To: SurfGuard Registrars
Cc: Club Secretaries, Club Presidents
      Club Captains, Chief Instructors
From: Bryn Sherwood – Coordinator, Club and Volunteers Services
Date: 8 January 2014
Subject: SLSA IT Service Enhancements

Action: Please be aware of the IT services upgrades

For additional details on this Circular please contact:
Lifesaving Operations on 03 9676 6930 or email lifesavingoperations@lifesavingvictoria.com.au
Circulars are available at www.lifesavingvictoria.com.au/circulars

Please be advised of the relevant recent SLSA IT Enhancements and mid-season SurfGuard management tips.

**SurfGuard Browser Issues**
With the release of Internet Explorer V11 by Microsoft, there have been reported issues of users getting ejected from SurfGuard to the login screen. This appears to be a browser compatibility issue with this version. SLSA are looking into it however recommend using Google CHROME or Mozilla FIREFOX browsers for SurfGuard.

**SurfGuard Enhancements and Updates**

**General Reports – Membership Details Report (PDF)**
When using the PDF output option, the Membership Details report will now display Patrol data as well as the usual Member information, Awards and Notes. This report is now a complete document giving a member their current information in an easy to read and simple layout.

**General Reports – Patrol Rosters**
When using the advanced search option, users can now output the Registered Season and Membership category of each patrol member. This is displayed in the HTML, Excel and PDF output of the reports.

**Custom Reports – Patrol Teams**
A new section has been added to the custom reports area called ‘Patrol Teams’, this will allow users to filter on and/or output current patrol team data relating to their members.

**General Report – Total Member Patrol Hours**
- The total member patrol hours report can now be run at a branch, state and national level as well as the usual club level.
- When using the Advanced Search, a new option has been added called ‘Patrol Hours Specifically For Organisation:’, by un-ticking this box, users can retrieve members total patrol hours across all organisations they belong to rather than just the specific club or service running the report.

**Gear and Equipment Custom Reports**
A bug has been fixed relating to the display of certain types of gear and equipment. Please remember to put the SurfGuard website as an exception in your browsers popup blocker as this specific report relies on popups.

**Email/SMS Members**
- When filtering by Pending member requests, the second filter to only retrieve "New Club Membership" Requests has been fixed. There was an issue whereby the details were not retrieved.
- A bug has been fixed whereby filtering by an Assessment ID would produce an error.
Custom Reports – Patrol Teams
A new section has been added to the custom reports area called ‘Patrol Teams’, this will allow users to filter on and/or output current patrol team data relating to their members.

Other updates and fixes
• Awards that require a pre-req of a marine licence will only allow candidates to be added to an assessment if they have an expiry date in the future recorded in SurfGuard.
• A bug has been fixed in the Member Patrol Summary General report whereby the Date of birth was showing incorrectly.
• A bug has been fixed where SurfGuard would not allow assessments to be rejected if the candidates did not qualify for the award/assessment.
• Member Patrol Summary Report – PDF format – now displays the list of awards a member holds.
• A bug has been fixed whereby the Custom Gear and Equipment report was failing to open

Beachsafe Website – Beachsafe.org.au
There have been a significant number of enhancements applied to the Beachsafe website over the last few months which will also be rolled into the new IOS (iPhone/iPad) and Android versions this month, please see details below:

• Search on future patrol dates for a beach
• Search on future events at a beach
• Change the tide station to get more accurate tidal information
• Todays photo from the patrol tracker moved to the top
• Enhanced social media features – state based twitter and Facebook for each beach now available
• Enhanced weather information for a beach
• All of these features will be wrapped into the new IOS (iPhone/iPad) and Android versions in December and released to the Google Play and iTunes store

Mid-season SurfGuard Management Tips

Below are some recommended SurfGuard activities that we suggest you undertake to keep your membership administration up to date. These tips assume your club is mid-season.

The below table can be used as a checklist, with the activities suggested being undertaken by the relevant officer.

<table>
<thead>
<tr>
<th>SURFGUARD</th>
<th>ACTIVITY DESCRIPTION</th>
<th>TASK COMPLETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Archive Members</td>
<td>Archive any member that has not renewed their membership for the 2013-2014 season. Renewal involves your club receiving a membership form (online or hardcopy), the payment of your clubs annual fee and any other requirement. This function can be performed by using the Bulk Processing from the Members drop down menu.</td>
</tr>
<tr>
<td>1.2</td>
<td>Member Lycra sizes</td>
<td>Ensure that each of your open and master’s competitors have their lycra size data entered into surfguard. From within the individual member details screen scroll down to ‘clothing sizes’ and enter appropriate lycra size.</td>
</tr>
<tr>
<td>1.3</td>
<td>Member Protection</td>
<td>Clubs can create a member details report OR use the messaging function that will result in listing all their current members and their Member Protection status. Use REG Year 2013, Tick State based information and follow up those with no form or expired information. Follow your State process in this regard.</td>
</tr>
<tr>
<td>1.4</td>
<td>Transfers</td>
<td>Keep an eye on your clubs transfers and action accordingly. Approve those transfers that have been approved by your club.</td>
</tr>
<tr>
<td>1.5</td>
<td>Pending Membership Requests</td>
<td>As we approach the end of the year it is recommended that you reject (or action) any Pending Membership Requests that your club/service is not going to accept.</td>
</tr>
</tbody>
</table>
## Lifesaving

### 2.1 Update Patrol Teams

Clubs should review and update their Patrol Teams and if needed, rosters to accommodate new members, archived members or changed dates / times.

### 2.2 Award Expiry dates for Patrolling Members awards.

Run a Patrol Team Member Qualifications report (reports – General Report – Patrol Report) selecting a Patrol Team and the season as the ‘Patrol Season’ to check each Patrol Members proficiency against their patrol position.

### 2.3 Patrol Logs

Ensure that you enter your patrol log information leading up to and include 31st December 2013 to enable current Competition Hour reports for Championships carnivals and the Carnival Manager system.

## Education

### 3.1 Enter all club proficiencies

Ensure that all your club proficiencies, completed over the last few months, are entered into surfguard including Junior Preliminary evaluations and Competition evaluations.  
Note: ensure that Junior Evaluations are entered into the Assessment type as a **Proficiency** and not as a new Award. You can use the messaging function to follow up non-proficient award holders using the current awards report.

### 3.2 Surf Education Awards

At the beginning of January, all Nipper Surf Education awards (Surf Smart etc.) should be entered as Awards in the Assessment area.

### 3.3 Assessments

Review your Assessment Lists and submit and/or action any outstanding assessments. This includes sending appropriate paperwork as necessary to your next highest authority.

## Organisational Management

### 4.1 Gear & Equipment

Ensure that all your clubs gear and equipment check lists are up to date with the entry of gear inspection dates and delete/add of old/ new equipment since the start of the season.

### 4.2 Club Contact and ABN Numbers

Ensure that your clubs contact details and ABN details have been entered into the Organisation Management – Organisation Details section of Surfguard.

For further information please refer to the full SLSA Circular 35 13-14 and Circular 37 13-14 linked below:

**Further Information**

**Life Saving Victoria**

Please contact LSV Lifesaving Operations on 03 9676 6930 or email lifesavingoperations@lifesavingvictoria.com.au

**SLSA IT Help Desk**

Please contact SLSA IT helpdesk *Please note extended hours over summer*

Phone: 1300 724 006
Surfguard Help: surfguardhelp@slsa.asn.au
All other IT Help: ithelp@slsa.asn.au

SLSA IT Support Hours
Monday to Friday: 8.00am – 6.00pm
Saturday & Sunday: 8:00 am – 1:00 pm