



# Surf Life Saving Australia – Circular

October 2009

## SURFCOM MANAGEMENT SYSTEM

**Document id** 35/2009-2010

**Department** Lifesaving

**Audience** State/territory offices, branches, support services, duty officers, club captains, patrol captains.

### Summary

Surf Life Saving Australia has recently launched a new Surfcom management system to assist in the coordination of patrols and support services through Surfcoms.

This circular has important information on this system that relates to beach patrols and services that are coordinated through a branch/ state Surfcom.

Please consult your state/branch lifesaving area for more information as required.

Recent government funding has allowed Surf Life Saving Australia to develop a Surfcom management system that allows for centralised management of Surfcoms using a consistent approach as agreed to by relevant states and branches.

The new management system features a web based system accessed through, [www.surfcom.org.au](http://www.surfcom.org.au), (only accessible by Surfcom operators) which allows Surfcom operators to enter patrol/support service information directly into an online management system. This information is then automatically transferred to the national database - Surfguard.

### What does this mean for my club/service?

All information that patrols radio in to a participating Surfcom will now be directly transferred into Surfguard and logged against the allocated club/patrol thus reducing data entry and duplication of effort.

Clubs and services who are correctly set up in Surfguard and follow new standard operating procedures (as determined by your state/branch) will then only need to verify the data in Surfguard instead of the traditional method of club administrators creating patrol and incident logs themselves.

The improved system offers Surfcoms and beach patrols and services:

- Automated data collection and creation of incident logs
- Increased data collection
- Real-time reporting and analysis
- Faster transfer of data







- Now that you have linked your Surfcom stats record to your patrol log, your Surfguard stats page will now show and you can simply copy the Surfcom stats into your patrol log and add/edit as required (Refer to option 1 above for more information)

Please note that State Lifeguard Managers will develop separate operating procedures unique to the patrol or support service in question.

For further information or help on Surfguard or linking Surfcom stats to Surfguard, please call or email the Surfguard helpdesk at [Surfguardhelp@slsa.asn.au](mailto:Surfguardhelp@slsa.asn.au) or 1300 724 006.

All other radio and Surfcom operational queries should be directed to your state/territory and/or branch office.