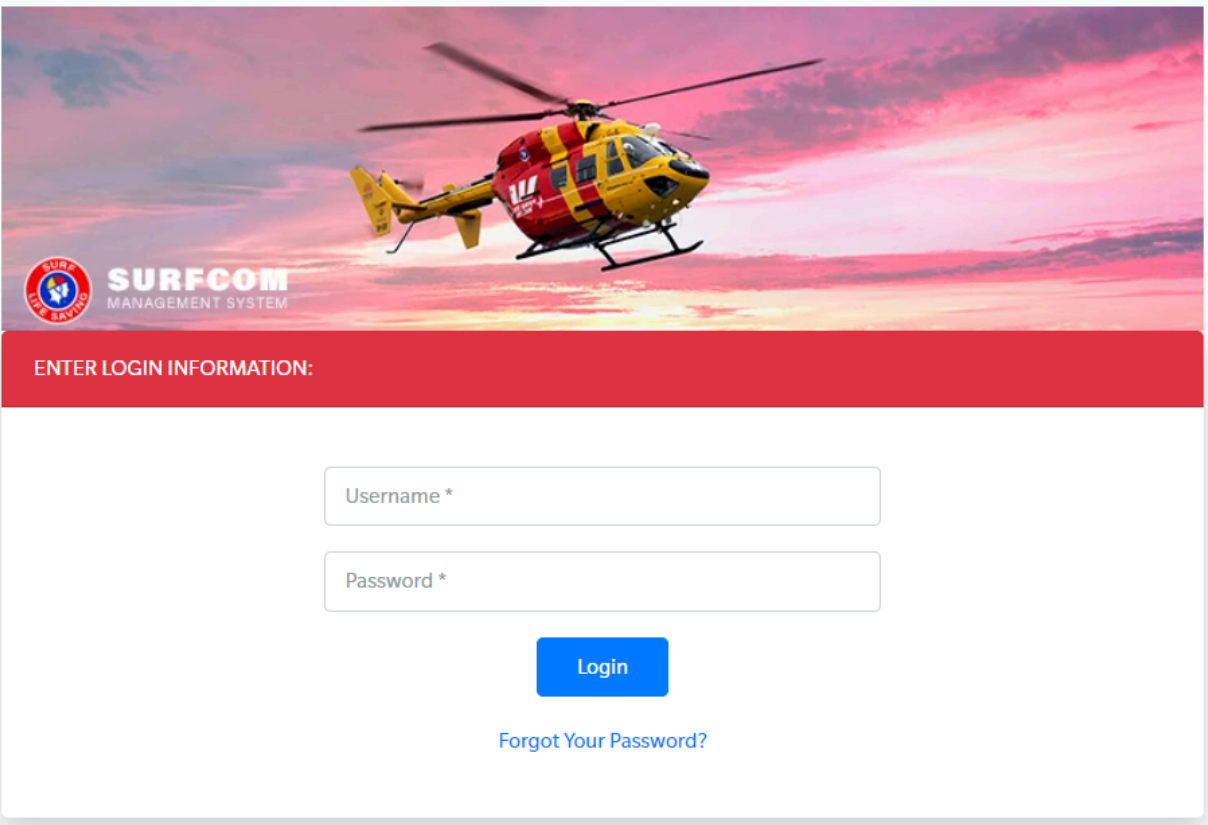
Before attempting to log in to SurfCom you must have a **Surfcom User Account** set up on your behalf. This is done by completing the [IT Systems Application Form](#) and having it signed off by your State.

The Surfcom Supervisor signing the Form 49 should make it clear which default Branch is to be used for the new account, and whether the new user needs Operator, Supervisor or Administrator access group.

Once a new user account has been created, login details will be emailed to the new user. On the first login they will be prompted to update their password.

Browse to <https://surfcom.sls.com.au> using your internet browser and you will see the following page. Save it as your home page or as one of your bookmarks.

Enter your **username** and **password** as provided to you by **SLSA** and click **Login**.



**SURFCOM**  
MANAGEMENT SYSTEM

ENTER LOGIN INFORMATION:

Username \*

Password \*

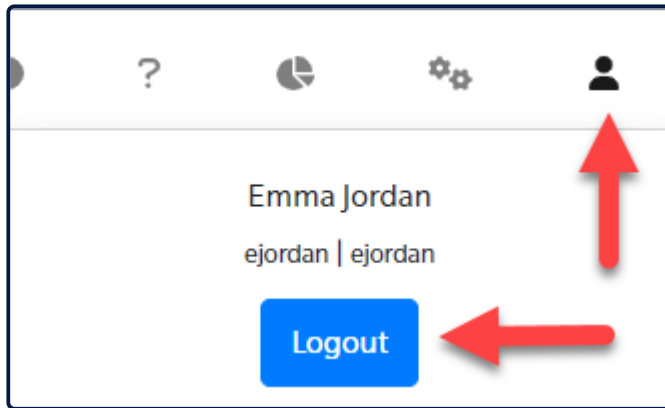
Login

[Forgot Your Password?](#)

[Help Desk](#) | [Electronic Acceptances](#) | [Privacy Policy](#) |  
[Terms of Use](#) | [SLSA Disclaimer](#)

### Logging off

When you have finished using SurfCom, click Logout. Once logged out, you will be returned to the SurfCom Management System Login screen.

**Need Help?**

If you experience any difficulties while logging in, see your supervisor or:

Log a support ticket at <http://helpdesk.sls.com.au>

Call the IT Helpdesk: 1300 724 006

**SurfCom Playpen**

State Operation Centers can request access to the SurfCom Playpen. This enables new users to practice with real (but not live) data. The Surfcom Playpen can be accessed at:

<https://qanewsurfcom.sls.com.au/login>

## 2. System Overview

The Homepage has two main areas to access specific displays and functions

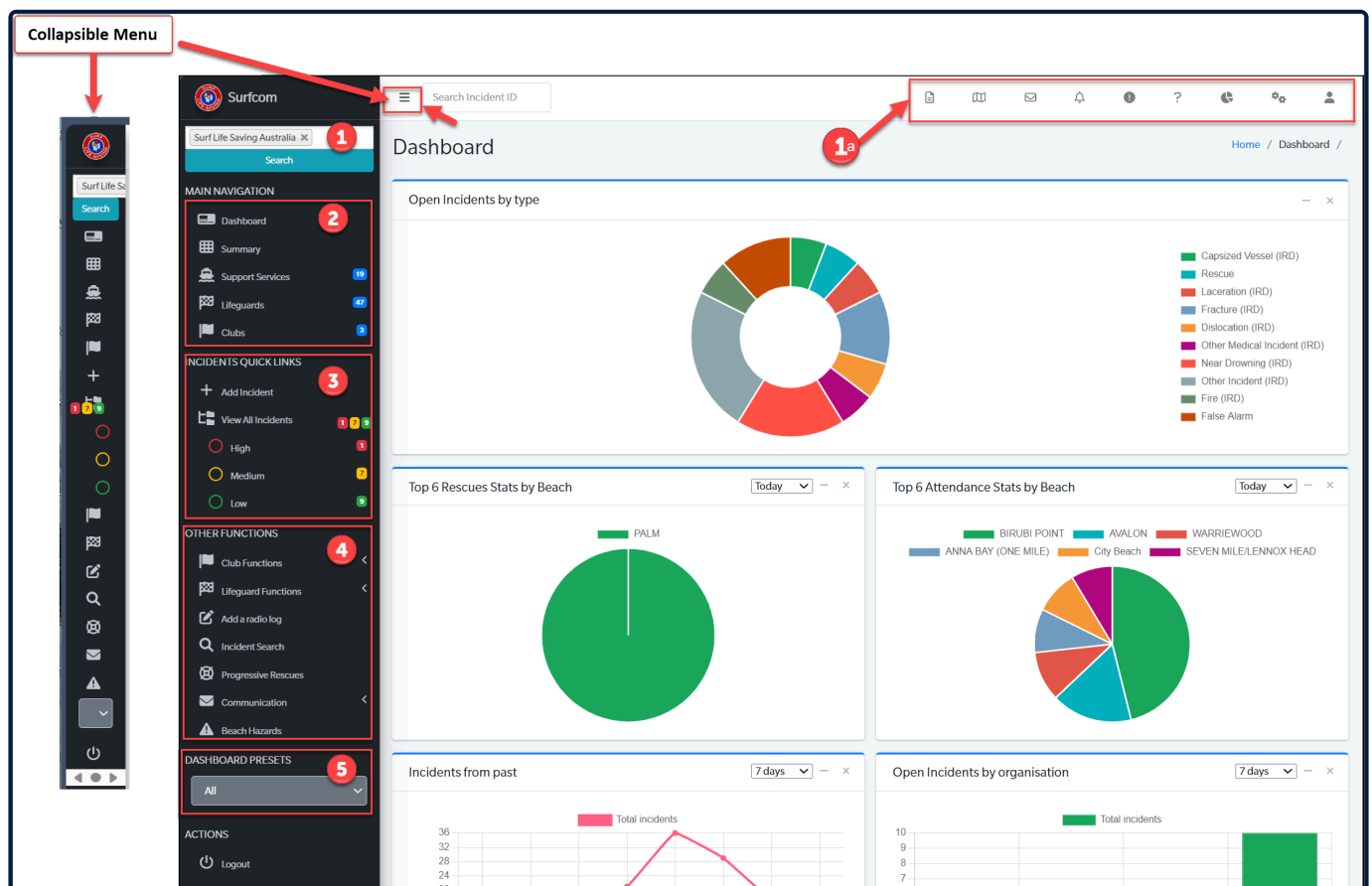
### Left-hand side of the Homepage

1. Filter level of access
2. Main Navigation
3. Incidents Quick Links
4. Other Functions
5. Dashboard Presets

### Top right-hand side of the Homepage

1. a) Other Tools Links

Click the three horizontal lines to hide the details on the left-hand side



### Topic Links:

- [2.1 Dashboard – Summary of Events](#)
- [2.2 Navigation Menu](#)
- [2.2 Incident Quick Links](#)
- [2.3 Other Functions](#)



- [2.4 Dashboards Presets](#)
- [2.5 Other Tools/Links](#)

## 2.1 Dashboard – Summary of Events

When you first log in to **SurfCom** you will see the main home screen, known as the **Dashboard**

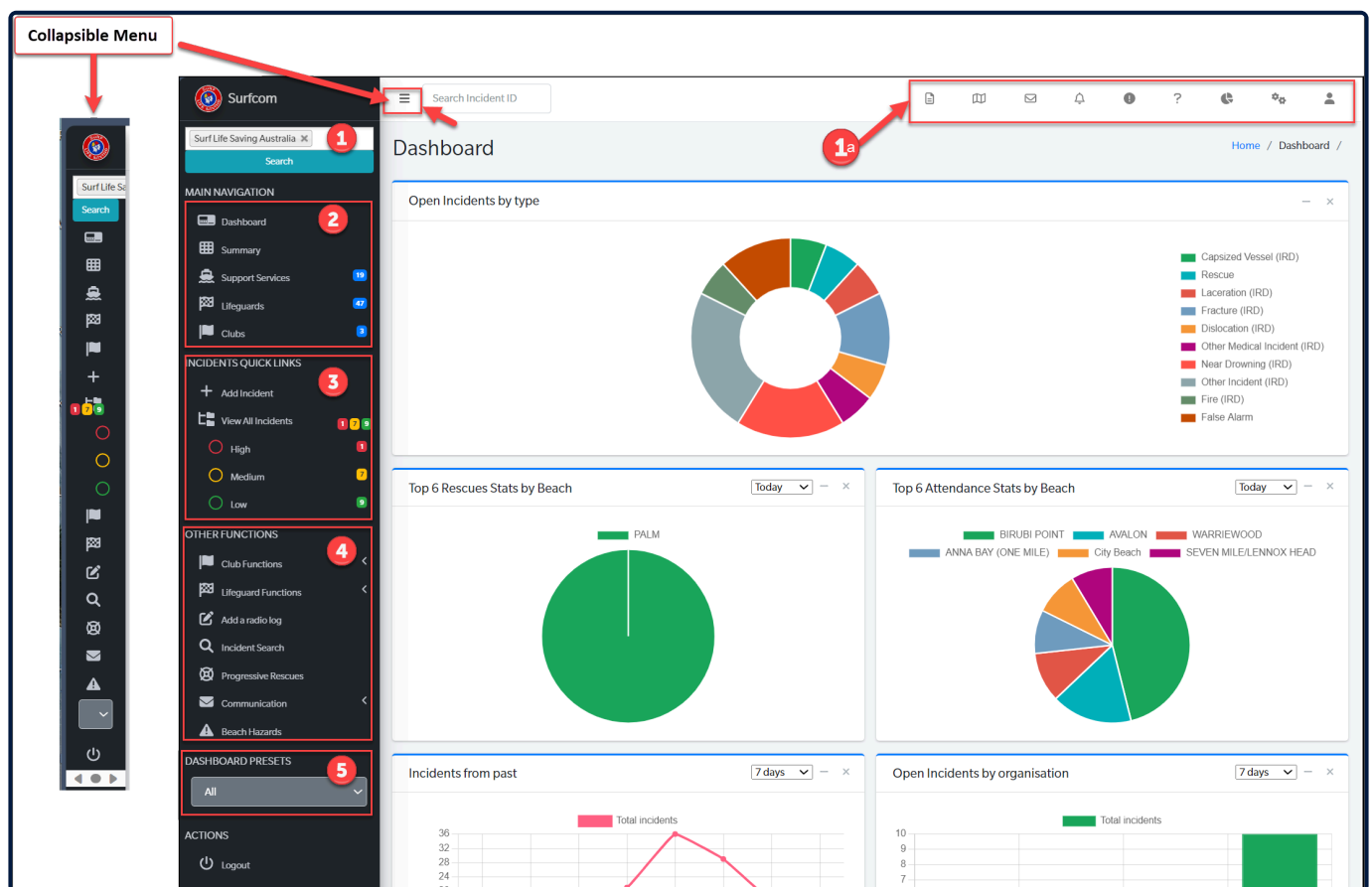
The **Dashboard** provides you with an up-to-date snapshot of key elements associated with your SurfCom operation.

Once logged in you will see the Surfcom Dashboard that provides you with an overview of everything that is happening in your area of operation. The main features of this screen are:

**Main Navigation Menu (2)** — this is the main black menu running down the left of the screen it contains access to **Incidents (3)** and **Other Functions (4)**

**Useful Links/Shortcuts (1a)** — these are found at the very top of the screen and include quick links and reports menus and system settings

**Branch, State or National view (1)** — what you see depends on your access level



### Topic Sub Links:

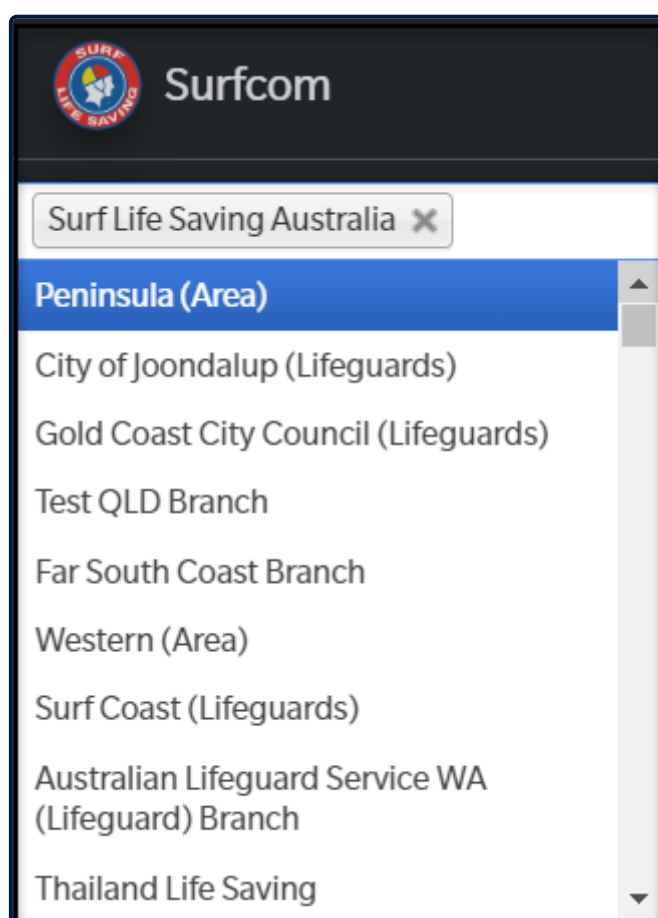
- [2.1.1 Branch, State or National View](#)
- [2.1.2 Permissions](#)

## 2.1.1 Branch, State or National View

Depending on your level of access, you may be provided with a list of **Branch**, **State** or **National** views of the SurfCom Management System. These views follow the child, parent, grandparent organisational hierarchy used in SurfGuard.

Where a **SurfCom Centre operator** requires a view of multiple branches, each branch will be available in the selection list at the top left of the screen. To refine your SurfCom views to a more localised area, select the required branch from the drop-down list. The system will reload, displaying only information and entities relating to the branch, state or national entity you have selected.

You will be assigned branches according to the requirements your **SurfCom Supervisor** has provided to SLSA. If you do not have the correct access, advise your supervisor so the issue can be rectified.

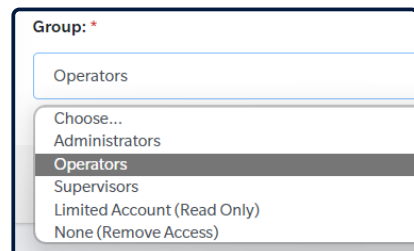


## 2.1.2 Permissions

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The following Permissions Groups are available in Surfcom

### Surfcom Permission Groups



The image shows a web form element for selecting a permission group. It features a label 'Group: \*' followed by a dropdown menu. The dropdown is currently open, showing a list of options: 'Operators' (selected), 'Choose...', 'Administrators', 'Supervisors', 'Limited Account (Read Only)', and 'None (Remove Access)'.

#### Administrators:

- Access to system settings
- Access to State User Admin
- Access to Public Holiday Settings
- Access to State Instruction templates
- Access to Time zones & Geography
- Access to Callsign settings
- Access to Unit Maintenance
- Access to All Reporting Options
- Access to Sign on Services. Clubs, Lifeguards
- Access to Main Navigation, Incident & Other Function Menus

**Administrator**

Surfcom

Surf Life Saving Australia

Search

**MAIN NAVIGATION**

- Dashboard
- Summary
- Support Services **15**
- Lifeguards **12**
- Clubs **3**

**INCIDENTS QUICK LINKS**

- + Add Incident
- View All Incidents **1 1 1**
- All Incidents
- High **1**
- Medium **1**
- Low **1**

**OTHER FUNCTIONS**

- Club Functions <
- Lifeguard Functions <
- Add a radio log
- Incident Search
- Progressive Rescues
- Communication <
- Beach Hazards

**DASHBOARD PRESETS**

All

**ACTIONS**

- Logout

Daily Statistics

Statistics Summary

Daily Communication Log

Rescue Summary

Service Log

Incident Report

Entity Summary

Radio Log Beaches Status

Service Profiles

Hazard Summary

View All Services

Unit Availability

Unit Maintenance

Unit Orphaned

Current Users

State User Admin

State Instructions Admin

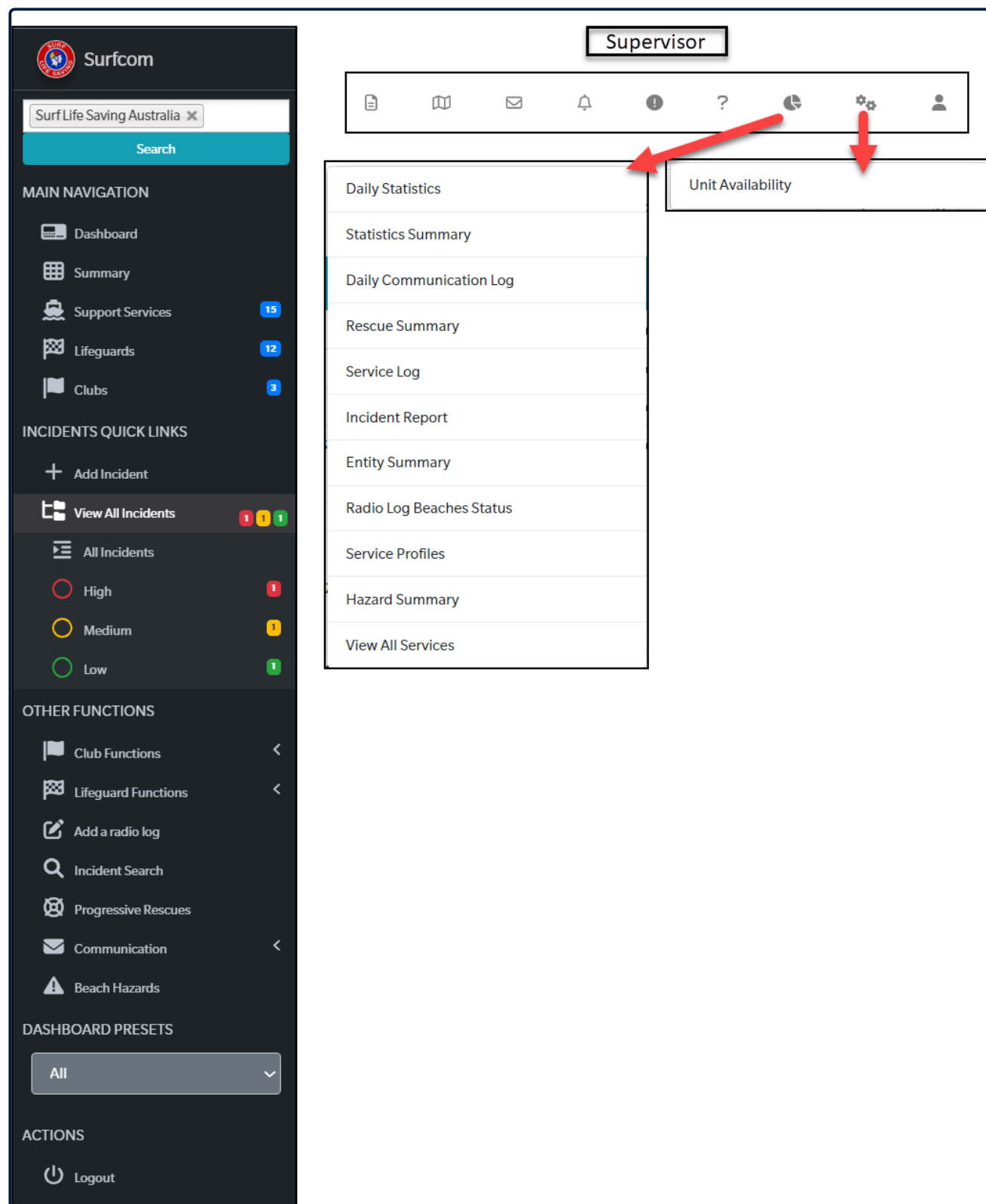
Timezones and Geography

Callsigns

Public Holidays

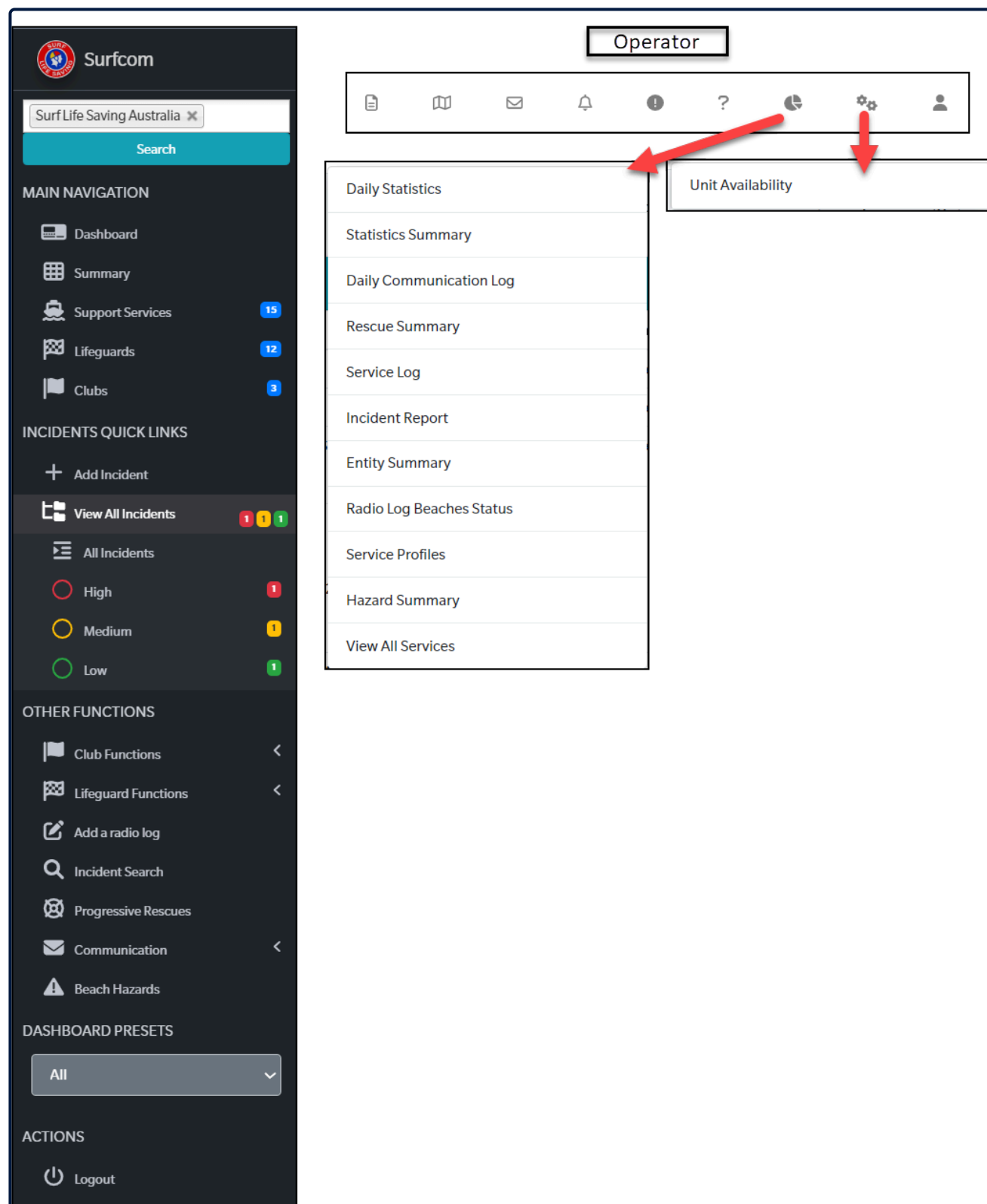
### Supervisors:

- Access to Unit Availability
- Access to All Reporting Options
- Access to Sign-On Services, Clubs, Lifeguards
- Access to Main Navigation, Incidents & Other Function Menus



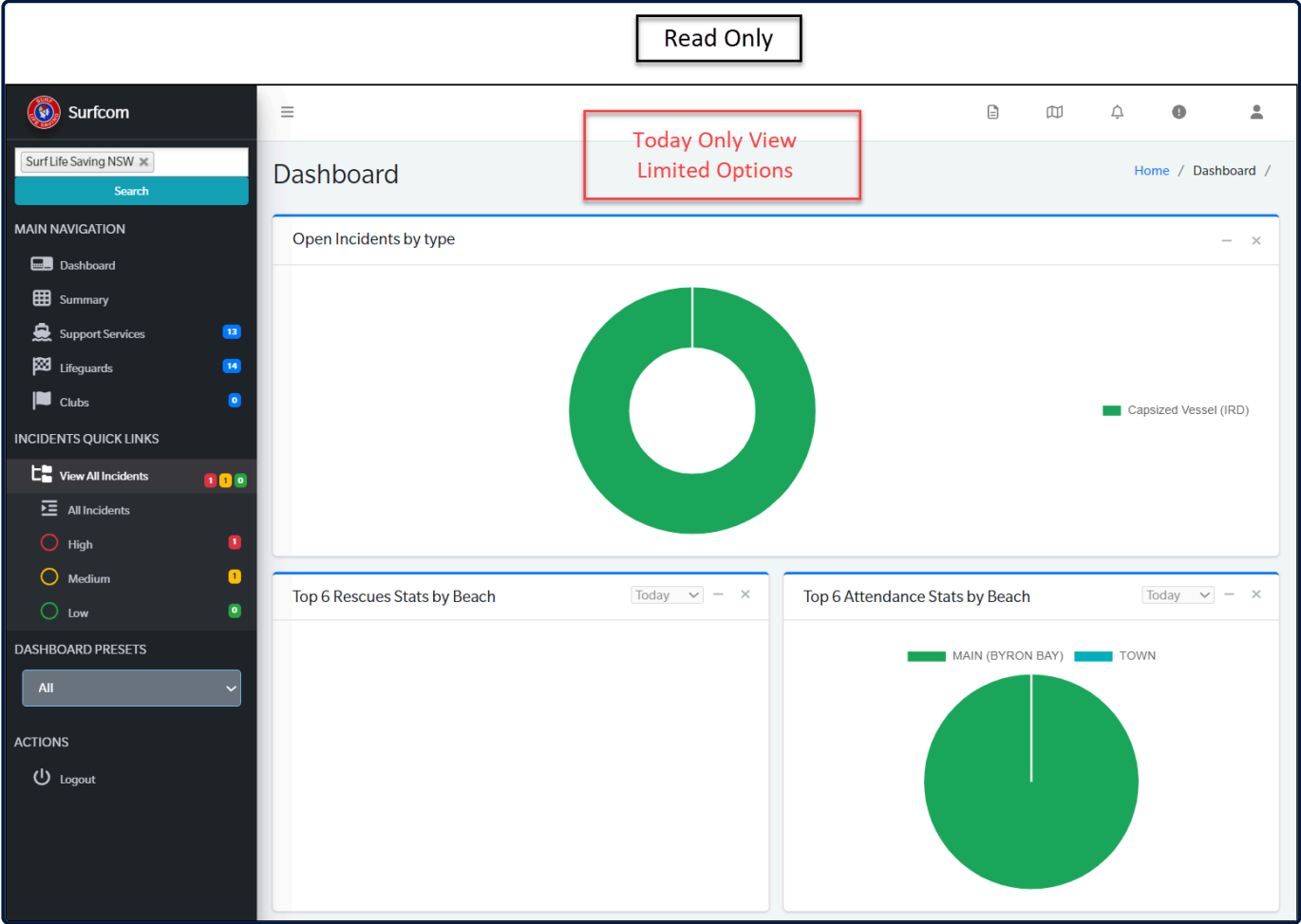
### Operators:

- Access to Unit Availability
- Access to All Reporting Options
- Access to Sign-On Services, Clubs, Lifeguards
- Access to Main Navigation, Incidents & Other Function Menus



### Read Only: (Very limited)

- Create and view incidents for today only
- No access to reporting
- No access to previous incidents
- View only access to signed-on services, clubs, lifeguards





## 3. Using Surfcom

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# 3.1 Navigation Menu

## Navigation Menu Options (Left-Hand Side)

The following options are available from the (LHS) Menu

### Main Navigation

- Dashboard
- Summary
- Support Services
- Lifeguards
- Clubs

### Incident Quick Links

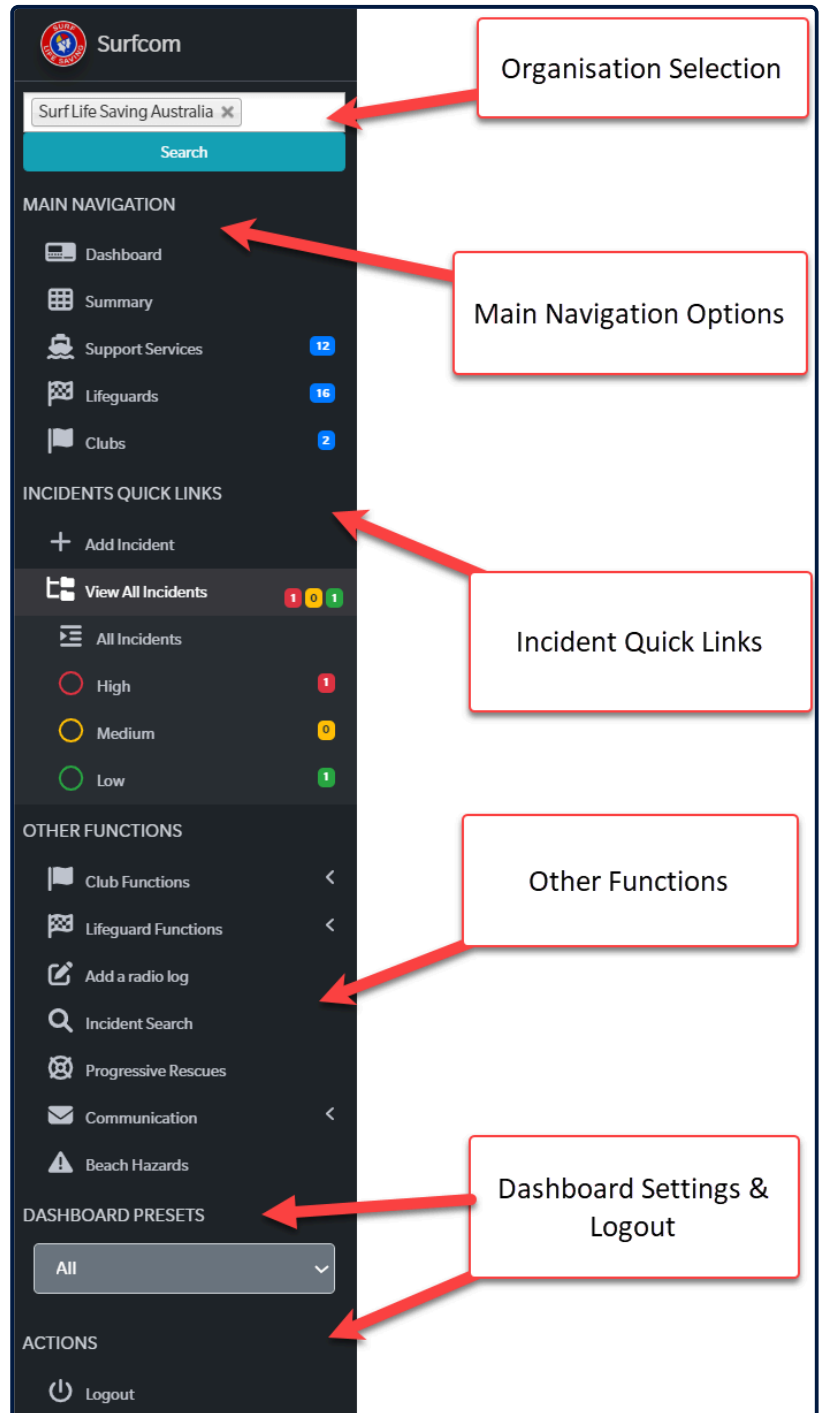
- Add Incident
- View All Incidents
  - High
  - Medium
  - Low

### Other Functions

- Club Functions
- Lifeguard Functions
- Add a radio log
- Incident Search
- Progressive Rescues
- Communication
- Beach Hazards

### Dashboard Presets

- All
- Incidents
- Sign On/Off Activities



### Topic Sub Links:

- [2.2.1 Dashboard](#)
- [2.2.2 Summary](#)
- [2.2.3 Support Services](#)
- [2.2.4 Lifeguards & Clubs – Add Links](#)

## 3.1.1 Dashboard

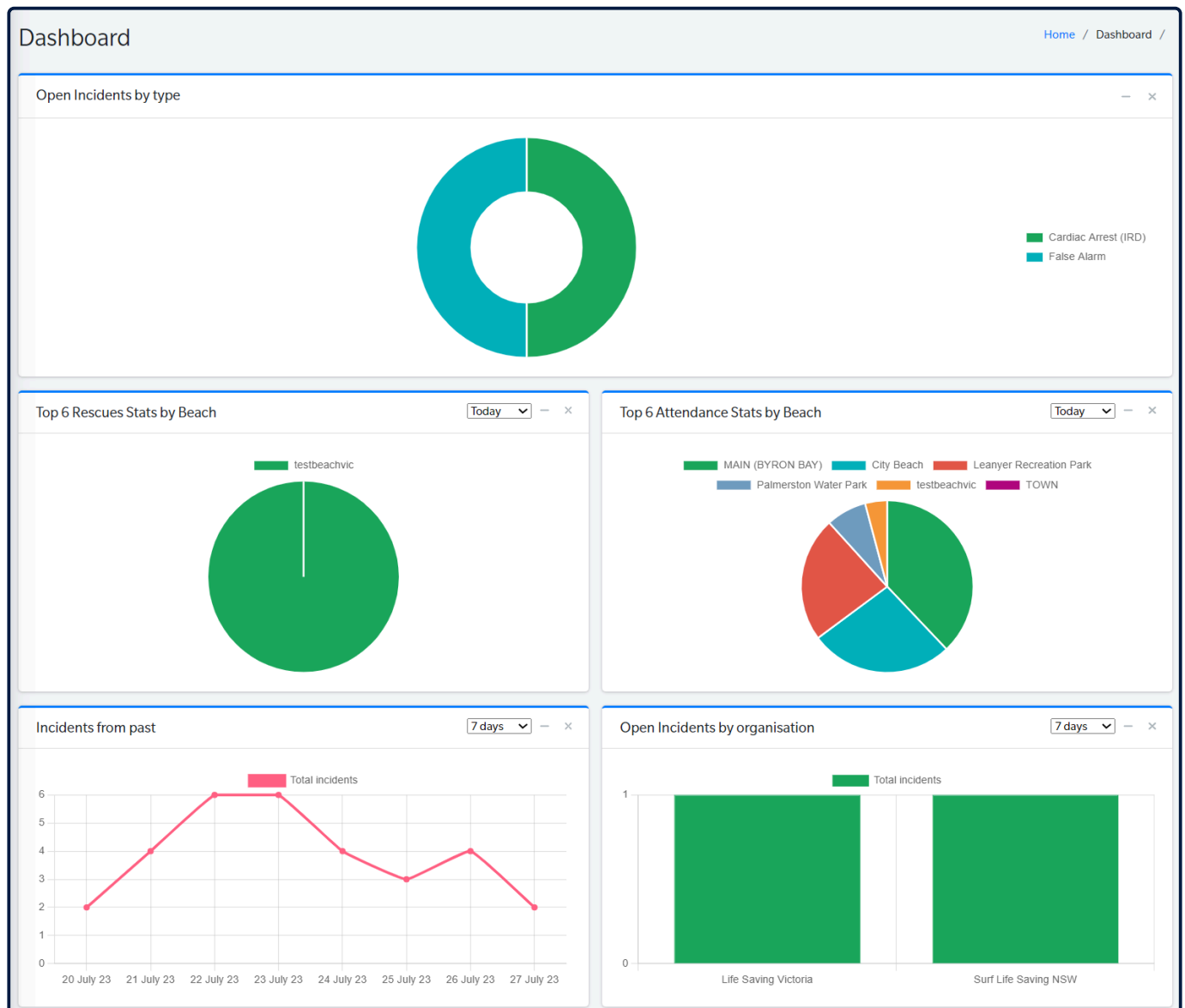
Selecting Dashboard will display a Summary of Events and 7 main screens will display

- Open Incidents by type
- Top 6 Rescues Stats by Beach
- Top 6 Attendance Stats by Beach
- Incidents from past
- Open Incidents by organisation



**NOTE:** If your access is at a National level you will see a breakdown by State. If your access is at a State level you will see a breakdown by Branch.

- Sign ON / OFF activities for club
- Sign ON / OFF activities for lifeguards



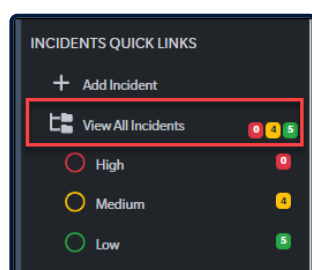


- You can minimize any of the screens by using the – icon and close a screen by clicking x top right corner of each screen.
- Hover your mouse over the images in each screen to display additional information
- Select a different time period for the first 4 event screens
- Click on the Incident screen images to be taken to a new tab that lists all the incidents in the category and click View Incident to see more detail.

## 3.1.2 Summary

The **Summary** page displays the following information:-

- Signed On and Signed Off Clubs
- Signed On and Signed Off Lifeguard
- Preventative Action
- Patrol Patrols
- First Aid Major/Minor
- Rescues
- Service/Officer Tracker
- Current Incidents
- Radio Log



The image shows the main 'Summary' dashboard. The left sidebar includes navigation links for Dashboard, Summary (highlighted with a red arrow), Support Services, Lifeguards, Clubs, and other functions. The main content area is titled 'Summary' and includes a search bar for Incident ID. The dashboard displays several key metrics and tables:

- SIGNED ON CLUBS:** 3 (3 beaches)
- SIGNED OFF CLUBS:** 318 (343 beaches)
- SIGNED ON LIFEGUARDS:** 0 (0 beaches)
- SIGNED OFF LIFEGUARDS:** 398 (368 beaches)
- Preventive Actions:** 0
- Partial Patrols:** 0
- First Aid Major/Minor:** 0/0
- Rescues:** 0
- Service / Officer Tracker: Total 7**

Service / Officer	Status	Currently At	Destination	ETA
Test VIC Support Ops	Patrolling	Test	Test 2	25 September 22 06:05
PNC - UIV (Ringsail)	Patrolling	BASE	-	25 September 22 06:05
- Current Incidents: Total 9**

Incident #	Location	Primary	Incident Type	Since
L230924018	2km off Hillarys	WLRH Nth Fremantle	Cap sized Vessel (IRD)	24/09 @ 16:12
L230924012	Port Beach	Surfcom WA	Near Drowning (IRD)	24/09 @ 13:04
L230924009	Tim's Thicket	Surfcom WA	Other Vessel Incident	24/09 @ 12:09
L230924001	Test	Test Vic Club	False Alarm	24/09 @ 07:00
L230923012	F23	Surfcom WA	Suspected Cardiac Arrest (IRD)	23/09 @ 15:33
- Radio Log**

Time	From	To	Message
05:55	Test VIC Support Ops	Surfcom	Service Tracker :: Test VIC Support Ops has Signed On at Test with 1 POB for Routine Patrol. Enroute to Test 2, ETA: 2023-09-25 06:05:00.

Click **Signed on Clubs** and the **Clubs View Status** screen will appear with the **Status: Signed On**. For more information about **Clubs View Status** see [Lifeguard & Clubs](#)

Clubs View Status

Status: Signed On Sort Order: Alphabetical Go

Unit	Sign On	Sign Off	Patrol	Beach	Water Craft	ATV	UAV	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Darwin (Nightcliff)	07:32 (24/09/2023)	Sign Off	Patrol					5	0	0	0	
Port Melbourne	07:12 (24/06/2023)	Sign Off	Patrol					1	0	0	0	
Test Vic Club (testbeachvic)	06:04 (24/09/2023)	Sign Off	Patrol					5	0	0	0	

Total count: 3

Click **Signed Off Clubs** and the **Clubs View Status** screen will appear with the **Status: Signed Off**. For more information about **Clubs View Status** see [Lifeguard & Clubs](#).

Clubs View Status

Status: Signed Off Sort Order: Alphabetical Go

Unit	Sign On	Sign Off	Patrol	Beach	Water Craft	ATV	UAV	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Agnes Water	Sign On											
Albany (Middleton Beach)	Sign On											
Aldinga Bay (Aldinga)	Sign On											

The Signed On / Signed Off Lifeguards work the same way and will display the [Lifeguard screen](#).

In the **Service/Officer Tracker** section, hover over each Service/Officer to view their preferred contact details. Click **Show More** (bottom Right) to view more.

Service / Officer Tracker: Total 7

Service / Officer	Status	Currently At	Destination	ETA
Test VIC Support Ops	Patrolling	Test	Test 2	25 September 23 06:05
FNC - UAV (Kingscliff)	Patrolling	BASE	-	25 September 23 06:11

Show More

The **Current Incidents** section enables the user to view some details on each Incident. Click the **Incident Number** to view the full Incident. Click **Show More** (bottom Right) to view more.

Current Incidents: Total 9

Incident #	Location	Primary	Incident Type	Since
L230924018	2km off Hillarys	WLRH Nth Fremantle	Capsized Vessel (IRD)	24/09 @ 16:12

Show More

The **Radio Log** at the bottom of the screen shows the five most recent entries. Click **Show More** (bottom Right) to view more.

Radio Log			
Time	From	To	Message
05:55	Test VIC Support Ops	Surfcom	Service Tracker :: Test VIC Support Ops has Signed On at Test with 1 POB for Routine Patrol. Enroute to Test 2, ETA: 2023-09-25 06:05:00.
			<a href="#">Show More</a>

## 3.1.3 Support Services

Support Services require more attention throughout the day than clubs or lifeguards because they need to be tracked more comprehensively — particularly when being tasked to an incident.

### Logging On Services/Officers

1. Choose the required service from the **Track a Service/Officer** drop-down.
2. Select either Patrolling or Training.
3. Click Log Service/Officer On to open the following screen.
4. Complete all compulsory fields (indicated by red asterisks). If the unit is proceeding to a new location, enter the destination and estimated time of arrival. If it is remaining in one area, tick the Standby box.
5. When all information is entered, click **Log Service/Officer On**.
6. The service you have logged on will appear in the **Support Services/Officers Currently Logged On**
7. To record new movements of service or officer, to place a unit on standby or to switch a unit from Training to Patrolling or vice versa, click **Update** on the same line of the information.

The Service/Officer Tracker displays all Support Operations units and Officers that are currently active in your area. Hover your mouse over a Service to view any notes and/or contact details entered.

**The units are colour-coded so you can easily see their status:**

**Orange** — Units are on standby or attached to an incident

**Green** — Units are travelling from one location to another.

**Red** — Units are travelling from one location to another and are late.

**Yellow** — Units are Unavailable for Reason shown.



Support Services/Officers Currently Logged On:

Show 50 entries Search:

Service / Officer	Status	Time	Currently @	Enroute To	ETA	# POB	Actions
FNC - UAV (Kingscliff)	Patrolling	2023-09-24 09:31:00	BASE	-		1	Update    Sign Off
Lifesaver 46 Westpac Helicopter QLD		(Reason): CALL SIGN CHANGE (Duration): 18 Week(s) (From): 2023-02-02 14:12:38					Mark Service Available
RWC01 - Jet Ski 01 (SA)		(Reason): Maintenance (Duration): 4 Week(s) (From): 2022-11-22 17:07:19					Mark Service Available
Surf Rescue 40 FNC		(Reason): RETIRED (Duration): 18 Week(s) (From): 2023-09-14 14:00:00					Mark Service Available
Surf Rescue 50 SC		(Reason): RETIRED (Duration): 18 Week(s) (From): 2022-12-20 17:00:41					Mark Service Available
Test Unit (For Testing Purposes)	Patrolling	2023-09-25 07:25:00	Umina	Kiddies Corner	2023-09-25 07:45	1	Update    Sign Off
Test Unit Only (VIC)		===== Attached to Incident #1230925001 =====					View Incident
Test VIC Support Ops	Patrolling	2023-09-25 05:55:00	Test	Test 2	2023-09-25 06:05	1	Update    Sign Off

Showing 1 to 8 of 8 entries

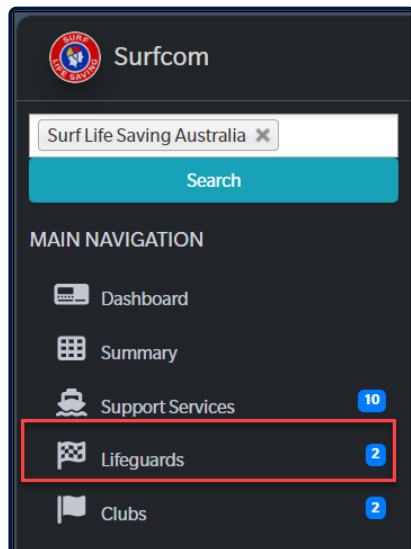
Previous 1 Next

## Signing Off Service/Officer

1. Click **Sign Off** beside the Service/Officer in the **Support Services/Officers Currently Logged On** area
2. **Support Ops > Log Service Off** screen will display. Fill in all appropriate information.
3. Click **Log Service Off** – the service/officer will be removed from the tracker and become ready for re-tasking later if required.

## 3.1.4 Lifeguards & Clubs

In the Main Navigation section Lifeguards and Clubs are listed separately. However, all functions are the same the only difference is the Lifeguards page refers to Lifeguards services and the Clubs page relates to volunteer club services. The information below refers to the Lifeguards page, however, the same information does apply to the Clubs page

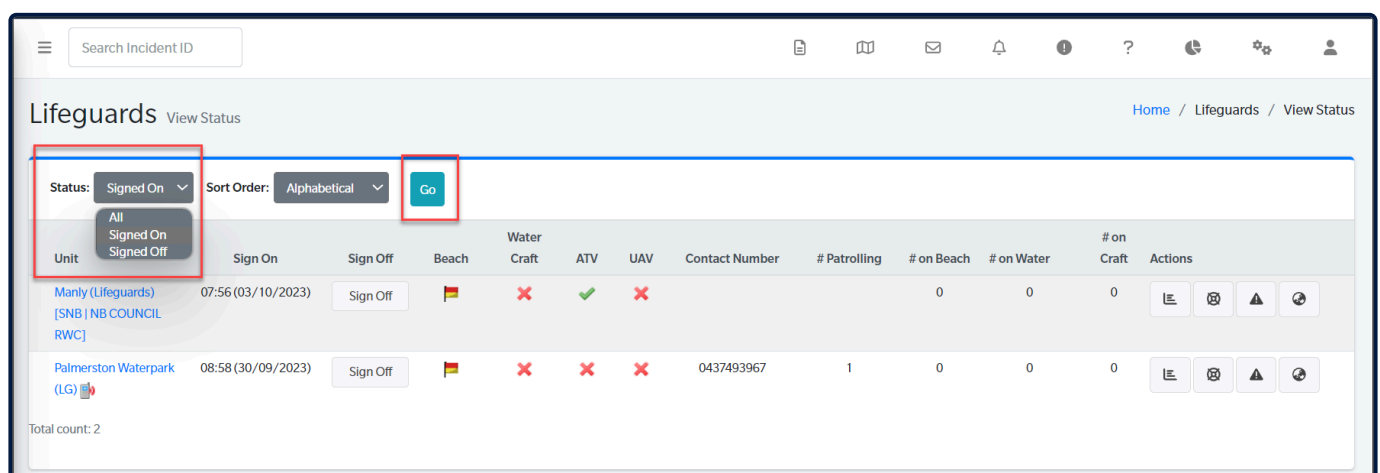


When you select **Lifeguards** for the main navigation menu the **Lifeguards View Status** screen displays. The default is:-

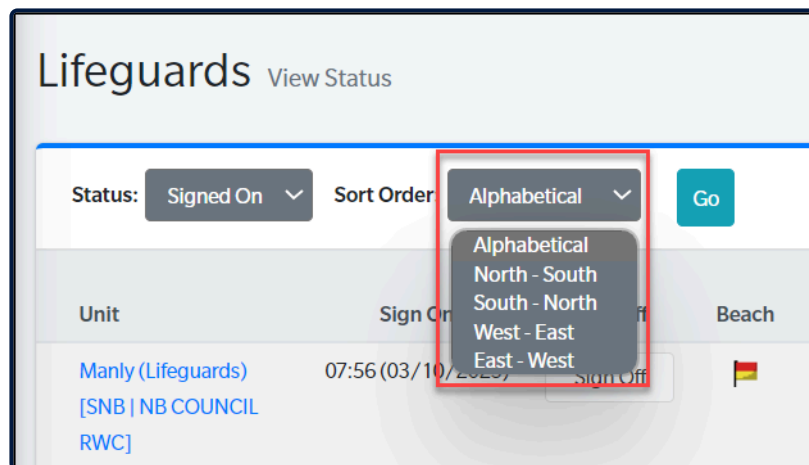
**Status:** Signed On

**Sort Order:** Alphabetical

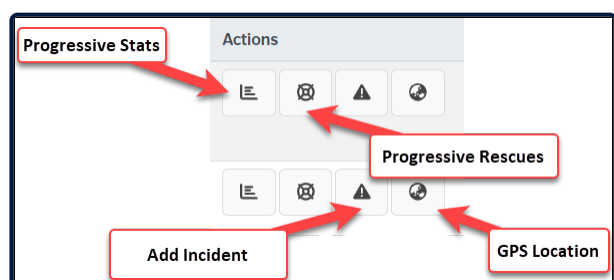
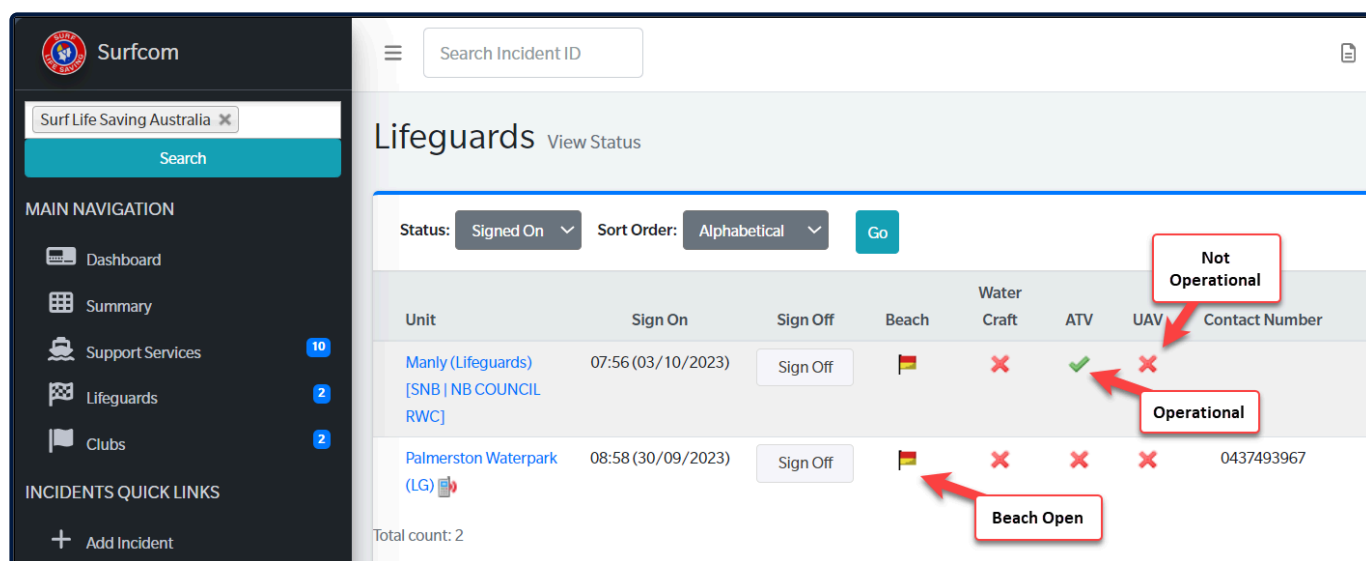
The Status drop-down can be changed to All or Signed Off. Make sure you click **Go** to update the display



The Sort Order dropdown can be changed to North-South, South-North, West-East or East-West. Make sure you click **Go** to update the display



Below is some explanation of the different symbols used on the screen.



For more detail on how to Sign On and Off Club services go to [Club Functions](#)

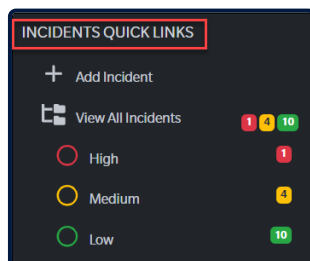
For more detail on how to Sign On and Off Lifeguards services go to [Lifeguard Functions](#)

## 3.2 Incident Links

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Managing emergency incidents is one of the most important roles of all **SurfCom** users.

As Incidents in Surf Life Saving are usually a matter of life or death, **SurfCom** includes a comprehensive incident management suite that enables **SurfCom** users to record, monitor, and direct various rescue resources under their control while maintaining a clear overview of the proceedings.



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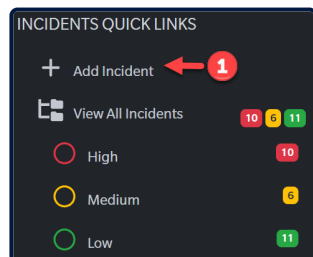
### Topic Sub Links:

- [2.2.1 Add Incident](#)
- [2.2.2 Updating and Incident](#)
- [2.2.3 Incident Triage](#)

## 3.2.1 Add Incident

There are 2 ways to add a new incident:

### Incident Quick Links > Add Incident (1)



On the **View Status (2)** screen of **Signed On Clubs or Lifeguards**, click the **Add Incident** icon



Once the **Incidents Incident Manager – New Incident** displays, complete the following mandatory fields:-

- **Service** – a Secondary Service can also be added but no compulsory
- **Location**
- **Incident Type**
- **Priority** – Select from drop-down High (3), Medium (2), Low (1)
- **Brief Description**
- **Time Open** – automatically pre-filled but can be altered if necessary

2. Complete the following additional fields when relevant.

- **Further Information** — Information provided at the time of the call. This field can be updated once the incident has been saved. Enter as much information as possible here as this will all be relevant when calling an ambulance, and will copy to SLSA's Incident Report Database (IRD), and will be used in the Response Notification details sent via SMS

**Note:** Only Incident Types Marked as (IRD) will be copied to the Incident Report Database

- **Latitude and longitude.** – click the Map Icon on-screen, to mark the location of the incident on the map and Latitude and Longitude will be populated.
- **Ambulance Called?** — If an ambulance is required, the moment you get through to a **000** Ambulance Emergency Medical Dispatcher click **Ambulance Called** and save the incident. This will enter and save the exact time that you called the ambulance for future reference, which is essential in coronial inquests and other inquiries.
- **Third-Party Incident Number** — to record external services incident numbers if required.
- **SLS Contact** Operators can choose a contact person
- **Caller Details** — Enter the name, organisation, and contact number of the person who called in the incident.
- **13SURF** — Where an incident has been called in through the 13SURF number, tick the checkbox to indicate this.

# Incidents

Incident Manager - New Incident

Home / Incidents / Incident Manager - New Incident

## Incident Details

**Service: \***

Test Vic Club

56 Collins Street, Melbourne, VIC, 3000

**Secondary Service:**

Choose...

**Location: \*** **Incident Type: \*** **Priority: \***

Beach False Alarm Low (1)

**Brief Description: \***

Test Brief Description Field

**Further Information:**

Test Brief Further Information Field

\*Information contained in this field will be included in SMS notifications regarding the incident

**Latitude:** **Longitude:**

-33.80446446449923 151.31116338387173

## Incident Times & Actions

**Date Open:** 04/10/2023 **Time Open:** 13:27 **Date Closed:** **Time Closed:**

☐ Member Injury? ☐ Ambulance Called?

Ambulance Time

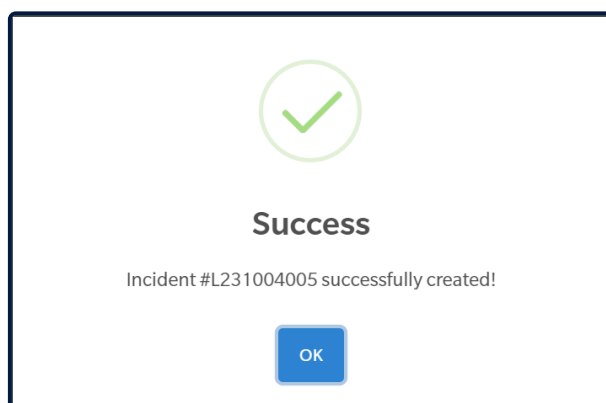
**Third Party Incident Number:** 12358TEST **IRD Number:**

**SLS Contact:**

## Caller Details

**Name:** Magic Johnson **Organisation:** Test **Number:** 12345789 ☒ 13SURF?

Save Incident Detail



3. Click **Save Incident Detail** – the screenshot below shows the additional information generated once saved

**Incidents** Incident Manager - Incident #L231004005 [Home](#) / [Incidents](#) / Incident Manager - Incident #L231004005

**Incident Details**

**Service:** \*  
Test Vic Club  
56 Collins Street, Melbourne, VIC, 3000

**Secondary Service:**  
Choose...  
Unspecified.

**Location:** \* Beach  
**Incident Type:** \* False Alarm  
**Priority:** \* Low (1)

**Brief Description:** \*  
Test Brief Description Field

**Further Information:**  
Test Brief Further Information Field  
\*Information contained in this field will be included in SMS notifications regarding the incident

**Latitude:** -33.80446446449923  
**Longitude:** 151.31116338387173

**Incident Times & Actions**

**Date Open:** 04/10/2023  
**Time Open:** 13:27  
**Date Closed:**  
**Time Closed:**

☐ Member Injury? ☐ Ambulance Called?

**Third Party Incident Number:** 12358TEST  
**IRD Number:**

**SLS Contact:** Emma Jordan

**Message Log**

Enter message here

**From:** Test Vic Club  
**To:** Surfcom

**Record**

Test Vic Club to Surfcom  
4th Oct 2023 13:35  
TC Test Adding Message via Record Button

4th Oct 2023 13:35  
Surfcom to Test Vic Club  
Further Information Log (ejordan): Test Brief Further Information Field \*Information contained in this field will be included in SMS notifications regarding the incident - 04 Oct 2023 13:35:00

4th Oct 2023 13:27  
Surfcom to Test Vic Club  
Incident #L231004005 (False Alarm), Priority: Low (1) created on 04/10/2023 @ 13:27. Location: . SLS Contact:

**Response SMS Notification**

**Select Mailing Group:**

**Select Instruction Template**

**Instructions:**

**Select Member(s)**

**Send Response SMS**

### Additional information includes:

- **Incident number.**
- **Address details of Service listed** — Surfcom displays the address details that are entered in the Organisational Details section of Surfguard. This makes it easier for the SurfCom operator to provide address details to the ambulance, police or other support services.
- **Message Log** — When services are talking about the incident and you wish to record those messages, you should record them in the Message Log of the specific incident rather than the standard radio log. This will flag the messages as pertaining specifically to that incident and keep them separate from standard radio logs.

### 4. Adding additional messages to the Message log

This can be done in two ways:

- **Directly in the incident screen** — Additional incident messages can be logged directly in the incident screen whereby the message log will automatically update without the need to refresh the



page. Incident messages added this way will be given the current time. To record a new message:

- Type the message.
- Select the relevant addresses from the From and To drop-down lists.
- Click **Record**

Incidents Incident Manager - Incident #L231004005

Buttons: Save, Reset, Summary, Record, Log, Close

Incident Details

Service: \*  
Test Vic Club 56 Collins Street, Melbourne, VIC, 3000

Secondary Service:  
Choose... Unspecified.

Location: \* Beach Incident Type: \* False Alarm Priority: \* Low (1)

Brief Description: \*  
Test Brief Description Field

Further Information:  
Test Brief Further Information Field  
\*Information contained in this field will be included in SMS notifications regarding the incident

Latitude: -33.80446446449923 Longitude: 151.31116338387173

Message Log

Adding messages to the Message Log

From: Test Vic Club To: Surfcom

To/From Switching Button

Record

Click to Record

4th Oct 2023 13:35  
Further Information Log (ejordan): Test Brief Further Information Field \*Information contained in this field will be included in SMS notifications regarding the incident - 04 Oct 2023 13:35:00

4th Oct 2023 13:27  
Incident #L231004005 (False Alarm), Priority: Low (1) created on 04/10/2023 @ 13:27. Location: SLS Contact:

Or,

- Using the **Record Message** button.
  - If your incident message requires a different time or further information in the comments, click Record Incident Message.
  - Complete the required fields (change the default time if required) and click Record Message.
  - The message will appear in the Message Log, below.
  - To see a log of all incident messages, click **Log** button.
  - From the View Incident Log screen, you can also see Record Incident Message, View Incident Detail or View Incident Summary by clicking relevant buttons.

**Note** The **Reset** button refreshes the page any updates will be lost if not saved when pressing **Reset**

Incidents Incident Manager - Incident #L231004005

Buttons: Save, Reset, Summary, Record, Log, Close

# Incidents

Record Incident Message - Incident #L231004005

[Home](#) / [Incidents](#) / [Record Incident Message - Incident #L231004005](#)

Save

Reset

Incident Details

Incident Log

Record Message

Date:

04/10/2023

Time:

13:40

From: \*

Test Vic Club

If 'Other', specify:

To: \*

Surfcom

If 'Other', specify:

Message: \*

Test Adding Message via Record Button

Incident Details

Location:

Beach

Map Reference:

Incident Type:

False Alarm

Brief Description:

Test Brief Description Field

Callers Details

Name:

Magic Johnson

Organisation:

Test

Number:

12345789

Message Log

4th Oct 2023 13:35

Surfcom to Test Vic Club

Further Information Log (ejordan): Test Brief Further Information Field \*Information contained in this field will be included in SMS notifications regarding the incident - 04 Oct 2023 13:35:00

4th Oct 2023 13:27

Surfcom to Test Vic Club

Incident #L231004005 (False Alarm), Priority: Low (1) created on 04/10/2023 @ 13:27. Location: . SLS Contact:



## Success

Message from Test Vic Club to Surfcom was recorded at. 13:40  
(Actual Time: 13:41).

OK

## 5. Adding responding services

To add **Responding Services** choose the service from the drop-down menu and click **Add Unit**. This allows operators to quickly add a responding service without opening another screen. The service will be added for the current time with a status of Notified and the information will appear in the Message Log.

Responding Services

Test Unit (For Testing Purposes)

Add Unit

Add Service

Service History

Service	Status	Since	Actions
<div>New</div> Test Unit (For Testing Purposes)	On Scene	13:44	EnrouteOn SceneReturningStand DownClear Unit

To add a **Responding Services** with a different time or status, click **Add Service**. Complete the required details and click **Add Unit**.

Add Unit - Incident #L231005001

Unit: \*

Test Unit (TEST)

Status:

Enroute

Time:

09:54

Comments:

Test Changing Time

Add Unit

Reset Form

Cancel

The Responding Service will appear in the Incident Message Log and the **Responding Services** screen (see below).

To update the Status of a Responding Service and have the status added to the Message Log, click any of:

- Enroute
- On Scene
- Returning
- Stand Down
- Clear Unit

Success

Test Unit has been added to Incident #L231005001, Status: ER.

OK

Click **Service History** to view the times when each status was changed.

Responding Services

Choose...

Add Unit

Add Service

Service History

	Service	Status	Since	Actions				
1/	Test VIC Support Ops	On Scene	09:03	Enroute	On-Scene	Returning	Stand Down	Clear Unit
2/	Test Unit	Enroute	09:54	Enroute	On Scene	Returning	Stand Down	Clear Unit

Unit History - Incident #L231005001

	Service	Notified	Standby	Enroute	On Scene	Returning	Stood Down
1/	Test VIC Support Ops	-	-	08:53	09:03	-	-
2/	Test Unit	-	-	09:54	-	-	-
3/	Test Vic Club	-	-	08:53	-	-	-

Okay

## 3.2.2 Updating an Incident

### Updating Incidents

To update details of an incident:

- From the Dashboard side menu, select **View All Incidents**.
- Select the action you want to take from the appropriate incident.

The screenshot shows the 'Incidents Summary' page. Annotations include:

- Sort by Priority or Status**: Points to the 'Priority' and 'Status' dropdown menus.
- Click to View/Update Incident**: Points to the incident ID 'I231004005' in the table.
- View Unit History**: Points to the 'Unit History' button in the 'Actions' column.
- View Incident Log**: Points to the 'Incident Log' button in the 'Actions' column.

Incident #	Date & Time	Type	Location	Service	Secondary Service	SLS Contact	Status	Priority	Actions
I231004005	04/10/2023 13:27	False Alarm	Beach	Test Vic Club			Open	Low	Unit History Incident Log
I231005001	05/10/2023 07:03	False Alarm	Test	Test Vic Club			Open	Low	Unit History Incident Log

Showing 1 to 2 of 2 entries

### Closing incidents

Once resolved, incidents should be closed to ensure the correct timeline and tracking is applied. The following steps should be done to close an incident

1. Ensure that all responding services have been **Cleared** from the Units area.

The screenshot shows the 'Responding Services' table. An annotation **Select to Clear Unit** points to the 'Clear Unit' button in the 'Actions' column.

Service	Status	Since	Actions
New Test VIC Support Ops	Enroute	09:26	Enroute On Scene Returning Stand Down Clear Unit

2. Enter any remaining information associated with the incident (e.g., the MIR number [SLSA Member Injury Report] for member injuries).

3. Click Close Incident.

**Note:** When you close an incident that is an IRD type incident (e.g. Suspected Spinal Injury (IRD)), the IRD Number will be displayed on the Incident Details screen. Provide this IRD Number to the patrol/ service involved so they do not create a duplicate Report in the IRD.

The Incident Log Messages and the Incident Description are added to the IRD.

If you are sure there is nothing else to add, click **Yes (1)** or,

If you have forgotten to add some information, click **No (2)** then repeat these steps when possible.

**Incidents** Close Incident - Incident #L231128003 [Home](#) / [Incidents](#) / Close Incident - Incident #L231128003

**i Confirmation**  
Are you sure you want to close this Incident?

1 Yes 2 No

**Incident Details**

Location: test

Map Reference:

Incident Type: False Alarm

Priority: Low (1)

Brief Description: nelson test

Deaths: \*

0

Outcome

**Callers Details**

Name:

Organisation:

Number:

**Rescue Details** [+ Add Rescue](#)

Time:	Method:	Age:	Gender:	Postcode:	Location:	Position:	Activity:	Patient Condition:	Nationality:	Action
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## Following-up or re-opening incidents

Not all incidents reported in the SurfCom Management System are entered perfectly and there are often follow-ups and changes that need to be made after an incident has been closed. Incidents can be updated or re-opened in two ways, depending on whether they were created today or previously.

### 1. Updating or re-opening an incident created today

- Click **View All Incidents** on the Quick Action toolbar.
- The View Incident Summary screen will display, showing both Open and Closed incidents.
- To Reopen a closed incident Click into the incident and select **Reopen**
- To add Follow Up noted to an incident click **Follow Up**

**Surfcom** Life Saving Victoria  [Search](#)

**MAIN NAVIGATION**

- Dashboard
- Summary
- Support Services
- Lifeguards
- Clubs

**INCIDENTS QUICK LINKS**

- + Add Incident
- View All Incidents
- High

**Incidents** View Incidents Summary [Home](#) / [Incidents](#) / View Incidents Summary

Priority: All Status: All

**Incident Summary**

Show 10 entries Search:

Incident #	Date & Time	Type	Location	Service	Secondary Service	SLS Contact	Status	Priority	Actions
L231103001	03/11/2023 07:03	False Alarm	Test	Test Vic Club			CLOSED	Low	<a href="#">Unit History</a> <a href="#">Incident Log</a> <a href="#">Follow Up</a>
L231104001	04/11/2023 07:02	False Alarm	Test	Test Vic Club			Open	Low	<a href="#">Unit History</a> <a href="#">Incident Log</a>

## 2. Updating or re-opening an incident created before today

- From the **OTHER FUNCTIONS** menu select **Incident Search**.
- You can search for Incidents using either Incident Number or Search Criteria.

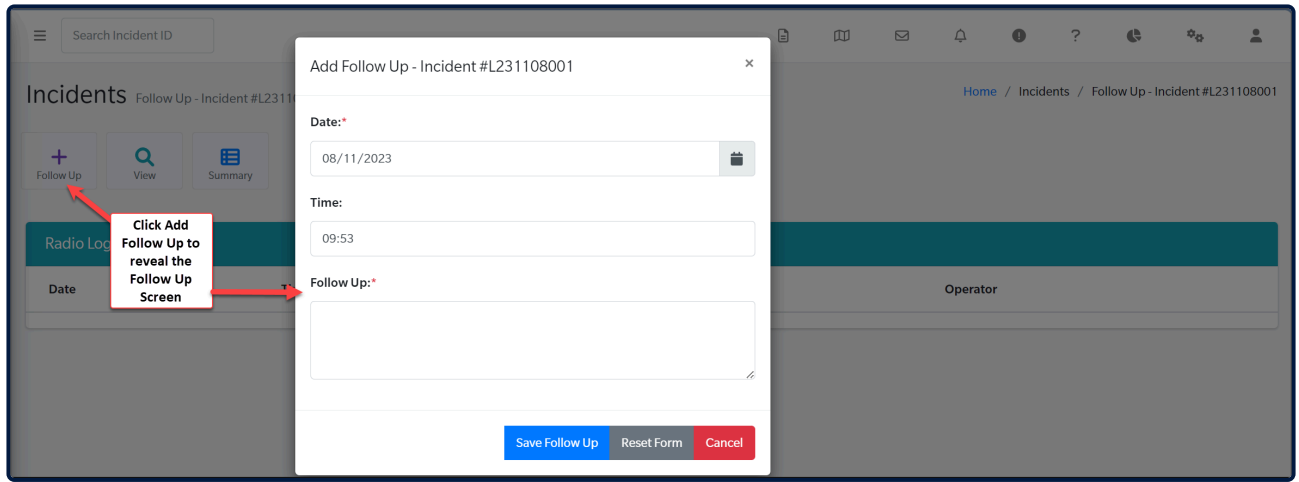
The screenshot shows the 'Incidents' page with a sub-header 'Incident Search'. At the top left, there is a search bar labeled 'Search Incident ID'. Below this, the 'Incident Search' section contains a 'Search By:' dropdown menu with two options: 'Incident Number' and 'Search Criteria'. Red arrows point to the 'Search Incident ID' bar, the 'Search By:' dropdown, and the 'Search Criteria' option. To the right, the 'Search By Criteria' section contains several filters: 'From:' (date), 'To:' (date), 'Incident Type:' (dropdown), 'Priority:' (dropdown), 'Primary Service or Secondary Service:' (dropdown), '13SURF:' (dropdown), and 'Ambulance Called:' (dropdown). Each filter has a 'Choose...' button. At the bottom of this section are 'Search' and 'Reset Form' buttons.

- If you click Incident Number the incident details will be displayed on-screen.
- At the top of the screen click either Follow Up or Reopen Incident.

The screenshot shows the 'Incidents' page with a sub-header 'Incident Manager - Incident #L231108001'. Below the header, there is a row of six buttons: 'Summary', 'Log', 'Follow Up', 'Reopen', 'CSV', and 'PDF'. Red arrows point to the 'Follow Up' and 'Reopen' buttons.

Click either **Follow Up** or **Reopen Incident**.

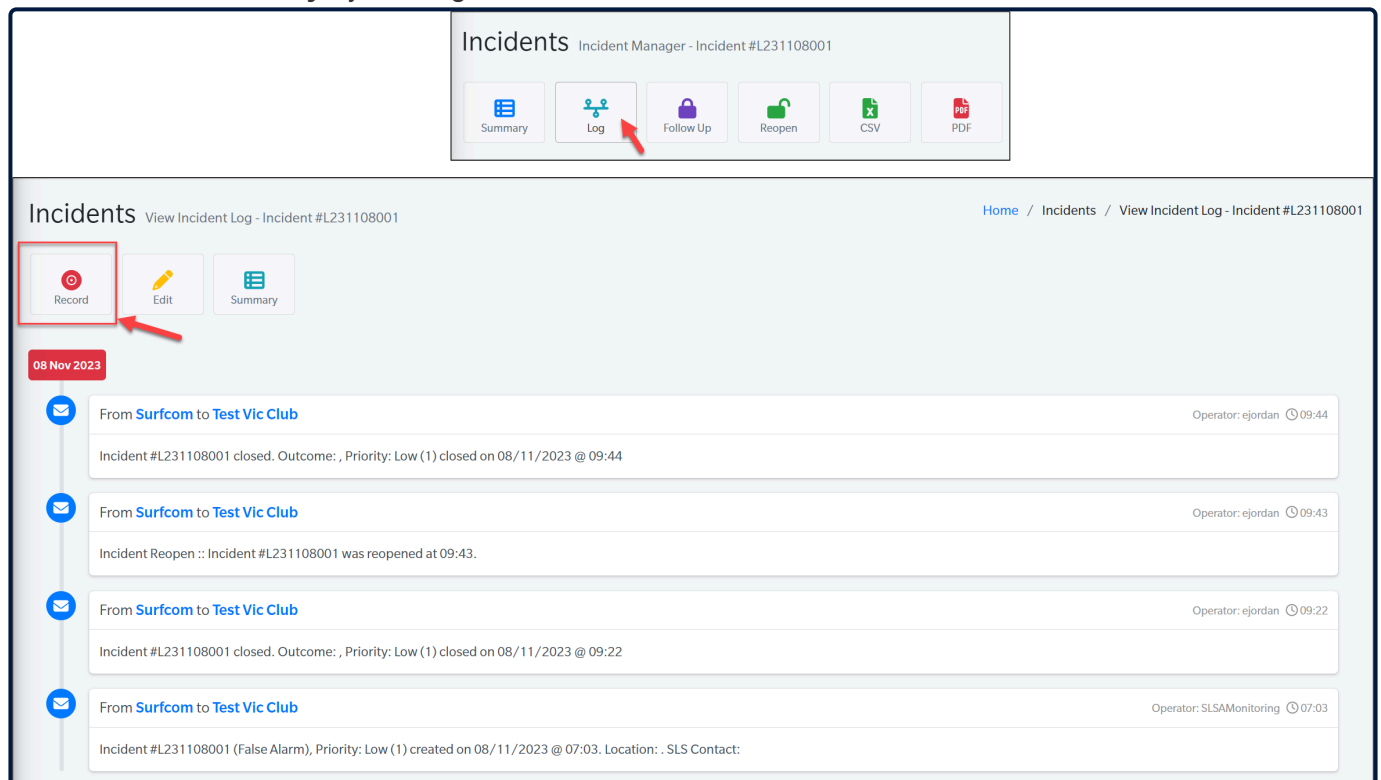
- Follow Up will take you to the following screen:



- Click **+ Follow Up** to add additional details to the Incident.
- Add the follow-up details, then click **Save Follow Up**.

If your incident message requires a different time or further information in the comments, click **Log to Record** an Incident Message.

From the View Incident Log screen, you can also see **Record** Incident Message, **Edit** Incident Detail or View Incident **Summary** by clicking relevant buttons.



Complete the required fields (change the default time if required) and click Save to Record your Message



**Incidents** Record Incident Message - Incident #L231108001

Home / Incidents / Record Incident Message - Incident #L231108001

**Save** **Reset** **Incident Details** **Incident Log**

**Record Message**

**Date:**  
08/11/2023

**Time:**  
10:10

**From: \***  
Choose...

**If 'Other', specify:**

**To: \***  
Choose...

**If 'Other', specify:**

**Message: \***

**Incident Details**

**Location:** Test

**Map Reference:**

**Incident Type:** False Alarm

**Brief Description:** Morning Test Only

**Callers Details**

**Name:**

**Organisation:**

**Number:**

**Message Log**

8th Nov 2023 09:44 **Surfcom to Test Vic Club**

Incident #L231108001 closed. Outcome: , Priority: Low (1) closed on 08/11/2023 @ 09:44

8th Nov 2023 09:43 **Surfcom to Test Vic Club**

The message will appear in the Message Log. To see a log of all incident messages, click the Log icon from within the Incident.

## 3.2.3 Incident Triage

Depending on the Priority level selected when creating the Incident you can access the Incidents for the three different levels

- High
- Medium
- Low

If you select High from the menu all Incidents in this category will display. You can either select High, Medium or Low from the Left-Hand Side menu or from the drop-down at top of the screen, you can also sort by Status (All/Open/Closed)

The screenshot displays the Surfcom Incidents management interface. The sidebar on the left contains navigation links and incident quick links. The main area shows a table of incidents with columns for Incident #, Date & Time, Type, Location, Service, Secondary Service, SLS Contact, Status, Priority, and Actions. Annotations highlight the 'Priority' dropdown menu and the 'Sort/View by Status' dropdown.

**Incidents Table:**

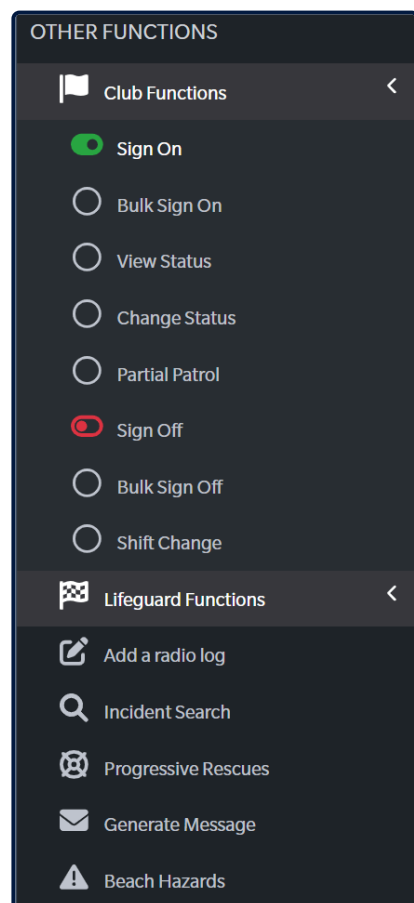
Incident #	Date & Time	Type	Location	Service	Secondary Service	SLS Contact	Status	Priority	Actions
L231103001	03/11/2023 07:03	False Alarm	Test	Test Vic Club			CLOSED	Low	Unit History, Incident Log, Follow Up
L231104001	04/11/2023 07:02	False Alarm	Test	Test Vic Club			Open	Low	Unit History, Incident Log
L231105001	05/11/2023 07:02	False Alarm	Test	Test Vic Club			Open	Low	Unit History, Incident Log
L231106001	06/11/2023 07:02	False Alarm	Test	Test Vic Club			Open	Low	Unit History, Incident Log
L231107001	07/11/2023 07:03	False Alarm	Test	Test Vic Club			Open	Low	Unit History, Incident Log
L231108001	08/11/2023 07:03	False Alarm	Test	Test Vic Club			CLOSED	Low	Unit History, Incident Log, Follow Up

## 4. Other Functions

---

The **Other Functions** is a section of the navigation menu on the Left-hand side of the screen.

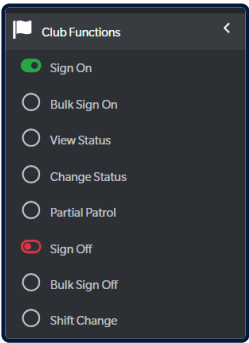
There are seven (7) Other functions listed and two (2) of them have an < arrow to the right of their name. Click the < arrow to expand the topic. In the screenshot below **Club Functions** has been expanded to display the sub-topics for this function.



# 4.1 Club Functions

---

## Club Functions Menu

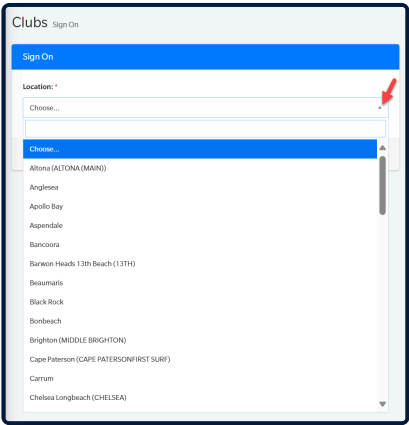


- \* [Sign On](#)
- \* [Bulk Sign On](#)
- \* [View Status](#)
- \* [Change Status](#)
- \* [Partial Patrol](#)
- \* [Sign Off](#)
- \* [Bulk Sign Off](#)
- \* [Shift Change](#)

# 4.1.1 Sign On (Club)

## Sign On

In [2.2.4 Lifeguards & Clubs](#) we showed how you can sign on both Lifeguards and Clubs via the **View Status** screen. In this section you can also sign on a club by clicking **Sign On** and a **Club > Sign On** screen will display



Select the club from the **Location drop-down** and the following screen will display

Clubs Sign On

Club: Anglesea (ANGLESEA)

Sign On Method: \*

Radio - 5

Time: \*

10:41

Roster:

Patrol Strength: \*

Full

Beach Status:

Open

Water Craft Status:

Not Operational

Beach Vehicle Status:

Operational

UAV Status:

Not Operational

# Patrolling Members:

0

People on Beach:

0

Swimmers:

0

People on Craft:

0

☐ Sharks

☐ Marine Stingers

☐ Crocodiles

☐ Winds

☐ Rip Currents

☐ Submerged Objects

☐ Beach erosion

☐ Water pollution

☐ Heavy shorebreak

☐ Dangerous Surf

☐ Other

Notes:

Sign Club On

Clear Screen

Cancel

Lifesaving Service Protocols

Today's Date:

Wed, 8th Nov, 2023

No Periods Defined

Club may Start/Finish at their own discretion.

Patrol Position Requirements

Position	Min Members	Max Members
PC	1	1
VC	1	1
IRBD	1	3
IRBC	1	3
ART	1	3
M	-	Unlimited
SRC	-	Unlimited

Notes

None.

Three compulsory fields must be completed (See the description of all sign-on fields below)

- Sign-On Method
- Time
- Patrol Strength

## Sign On Descriptions

- **Sign-on Method** – provides the operator with a selection of communications mediums and the level to which the communication is received — 5 being the strongest and 1 being the weakest. (Also available Radio – Unreachable, Radio – SMR & Phone)
- **Time** – defaults to current time but can be changed manually
- **Roster** – displays to the operator whether there is a patrol team(s) rostered for that particular date at that particular location. If the club has set up their patrol rosters in SurfGuard, they will be displayed here and it is important to select the correct patrol team when signing on the club.
- **Patrol Strength** – allows the operator to select whether the patrol has enough members to fulfil their Lifesaving Service Agreement or not. Options to select include; Full, Partial, Surveillance (Approved), Setup and None. (Use the Notes field to record information about any partial patrols as required.)
- **Beach Status** – shows the current state of the Beach. Options to select include:-
  - **Open** denotes that the club has defined a safe swimming area by putting up SLSA standard red and yellow patrol flags.
  - **Closed** – denotes that the club has been unable to define a safe enough area for members of the public swim, and therefore no patrol flags are flying.
  - **Surveillance** – is used in severe weather conditions at the discretion of the patrol captain, generally meaning that the patrol members are surveying the beach and beachgoers from the safety of the surf club or other shelter in inclement weather.
- **Water Craft Status** allows the operator to select the following options for the status of the club's Inflatable Rescue Boat (IRB); Operational, Multiple Operational Vehicles, Standby or Not Operational
- **Beach Vehicle Status** allows the operator to select the following options for the status of the club's Beach Vehicle/s; Operational, Multiple Operational Vehicles, Standby or Not Operational
- **UAV Status** – Unmanned Aerial Vehicle (Drone) may be in use by the club and the following options are available to select; Operational, Multiple Operational Vehicles, Standby or Not Operational
- **Club Specific Statistics at Sign On** – Surfcom operators will need to get from the member signing the club on the following information
  - Patrolling Members
  - People on Beach
  - Swimmers
  - People on Craft
- **Hazards At sign-on** – clubs' local hazards reported to SurfCom can be recorded using the appropriate checkboxes. Hazards that can be recorded against a sign-on are Sharks, Marine Stingers, Crocodiles, Winds, Rip Currents, Submerged Objects, Beach erosion, Water pollution, Heavy shorebreak or Dangerous surf. If the hazard does not fall into one of these in-built categories then the Other check box can be ticked and you will be able to enter a description of the hazard.

\* Lifesaving Service Protocols – To the right of these fields is Lifesaving Service Protocols. This section provides information regarding the club's requirements that are set out in their Lifesaving Agreement between the club and their branch/state

\* Depending on your State/Branch's requirements you may need to fill in some or all fields. Check with your SurfCom Supervisor/Manager.

\* Select any appropriate hazards — this information is displayed on [Beachsafe](#) website and the Beachsafe app for the public to see.

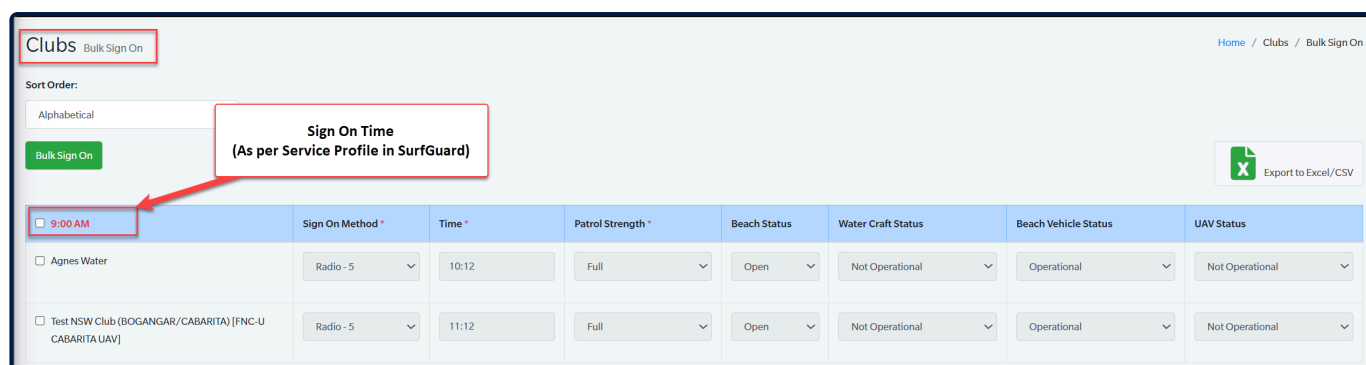
## 4.1.2 Bulk Sign On (Club)

### Bulk Sign On

In this section, Surfcom Operators have the ability to **Sign On Multiple Clubs** at one time (In Bulk) if the Club has a corresponding Service Profile set in SurfGuard the **Sign On time** will be displayed in the **Bulk Sign On** screen:

The Surfcom Operator can select Clubs in Bulk and specify their **Sign On Method, Time, Patrol Strength**, and any of the other available options before selecting the **Bulk Sign On** button.

Multiple Clubs can be selected at once by clicking the box in the Menu Bar or Individual Clubs can be selected by clicking the box next to the club



Clubs Bulk Sign On

Sort Order: Alphabetical

Bulk Sign On

Sign On Time (As per Service Profile in SurfGuard)

Export to Excel/CSV

<input type="checkbox"/> 9:00 AM	Sign On Method *	Time *	Patrol Strength *	Beach Status	Water Craft Status	Beach Vehicle Status	UAV Status
<input type="checkbox"/> Agnes Water	Radio - 5	10:12	Full	Open	Not Operational	Operational	Not Operational
<input type="checkbox"/> Test NSW Club (BOGANGAR/CABARITA) [FNC-U CABARITA UAV]	Radio - 5	11:12	Full	Open	Not Operational	Operational	Not Operational



# 4.1.3 View Status (Club)

## View Status

In this section, Surfcom Operators have the ability to **View Status** (Current) of all Clubs, they also have the ability to sort by **Status**, (All/Signed On/Signed Off) or **Sort Order**, (Alphabetical/North-South/South-North/East-West/West-East)

They can also **Sign Off** a Club from this screen or update **Progressive Stats**, **Progressive Rescues**, **Add Incident**, or view **GPS Location**:

ClubsView Status

Update Stats, Add Incident or View GPS Location

Status: Signed OnSort Order: AlphabeticalGo

Unit

All Signed OnSigned Off

Unit	Sign On	Sign Off	Patrol	Beach	Water Craft	ATV	UAV	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Long Point (Long Beach) (31)	09:11 (05/11/2023)	Sign Off	Full					8	0	0	0	
North Cottesloe	07:32 (04/11/2023)	Sign Off	Full					15	0	0	0	
Port Bouvard (Pyramids)	08:39 (05/11/2023)	Sign Off	Full					9	0	0	0	
Scarboro (Scarborough)	13:45 (05/11/2023)	Sign Off	Full					12	0	0	0	
Secret Harbour	09:11 (05/11/2023)	Sign Off	Full					13	11	3	54	
Test Vic Club (testbeachvic)	06:04 (08/11/2023)	Sign Off	Full					1	3	1	2	
Trigg Island	12:05 (05/11/2023)	Sign Off	Full					17	0	0	0	

Total count: 7

ClubsView Status

Home / Clubs / View Status

Status: Signed OffSort Order: AlphabeticalGo

Unit	Sign On	Sign Off	Patrol	Beach	Water Craft	ATV	UAV	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Agnes Water	Sign On											
Albany (Middletown Beach)	Sign On											

# 4.1.4 Change Status (Club)

## Change Status

In this section, Surfcom Operators have the ability to **Change Status** for any Clubs currently Signed On

Clubs

Change Status

Change Status

Location: \*

Choose...

Choose...

Secret Harbour

Port Bouvard (Pyramids)

Champion Bay (Town Beach (3))

Trigg Island

North Cottesloe

Scarboro (Scarborough)

Test Vic Club (testbeachvic)

Operators can change/update **Patrol Strength**, **Beach Status**, **Water Craft Status**, **Beach Vehicle Status**, **UAV Status**, **Roster**, **# Patrolling Members** & **Hazards**

Clubs

Change Status

Home / Clubs / Change Status

Location: Test Vic Club (testbeachvic)

	Current	New
Patrol Strength	Full	Full
Beach Status	Closed	Closed
Water Craft Status	Operational	Operational
Beach Vehicle Status	Operational	Operational
UAV Status	Not Operational	Not Operational
Roster		Test IT Morning Checks (08:00 - 09:00)
# Patrolling Members	1	1
Hazards:	<div><div><input type="checkbox"/> Sharks</div><div><input type="checkbox"/> Marine Stingers</div><div><input type="checkbox"/> Crocodiles</div><div><input type="checkbox"/> Winds</div><div><input type="checkbox"/> Rip Currents</div><div><input type="checkbox"/> Submerged Objects</div><div><input type="checkbox"/> Beach erosion</div><div><input type="checkbox"/> Water pollution</div><div><input type="checkbox"/> Heavy shorebreak</div><div><input type="checkbox"/> Dangerous Surf</div><div><input type="checkbox"/> Other</div></div>	

Time:

12:15

Notes:

Performed via Operations App by Gammy Boonda-Test on Wednesday, 08-Nov-2023 06:04:57 AEDT

Save Changes

Reset

Cancel

# 4.1.5 Partial Patrol (Club)

## Partial Patrol

In this section, Surfcom Operators have the ability to view any Clubs that have the Status of **Partial Patrol** it will also display the time and date of the **Last Update**

Clubs

Partial Patrols

Location	Last Update
Test Vic Club (testbeachvic)	12:53 08/11

## 4.1.6 Sign Off (Club)

---

### Sign Off

In this section Surfcom Operators can Sign Off a club by selecting a **Club** from the **Location drop-down** and clicking **Load Details**

Clubs Sign Off

Sign Off

Location: \*

Choose...

Choose...

Secret Harbour

Port Bouvard (Pyramids)

Champion Bay (Town Beach (3))

Trigg Island

North Cottesloe

Scarboro (Scarborough)

Test Vic Club (testbeachvic)

**One compulsory field must be completed** (Autofilled with current time)

- Time

**Other Optional fields are available for completion**

Clubs

Sign Off

Home / Clubs / Sign Off

Sign On Details: Signed on @ 06:04 08/11

Beach: Closed

Patrol: Partial

Water Craft: Operational

ATV: Operational

UAV: Not Operational

Roster: Test IT Morning Checks (08:00 - 09:00)

Club: Test Vic Club (testbeachvic)

Date (Y-m-d):

2023-11-08

Time: \*

12:57

Preventative Actions:

Average Wave Height (m):

No. of Rescues:

0

First Aid - Minor:

0

First Aid - Major:

0

People on Beach:

0

Swimmers:

0

Swimmers Outside Flags:

0

People on Craft:

0

Notes:

Performed via Operations App by Gammy Boonda-Test on Wednesday, 08-Nov-2023 06:04:57 AEDT

☐ Sharks

☐ Marine Stingers

☐ Crocodiles

☐ Winds

☐ Rip Currents

☐ Submerged Objects

☐ Beach erosion

☐ Water pollution

☐ Heavy shorebreak

☐ Dangerous Surf

☐ Other

☐ Keep this beach (testbeachvic) Closed after sign-off

Sign Off

Clear Screen

Cancel

Shift Change

(Sign off and go to sign on screen with data pre-filled)

Lifesaving Service Protocols

Today's Date:

Wed, 8th Nov, 2023

testbeachvic 01 Nov - 31 Oct

Monday: 11:00 - 12:00

Tuesday: 09:00 - 10:00

Wednesday: 09:00 - 10:00

Thursday: 10:00 - 11:00

Friday: 09:00 - 10:00

Saturday: 07:00 - 16:00

Sunday/Public Holidays: 07:00 - 16:00

Patrol Position Requirements

	Min	Mas
Position	Members	Members
PC	1	1
VC	1	1
IRBD	1	3
IRBC	1	3
ART	1	3
M	-	Unlimited
SRC	-	Unlimited

Notes

None.

- Preventative Actions
- Average Wave Height (m)
- No. of Rescues
- First Aid – Minor
- First Aid – Major
- People on Beach
- Swimmers
- Swimmers Outside Flags
- People on Craft
- Notes
- Hazards (Multiple Options)

## 4.1.7 Bulk Sign Off (Club)

### Bulk Sign Off

In this section, Surfcom Operators have the ability to **Sign Off Multiple Clubs** at one time (In Bulk) if the Club has a corresponding Service Profile set in SurfGuard the **Sign Off time** will be displayed in the **Bulk Sign Off** screen:

The Surfcom Operator can select Clubs in Bulk and specify the **Time**, **Preventative Actions**, **Rescues**, **First Aid – Minor & First Aid – Major** before selecting the **Bulk Sign Off** button to sign Multiple Clubs Off at one time.

Multiple Clubs can be selected at once by clicking the box in the Menu Bar or Individual Clubs can be selected by clicking the box next to the club

Clubs

Bulk Sign Off

[Home](#) / [Clubs](#) / Bulk Sign Off

Sort Order:  

Alphabetical

Bulk Sign Off

Export to Excel/CSV

<input type="checkbox"/> 10:00 AM	Time *	Preventive Actions	Rescues	First Aid - Minor	First Aid - Major
<input type="checkbox"/> Test Vic Club (testbeachvic)	13:08		0		
<input type="checkbox"/> Unknown	Time *	Preventive Actions	Rescues	First Aid - Minor	First Aid - Major
<input type="checkbox"/> Champion Bay (Town Beach (3))	10:08		0		
<input type="checkbox"/> North Cottesloe	10:08		0		

## 4.1.8 Shift Change (Club)

### Shift Change

In this section, Surfcom Operators can initiate a **Shift Change** by selecting a **Club** from the **Location** drop-down and clicking **Load Details**

The screenshot shows the 'Clubs Shift Change' interface. A dropdown menu for 'Location' is open, displaying a list of clubs. The club 'Test Vic Club (testbeachvic)' is selected and highlighted in blue at the bottom of the list.

One compulsory field must be completed (Autofilled with current time)

- Time

Other Optional fields are available for completion

The screenshot shows the 'Clubs Sign Off' interface. The 'Club: Test Vic Club (testbeachvic)' section is highlighted with a red box. It contains the following fields:

- Date (Y-m-d): 2023-11-08
- Time: 13:13
- Preventative Actions: (empty)
- Average Wave Height (m): (empty)
- No. of Rescues: 0
- First Aid - Minor: (empty)
- First Aid - Major: (empty)
- People on Beach: 0
- Swimmers: 0
- Swimmers Outside: 0
- People on Craft: 0

The 'Notes' section contains a text area with the following text:

Performed via Operations App by Gammy Boonda-Test on Wednesday, 08-Nov-2023 06:04:57 AEDT

At the bottom of the form, there are checkboxes for various hazards and a 'Shift Change' button.

- Preventative Actions
- Average Wave Height (m)
- No. of Rescues
- First Aid – Minor
- First Aid – Major
- People on Beach
- Swimmers
- Swimmers Outside Flags
- People on Craft
- Notes
- Hazards (Multiple Options)

Select **Shift Change**



This screen will then default to the **Club Sign On** screen where the Operator can select

a Roster (Patrol) to Sign Club On

Clubs Sign On

Home / Clubs / Sign On

"Test Vic Club (testbeachvic) were signed off at 13:13 (Actual Time: 13:20)."

Club: Test Vic Club (testbeachvic)

Sign On Method: \*  
Radio - 5

Time: \*  
13:20

Roster: \*  
Test IT Morning  
Test IT Morning Checks (08:00 - 09:00)  
Test IT Morning Checks (11:45 - 12:30)

Patrol Strength: \*  
Full

Beach Status:  
Open

Water Craft Status:  
Not Operation:  
Operational  
Not Operation:

# Patrolling Members:  
0

People on Beach:  
0

Swimmers:  
0

People on Craft:  
0

☐ Sharks

☐ Marine Stingers

☐ Crocodiles

☐ Winds

☐ Rip Currents

☐ Submerged Objects

☐ Beach erosion

☐ Water pollution

☐ Heavy shorebreak

☐ Dangerous Surf

☐ Other

Notes:

Sign Club On

Clear Screen

Cancel

Lifesaving Service Protocols

Today's Date:  
Wed, 8th Nov, 2023

testbeachvic 01 Nov - 31 Oct

Monday: 11:00 - 12:00  
Tuesday: 09:00 - 10:00  
Wednesday: 09:00 - 10:00  
Thursday: 10:00 - 11:00  
Friday: 09:00 - 10:00  
Saturday: 07:00 - 16:00  
Sunday/Public Holidays: 07:00 - 16:00

Patrol Position Requirements

	Min	Max
Position	Members	Members
PC	1	1
VC	1	1
IRBD	1	3
IRBC	1	3
ART	1	3
M	-	Unlimited
SRC	-	Unlimited

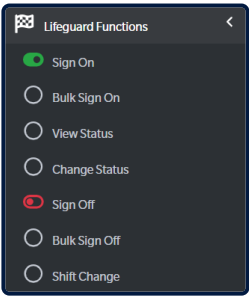
Notes  
None.



# 4.2 Lifeguard Functions

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## Lifeguard Functions Menu

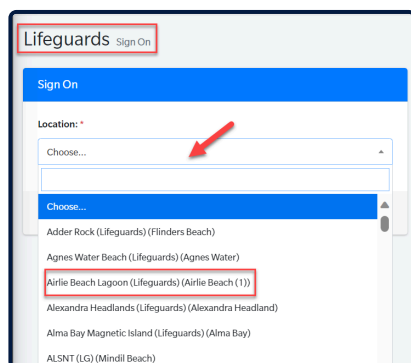


- \* [Sign On](#)
- \* [Bulk Sign On](#)
- \* [View Status](#)
- \* [Change Status](#)
- \* [Sign Off](#)
- \* [Bulk Sign Off](#)
- \* [Shift Change](#)

## 4.2.1 Sign On (Lifeguard)

### Sign On

In [2.2.4 Lifeguards & Clubs](#) we showed how you can sign on both Lifeguards and Clubs via the **View Status** screen. In this section, you can also Sign On a Lifeguard by clicking **Sign On** and a **Club > Sign On** screen will display



The screenshot shows a mobile application interface for signing on a lifeguard. At the top, there's a header bar with the text 'Lifeguards Sign On'. Below this is a blue bar with the text 'Sign On'. Underneath, there's a 'Location:' label followed by a dropdown menu. A red arrow points to the dropdown menu. The dropdown menu is open, showing a list of locations: 'Adder Rock (Lifeguards) (Flinders Beach)', 'Agnes Water Beach (Lifeguards) (Agnes Water)', 'Airlie Beach Lagoon (Lifeguards) (Airlie Beach (1))', 'Alexandra Headlands (Lifeguards) (Alexandra Headland)', 'Alma Bay Magnetic Island (Lifeguards) (Alma Bay)', and 'ALSNT (LG) (Mindil Beach)'. The 'Airlie Beach Lagoon (Lifeguards) (Airlie Beach (1))' option is highlighted with a red box.

Select the Lifeguard from the **Location drop-down** and the following screen will display

Lifeguards
Sign On

Home / Lifeguards / Sign On

Location: Adder Rock (Lifeguards) (Flinders Beach)

Sign On Method: \*
Time: \*

Radio - 5
12:46

# Patrolling Members:
Roster:

Beach Status:
Water Craft Status:

Open
Not Operation:

Beach Vehicle Status:
UAV Status:

Operational
Not Operation:

Primary Contact:
Number (if any):

Radio

Secondary Contact:
Number (if any):

Radio

People on Beach:
Swimmers:

People on Craft:

Lifeguard #1:
Lifeguard #2:
Lifeguard #3:

Lifeguard #4:
Lifeguard #5:

☐ Sharks
☐ Marine Stingers
☐ Crocodiles
☐ Winds

☐ Rip Currents
☐ Submerged Objects
☐ Beach erosion
☐ Water pollution

☐ Heavy shorebreak
☐ Dangerous Surf

☐ Other

Notes:

Sign Lifeguards On
Clear Screen
Cancel

Lifeguard Service Protocols

Today's Date:  
Wed, 8th Nov, 2023

No Periods Defined  
Lifeguard may Start/Finish at their own discretion.

Patrol Position Requirements

Position	Min Members	Max Members
SPLG	-	Unlimited
SLG	-	Unlimited
LG	-	Unlimited
OBS	-	Unlimited

Notes  
None.

Two compulsory fields must be completed (See the description of all sign-on fields below)

- Sign-On Method
- Time

### Sign On Descriptions

- **Sign-on Method** – provides the operator with a selection of communications mediums and the level to which the communication is received — 5 being the strongest and 1 being the weakest. (Also available Radio – Unreachable, Radio – SMR (Specialised Mobile Radio) & Phone)
- **Time** – defaults to current time but can be changed manually
- **Roster** – displays to the operator whether there is a LifeGuard(s) rostered for that particular date at that particular location. If the LifeGuards have set up a patrol rosters in SurfGuard, it will be displayed here and it is important to select the correct Lifeguard when signing on the service.
- **Beach Status** – shows the current state of the Beach. Options to select include:-

- **Open** denotes that the Lifeguard Service has defined a safe swimming area by putting up SLSA standard red and yellow patrol flags.
- **Closed** – denotes that the Lifeguard Service has been unable to define a safe enough area for members of the public swim, and therefore no patrol flags are flying.
- **Surveillance** – is used in severe weather conditions at the discretion of the Lifeguard, generally meaning that the Lifeguard(s) is/are surveying the beach and beachgoers from the safety of the surf club or other shelter in inclement weather.
- **Water Craft Status** allows the operator to select the following options for the status of the Inflatable Rescue Boat (IRB); Operational, Multiple Operational Vehicles, Standby or Not Operational
- **Beach Vehicle Status** allows the operator to select the following options for the status of the Beach Vehicle/s; Operational, Multiple Operational Vehicles, Standby or Not Operational
- **UAV Status** – Unmanned Aerial Vehicle (Drone) may be in use by the Lifeguard Service and the following options are available to select; Operational, Multiple Operational Vehicles, Standby or Not Operational
- **Beach Specific Statistics at Sign On** – Surfcom operators will need to get from the Lifeguard signing the beach on the following information
  - Patrolling Members
  - People on Beach
  - Swimmers
  - People on Craft
- **Hazards At Sign-On** – Beaches' local hazards reported to SurfCom can be recorded using the appropriate checkboxes.  
 Hazards that can be recorded against a sign-on are Sharks, Marine Stingers, Crocodiles, Winds, Rip Currents, Submerged Objects, Beach erosion, Water pollution, Heavy shorebreak or Dangerous surf.  
 If the hazard does not fall into one of these in-built categories then the Other check box can be ticked and you will be able to enter a description of the hazard.

✿ Lifesaving Service Protocols – To the right of these fields is Lifesaving Service Protocols. This section provides information regarding the Lifeguard Service requirements that are set out in their Lifesaving Agreement.

✿ Depending on your State/Branch's requirements you may need to fill in some or all fields. Check with your SurfCom Supervisor/Manager.

✿ Select any appropriate hazards — this information is displayed on [Beachsafe](#) website and the Beachsafe app for the public to see.

## 4.2.2 Bulk Sign On (Lifeguard)

### Bulk Sign On

In this section, Surfcom Operators have the ability to **Sign On Multiple Lifeguards** at one time (In Bulk) if the Lifeguard(s) have a corresponding Service Profile set in SurfGuard the **Sign On time** will be displayed in the **Bulk Sign On** screen:

The Surfcom Operator can select Lifeguards in Bulk and specify their **Sign On Method**, **Time**, **Primary Contact** and any of the other available options before selecting the **Bulk Sign On** button to sign Multiple Lifeguards on at one time.

Multiple Lifeguards can be selected at once by clicking the box in the Menu Bar or Individual Lifeguards can be selected by clicking the box next to the club

Lifeguards

Bulk Sign On

[Home](#) / [Lifeguards](#) / Bulk Sign On

Sort Order:

Alphabetical

▼

Bulk Sign On

Export to Excel/CSV

<input type="checkbox"/> 6:00 AM	Sign On Method *	Time *	Primary Contact *	Beach Status	Water Craft Status	Beach Vehicle Status	UAV Status
<input type="checkbox"/> Cairns Esplanade Lagoon (Lifeguards) (Cairns Esplanade Lagoon)	Radio - 5 ▼	13:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼
<input type="checkbox"/> City Beach (Lifeguards) (City Beach)	Radio - 5 ▼	11:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼
<input type="checkbox"/> Mullaloo Beach (Lifeguards) (Mullaloo Beach)	Radio - 5 ▼	11:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼
<input type="checkbox"/> Secret Harbour Beach (Lifeguards) (Secret Harbour)	Radio - 5 ▼	11:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼
<input type="checkbox"/> Sorrento Beach (WA) (Lifeguards) (Sorrento Beach (N))	Radio - 5 ▼	11:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼

<input type="checkbox"/> 7:00 AM	Sign On Method *	Time *	Primary Contact *	Beach Status	Water Craft Status	Beach Vehicle Status	UAV Status
<input type="checkbox"/> Streets Beach South Bank (Lifeguards) (Streets Beach Lagoon)	Radio - 5 ▼	13:02	Radio ▼	Oper ▼	Not Operator ▼	Operational ▼	Not Operator ▼

## 4.2.3 View Status (Lifeguard)

### View Status

In this section, Surfcom Operators have the ability to **View Status** (Current) of all Lifeguards, they also have the ability to sort by Status, (All/Signed On/Signed Off) or Sort Order, (Alphabetical/North-South/South-North/East-West/West-East)

They can also **Sign Off** a Lifeguard from this screen or update **Progressive Stats**, **Progressive Rescues**, **Add Incident** or view **GPS Location**:

Lifeguards
View Status

Home / Lifeguards / View Status

Status: Signed On Sort Order: Alphabetical Go

Unit	Sign On	Sign Off	Beach	Water Craft	ATV	UAV	Contact Number	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Austinmer (Lifeguards) [ILL   WOLLONGONG]	09:59 (08/11/2023)	Sign Off							0	0	0	
Avalon Beach (Lifeguards) [SNB   ALS]	08:50 (08/11/2023)	Sign Off						4	150	10	20	
Avoca (Lifeguards) [CCLG   COUNCIL RWC]	09:26 (08/11/2023)	Sign Off							0	0	0	
Bar Beach Newcastle (Lifeguards) [HUN]	07:38 (08/11/2023)	Sign Off							0	0	0	
Bellambi (Lifeguards) [ILL   WOLLONGONG]	09:59 (08/11/2023)	Sign Off							0	0	0	

Lifeguards
View Status

Home / Lifeguards / View Status

Status: Signed Off Sort Order: Alphabetical Go

Unit	Sign On	Sign Off	Beach	Water Craft	ATV	UAV	Contact Number	# Patrolling	# on Beach	# on Water	# on Craft	Actions
Adder Rock (Lifeguards)	Sign On											
Agnes Water Beach (Lifeguards)	Sign On											

## 4.2.4 Change Status (Lifeguard)

### Change Status

In this section, Surfcom Operators have the ability to **Change Status** for any Lifeguards currently Signed On

The screenshot shows a web form titled "Lifeguards Change Status". It features a blue header bar with the text "Change Status". Below this, there is a "Location:" label followed by a dropdown menu. The dropdown menu is open, displaying a list of locations. The first option is "Choose...". The subsequent options are "Corrimal (Lifeguards) (CORRIMAL)", "Fairy Meadow (Lifeguards) (FAIRY MEADOW)", "Wollongong City Beach (Lifeguards) (WOLLONGONG CITY)", "Port Kembla (Lifeguards) (Port Kembla)", "Woolgoolga (Lifeguards) (WOOLGOOLGA)", and "Coalcliff (Lifeguards) (COALCLIFF)". The "Port Kembla (Lifeguards) (Port Kembla)" option is highlighted with a red box.

Operators can change/update **Beach Status**, **Water Craft Status**, **Beach Vehicle Status**, **UAV Status**, **Roster**, **# Patrolling Members** & **Hazards**

Lifeguards

Change Status

Location: Umina (Lifeguards) (UMINA)

	Current	New
Beach Status	Open	<div>Open</div>
Water Craft Status	Not Operational	<div>Not Operational</div>
Beach Vehicle Status	Operational	<div>Operational</div>
UAV Status	Not Operational	<div>Not Operational</div>
Roster		<div></div>
# Patrolling Members		<div></div>
Primary Contact	Radio	<div>Radio</div>
Number (If any):		<div></div>
Secondary Contact		<div></div>
Number (If any):		<div></div>
Lifeguard #1:		<div></div>
Lifeguard #2:		<div></div>
Lifeguard #3:		<div></div>
Lifeguard #4:		<div></div>
Lifeguard #5:		<div></div>

Hazards:

☐ Sharks

☐ Rip Currents

☐ Heavy shorebreak

☐ Other

☐ Marine Stingers

☐ Submerged Objects

☐ Dangerous Surf

☐ Crocodiles

☐ Beach erosion

☐ Winds

☐ Water pollution

Time:

14:19

Notes:

Save Changes

Reset

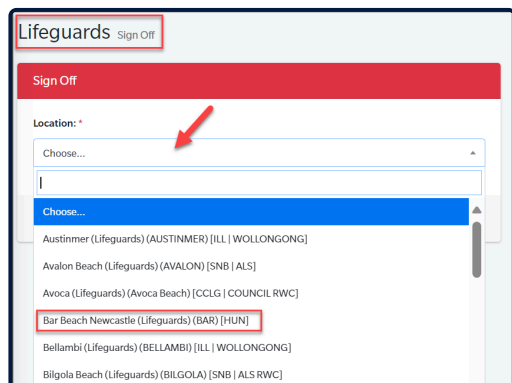
Cancel



## 4.2.5 Sign Off (Lifeguard)

### Sign Off

In this section Surfcom Operators can Sign Off a Lifeguard by selecting a **Lifeguard Service** from the **Location drop-down** and clicking **Load Details**



The screenshot shows a web form titled 'Lifeguards Sign Off'. The form has a red header bar with the text 'Sign Off'. Below the header, there is a 'Location: \*' label and a dropdown menu. The dropdown menu is open, showing a list of locations. The first item in the list is 'Choose...'. Below it, there are several location names, each followed by its service and council in brackets. The location 'Bar Beach Newcastle (Lifeguards) (BAR) [HUN]' is highlighted with a red box. A red arrow points to the dropdown menu.

Location	Service	Council
Choose...		
Austinmer (Lifeguards)	(AUSTINMER)	[ILL   WOLLONGONG]
Avalon Beach (Lifeguards)	(AVALON)	[SNB   ALS]
Avoca (Lifeguards)	(Avoca Beach)	[CCLG   COUNCIL RWC]
Bar Beach Newcastle (Lifeguards)	(BAR)	[HUN]
Bellambi (Lifeguards)	(BELLAMBI)	[ILL   WOLLONGONG]
Bilgola Beach (Lifeguards)	(BILGOLA)	[SNB   ALS RWC]

**One compulsory field must be completed** (Autofilled with current time)

- Time

**Other Optional fields are available for completion**

**Lifeguards**
[Sign Off](#)

Sign On Details: Signed on @

Beach: Open

Water Craft: Not Operational

ATV: Operational

UAV: Not Operational

Roster:

Club: Bellambi (Lifeguards) (BELLAMBI)

Date (Y-m-d):

2023-11-08

Time: \*

14:34

Preventative Actions:

Average Wave Height (m):

No. of Rescues:

0

First Aid - Minor:

First Aid - Major:

People on Beach:

0

Swimmers:

0

Swimmers Outside Flags:

0

People on Craft:

0

Notes:

☐ Sharks
☐ Marine Stingers
☐ Crocodiles
☐ Winds

☐ Rip Currents
☐ Submerged Objects
☐ Beach erosion
☐ Water pollution

☐ Heavy shorebreak
☐ Dangerous Surf

☐ Other

☐ Keep this beach (BELLAMBI) Closed after sign-off

Sign Off

Clear Screen

Cancel

Shift Change

(Sign off and go to sign on screen with data pre-filled)

Lifesaving Service Protocols

Today's Date:

Wed, 8th Nov, 2023

BELLAMBI 23 Sep - 15 Dec

Weekdays: 10:00 - 17:00

Saturday: 10:00 - 17:00

Sunday/Public Holidays: -

Patrol Position Requirements

Position	Min Members	Max Members
SPLG	-	Unlimited
SLG	-	Unlimited
LG	-	Unlimited

Notes

None.

- Preventative Actions
- Average Wave Height (m)
- No. of Rescues
- First Aid – Minor
- First Aid – Major
- People on Beach
- Swimmers
- Swimmers Outside Flags
- People on Craft
- Notes
- Hazards (Multiple Options)

## 4.2.6 Bulk Sign Off (Lifeguard)

### Bulk Sign Off

In this section, Surfcom Operators have the ability to **Sign Off Multiple Lifeguards** at one time (In Bulk) if the Lifeguard Service has a corresponding Service Profile set in SurfGuard the **Sign Off time** will be displayed in the **Bulk Sign Off** screen:

The Surfcom Operator can select Lifeguards in Bulk and specify the **Time, Preventative Actions, Rescues, First Aid – Minor & First Aid – Major** before selecting the **Bulk Sign Off** button to sign Multiple Lifeguards Off at one time.

Multiple Lifeguards can be selected at once by clicking the box in the Menu Bar or Individual Lifeguards can be selected by clicking the box next to the Lifeguard Service

Lifeguards

Bulk Sign Off

[Home](#) / [Lifeguards](#) / Bulk Sign Off

Sort Order:

Alphabetical

▼

Bulk Sign Off

X

Export to Excel/CSV

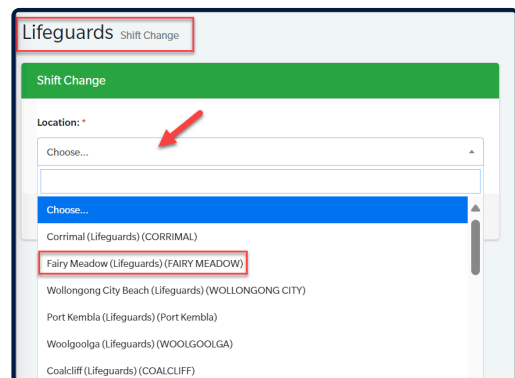
<input type="checkbox"/> 5:00 PM	Time *	Preventive Actions	Rescues	First Aid - Minor	First Aid - Major
<input type="checkbox"/> Bellambi (Lifeguards) (BELLAMBI)	15:21		0		
<input type="checkbox"/> Coffs Harbour (Lifeguards) (PARK)	15:21		0		
<input type="checkbox"/> One Mile (Port Stephens) (Lifeguards) (ANNA BAY (ONE MILE))	15:21		2		
<input type="checkbox"/> Town Beach (Lifeguards) (TOWN)	15:21		0		

<input type="checkbox"/> 5:30 PM	Time *	Preventive Actions	Rescues	First Aid - Minor	First Aid - Major
<input type="checkbox"/> Bar Beach Newcastle (Lifeguards) (Bar/Dixon/Merewether Beach)	15:21		0		

## 4.2.7 Shift Change (Lifeguard)

### Shift Change

In this section, Surfcom Operators can initiate a **Shift Change** by selecting a **Lifeguard** from the **Location drop-down** and clicking **Load Details**



**One compulsory field must be completed** (Autofilled with current time)

- Time

**Other Optional fields are available for completion**

Lifeguards Sign Off

Sign On Details: Signed on @

Beach: Closed

Water Craft: Operational

ATV: Not Operational

UAV: Not Operational

Roster:0

Club: Tamarama (Lifeguards) (TAMARAMA)

Date (Y-m-d):  
2022-09-07

Time: \*  
14:41

Preventative Actions:

Average Wave Height (m):

No. of Rescues:  
1

First Aid - Minor:

First Aid - Major:

People on Beach:  
0

Swimmers:  
0

Swimmers Outside Flags:  
0

People on Craft:  
0

Notes:

☐ Sharks

☐ Marine Stingers

☐ Crocodiles

☐ Winds

☐ Rip Currents

☐ Submerged Objects

☐ Beach erosion

☐ Water pollution

☐ Heavy shorebreak

☐ Dangerous Surf

☐ Other

☐ Keep this beach (TAMARAMA) Closed after sign-off

Shift Change

Clear Screen

Cancel

Lifesaving Service Protocols

Today's Date:  
Wed, 8th Nov, 2023

TAMARAMA 14 Sep - 03 Apr

Weekdays: 06:00 - 19:00  
Saturday: 06:00 - 19:00  
Sunday /Public Holidays: 06:00 - 19:00

Patrol Position Requirements


	Min	Mas
Position	Members	Members
PC	1	4
VC	1	4
IRBD	1	3
IRBC	1	3
ART	1	3
FAO	-	Unlimited
BM	-	Unlimited
AM	-	Unlimited
SRC	-	Unlimited
RWC	-	Unlimited

Notes

None.

- Preventative Actions
- Average Wave Height (m)
- No. of Rescues
- First Aid – Minor
- First Aid – Major
- People on Beach
- Swimmers
- Swimmers Outside Flags
- People on Craft
- Notes
- Hazards (Multiple Options)

Select **Shift Change**

 This screen will then show that the Lifeguard Service has been Signed Off for this Beach

Lifeguards Sign On

"Tamarama (Lifeguards) (TAMARAMA) were signed off at 14:41 (Actual Time: 14:43)."

Location: Tamarama (Lifeguards) (TAMARAMA)

Lifeguard Service Protocols

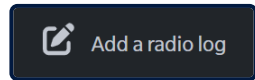
Today's Date:  
Wed, 8th Nov, 2023

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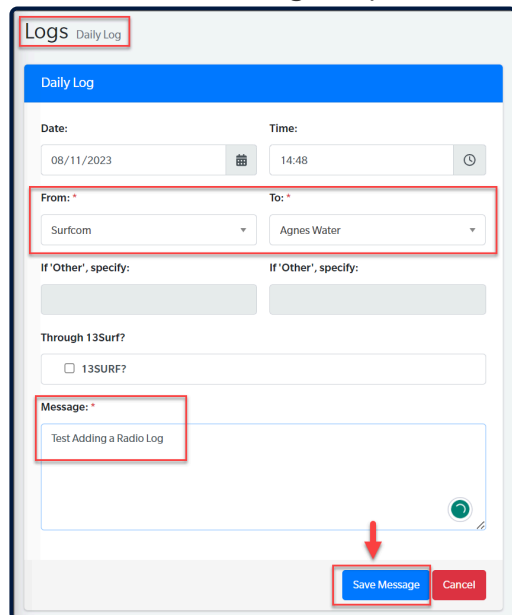
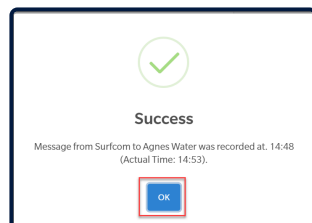
## 4.3 Add Radio Log

### Add Radio Log

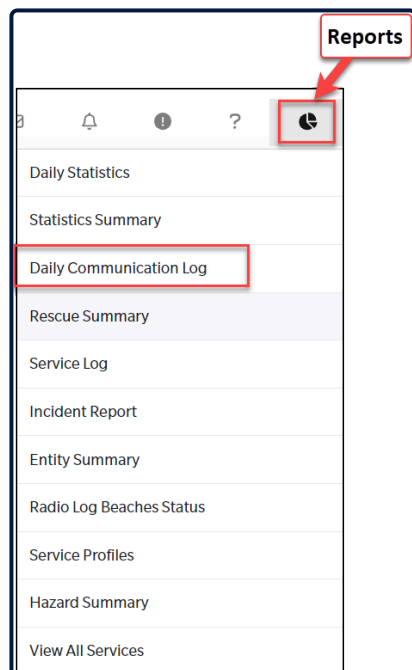
In this section, Surfcom Operators can **Add Radio Log** any messages recorded here will be appended to the **Daily Communications Log**




Select **Add Radio Log** complete the required fields and select **Save Message**

A screenshot of the "Add Radio Log" form. The form has a blue header "Daily Log". It contains fields for "Date:" (08/11/2023) and "Time:" (14:48). Below these are "From: \*" (Surfcom) and "To: \*" (Agnes Water). There are two "If 'Other', specify:" fields. A "Through 13Surf?" section has a checkbox for "13SURF?". The "Message: \*" field contains the text "Test Adding a Radio Log". At the bottom right, there is a red arrow pointing to a "Save Message" button, with a "Cancel" button next to it.

**Radio Log** messages are accessible from the **Reports > Daily Communications Log** Menu





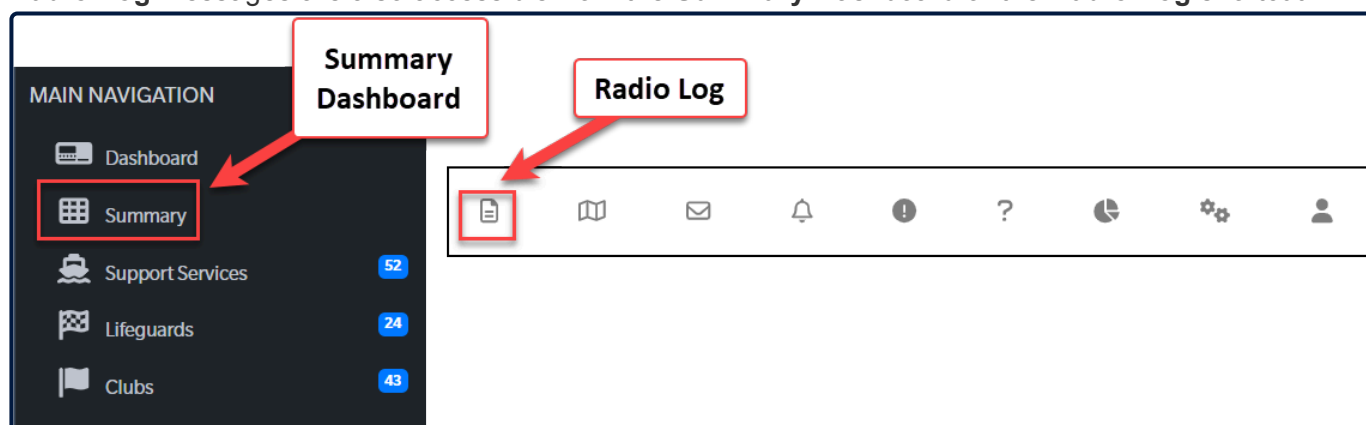
## Surf Life Saving :: Daily Communication Log Report

Report Period: 08/11/2023

[Print Report](#)

Time	From	To	Incident #	Message	Operator
14:53	Clovelly	Surfcom		Sign On - Patrol: Full, Num Patrolling: 0, Beach: Open, Water Craft: Not Operational, ATV: Operational, UAV: Not Operational, Roster: Team 03 (09:00 - 13:00), Hazards:.	rrocks
14:48	Surfcom	Agnes Water	none	Test Adding a Radio Log	ejordan
14:41	Tamarama (Lifeguards)	Surfcom		Sign Off - PAS: , FA Minor: , Beach: Closed, FA Major: , Rescues: .	ejordan
14:41	OTHER	Surfcom		Beach Hazards for TAMARAMA: None -Beach Status: Closed.	ejordan

**Radio Log** messages are also accessible from the **Summary** Dashboard or the **Radio Log** shortcut



Radio Log			
Time	From	To	Message
14:53	Clovelly	Surfcom	Sign On - Patrol: Full, Num Patrolling: 0, Beach: Open, Water Craft: Not Operational, ATV: Operational, UAV: Not Operational, Roster: Team 03 (09:00 - 13:00), Hazards:.
14:48	Surfcom	Agnes Water	Test Adding a Radio Log
14:41	Tamarama (Lifeguards)	Surfcom	Sign Off - PAs: , FA Minor: , Beach: Closed, FA Major: , Rescues: .
14:41	OTHER	Surfcom	Beach Hazards for TAMARAMA: None -Beach Status: Closed.

[Show More](#)

## Radio Log shortcut screen

Daily Chronology

Today's Log

Home / Daily Chronology / Today's Log

Radio Log

Time	From	To	Incident #	Incident type	Message	Operator
14:53	Clovelly	Surfcom			Sign On - Patrol: Full, Num Patrolling: 0, Beach: Open, Water Craft: Not Operational, ATV: Operational, UAV: Not Operational, Roster: Team 03 (09:00 - 13:00), Hazards:.	rcocks
14:48	Surfcom	Agnes Water	none		Test Adding a Radio Log	ejordan
14:41	Tamarama (Lifeguards)	Surfcom			Sign Off - PAs: , FA Minor: , Beach: Closed, FA Major: , Rescues: .	ejordan
14:41	OTHER	Surfcom			Beach Hazards for TAMARAMA: None -Beach Status: Closed.	ejordan



## 4.4 Incident Search

- From the **OTHER FUNCTIONS** menu select **Incident Search**.
- You can search for Incidents using either Incident Number or Search Criteria.

The screenshot displays the 'Incident Search' interface. At the top left, a 'Search Incident ID' field is highlighted with a red arrow. Below it, the 'Incident Search' section contains a 'Search By: \*' dropdown menu, which is also highlighted with a red arrow and shows two options: 'Incident Number' and 'Search Criteria'. To the right of this, the 'Search By Criteria' section is highlighted with a red arrow. This section includes several search filters: 'From:' (date field with '08/11/2023'), 'To:' (date field with '08/11/2023'), 'Incident Type:' (dropdown menu with 'Choose...'), 'Priority:' (dropdown menu with 'Choose...'), 'Primary Service or Secondary Service:' (dropdown menu with 'Choose...'), '13SURF:' (dropdown menu with '-'), and 'Ambulance Called:' (dropdown menu with '-'). At the bottom of the 'Search By Criteria' section are 'Search' and 'Reset Form' buttons. The 'Search By Incident Number' section on the left has an 'Incident Number:' field and 'Search' and 'Reset Form' buttons at the bottom.

- If you click Incident Number the incident details will be displayed on-screen.

## 4.5 Progressive Rescues

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## 2.3.7 Communication

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## 2.3.8 Beach Hazards

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## 2.4 Dashboards Presets

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## 2.5.1 All

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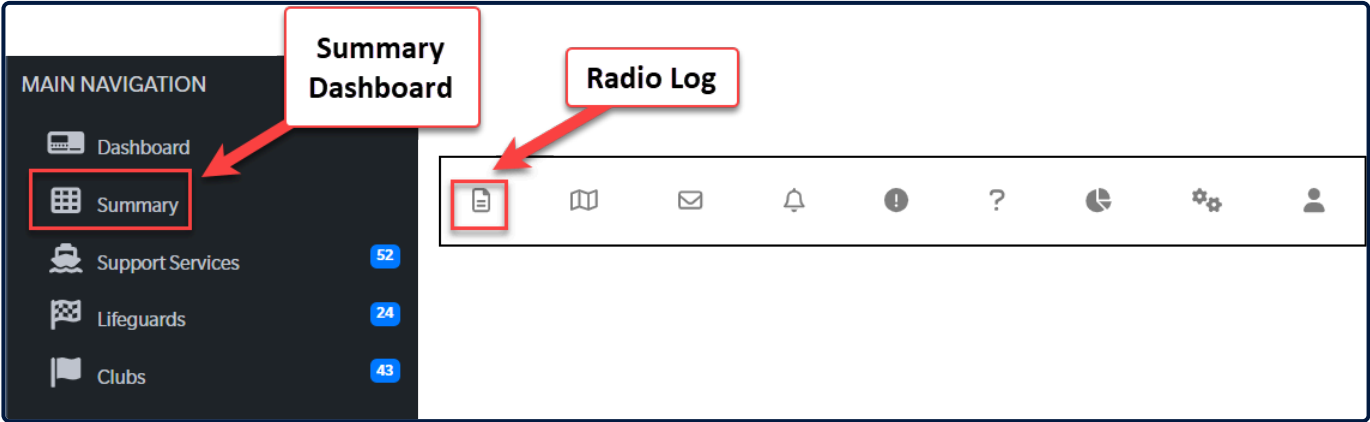
## **2.5 Other Tools/Links (Top RHS)**

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# 2.5.1 Radio Log

## Radio Log

The **Radio Log** is accessible from the **Summary Dashboard**



Radio Log			
Time	From	To	Message
14:53	Clovelly	Surfcom	Sign On - Patrol: Full, Num Patrolling: 0, Beach: Open, Water Craft: Not Operational, ATV: Operational, UAV: Not Operational, Roster: Team 03 (09:00 - 13:00), Hazards:.
14:48	Surfcom	Agnes Water	Test Adding a Radio Log
14:41	Tamarama (Lifeguards)	Surfcom	Sign Off - PAs: , FA Minor: , Beach: Closed, FA Major: , Rescues: .
14:41	OTHER	Surfcom	Beach Hazards for TAMARAMA: None -Beach Status: Closed.

Show More

or the **Radio Log** shortcut

Daily Chronology

Today's Log

Home / Daily Chronology / Today's Log

Radio Log

Time	From	To	Incident #	Incident type	Message	Operator
14:53	Clovelly	Surfcom			Sign On - Patrol: Full, Num Patrolling: 0, Beach: Open, Water Craft: Not Operational, ATV: Operational, UAV: Not Operational, Roster: Team 03 (09:00 - 13:00), Hazards:.	rcocks
14:48	Surfcom	Agnes Water	none		Test Adding a Radio Log	ejordan
14:41	Tamarama (Lifeguards)	Surfcom			Sign Off - PAs: , FA Minor: , Beach: Closed, FA Major: , Rescues: .	ejordan
14:41	OTHER	Surfcom			Beach Hazards for TAMARAMA: None -Beach Status: Closed.	ejordan



## 6.2 Generate Message

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## 2.5.6 Sign Out

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