



**NEW SOUTH  
WALES**

# **Samsung Tablet**

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## **Information Manual and Procedures Guide**

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## Contents

Contents.....	1
1. General Information .....	2
2. Implementation Plan .....	2
3. Available Apps.....	3
4. Standard Operating Procedures (SOP's) .....	3
5. Device Settings.....	4
4.1 Connection Settings .....	4
4.2 Account Settings .....	4
6. Daily Device Requirements .....	4
5.1 Sign On & Off Procedure .....	4
7. Device Responsibility .....	4
8. Troubleshooting.....	5
9. Feedback.....	5

## 1. General Information

Surf Life Saving NSW (SLSNSW) will be distributing Samsung tablets at all 129 Surf Clubs across the NSW coastline. This pilot program is to reduce paperwork and increase efficiency in communicating vital statistics and information through to SurfCom via the Surf Life Saving Australia (SLSA) Patrol Ops App. Whilst this does not replace radio contact between each club and SurfCom it is used to assist the operators in the State Operations Centre (SOC) with signing on and off each club in the online system.

SLSNSW appreciates the support of each Surf Club in participating in this trial. Some features of the tablet may be limiting or may be found to have too much freedom and therefore submitting feedback on the devices is greatly encouraged. It is also important to note that the 4G internet connection for the use of some apps will not be available in some locations due to geographical issues and coverage limitations. Moving forward SLSNSW will be attempting to resolve these coverage issues with the relevant telephone companies.

## 2. Implementation Plan

In order to migrate into a complete paperless system, a three staged approach will be undertaken:

### Stage 1 (1<sup>st</sup> October 2017 – 30<sup>th</sup> November 2017):

- SLSNSW to distribute Samsung Tablets to all NSW surf clubs
- Clubs to continue to use the Patrol Logs and Incident Logs as primary recording methods
- Club to use the SLSA Patrol Ops App to **sign on and off patrol**.
- **Note:** *clubs must only use the sign on and sign off function/page of the SLSA Patrol Ops App until directed otherwise. The current version of the app does fully not support SLSNSW requirements and we need to mitigate the potential recording of false data.*
- Clubs/beaches who do not currently have reliable internet access to operate as normal
- Club administrators are to continue to input statistics into SurfGuard as per usual.

### Stage 2 (1<sup>st</sup> December 2017 – 30<sup>th</sup> April 2018):

- Clubs to use the new updated SLSA Patrol Ops App as the Primary recording method (**Only use Paper Logs if backup is required**)
  - The SLSA Patrol App will be the electronic version of the Patrol Log and Incident Log
  - Clubs/beaches who do not currently have reliable internet access to operate as normal
    - SLSNSW are currently investigating possible solutions

### Stage 3 (1<sup>st</sup> May – 30<sup>th</sup> June 2018):

- SLSNSW to conduct a review of 2017/18 season and update tablets and requirements accordingly.
- Clubs to continue to use tablets taking into account relevant updates and/or changes to procedures communicated by SLSNSW

### 3. Available Apps

On the Samsung tablet there are several Surf Life Saving NSW recommended apps available for patrol use. A brief description of each app can be viewed in the following table:

App Name	Description
Patrol Ops	Tool to allow patrol members to sign on and off with SurfCom. Clubs must ensure that all patrol captains using the app have their SLSA Members Portal logins available as it is required to login to the app.
Beachsafe	Provides a breakdown of local information at beaches across Australia including nearest patrolled locations and general safety information
BOM Weather	The Bureau of Meteorology's (BOM) official weather app
WillyWeather	Weather app that uses BOM data and fine tunes it to provide detailed forecast information to the specific coordinates of over 17,000 Australian locations
SharkSmart	Provides key information and resources to users about tagged sharks
Event Manager	App for event management
Water Safety	App to monitor water safety

There are several other apps available for use at the discretion of the Surf Club. The Email app is available for Surf Clubs to use for communications between SurfCom and Patrol Captains and the Calendar app is for the club to input information on local events and carnivals as another means to make members aware of upcoming events.

The Contacts app has been preloaded with several key contacts at Branch and at SurfCom. Surf Clubs may add contacts to the device if required for key club contacts. **Do not** save contacts to the Google Account as they will appear on all tablets across the State.

The Phone app is also available and is to be used in emergencies **only**. No personal calls are to be made using the app and the call log will be monitored.

### 4. Standard Operating Procedures (SOP's)

A folder containing the current SOP's as well as the latest copy of the Lifesaving Operations Procedures Guides and SLSA's Terms and Definitions is available in the top left hand corner of the main page of the tablet. The purpose of this folder is to allow patrolling members a way to quickly access the most up to date information on the standards and procedures required when on the beach.

Having a soft copy version of all the relevant SOP's allows users to search for key words or jump to a page when trying to find a specific area of the documents.

## 5. Device Settings

Patrol Captains will not need to access any of the settings on the device and Patrol Captains may only access the device settings while under the guidance of an operator at the SOC. The following sections outlines the different settings that clubs will need to initially set up on the tablet.

### 4.1 Connection Settings

Depending on the connection at each Surf Club there are two options for internet that can be used to access the different apps that require it. For the clubs that have their own WiFi network, please connect the tablet to the WiFi before use. If a club does not have WiFi, all tablets will include a 4G SIM card supplied by SLSNSW that will allow for the internet connection required to use the apps on the device. The data and call allowance per club is 2GB and if clubs are to reach this limit, they will be required to explain the reasons for increased allowance.

### 4.2 Account Settings

All tablets will come pre-loaded with a Lifesaving Google account, **do not** deactivate this account or modify it in any way. However, Surf Clubs are free to add their own email account to the tablet. This email will remain on the tablet and be used for communication between SurfCom and the Patrol on duty. Once a club has added an email address, they are required to send an email to [soc@surflifesaving.com.au](mailto:soc@surflifesaving.com.au) to advise of the email address of the tablet so it can be added to the SOC tablet database. The email address associated with the Samsung Tablet may only be used to contact SurfCom.

## 6. Daily Device Requirements

### 5.1 Sign On & Off Procedure

All clubs must use the SLSA Patrol Ops App to sign in and to sign off with SurfCom when available. For the clubs that do not have internet access due to 4G limitation, please sign on and off with SurfCom as per previous seasons and use paper logs.

When signing off using the app, please ensure that no statistics are entered into the sign off screen as this part of the app does not currently meet the requirements of SLSNSW. An update to the app will be released in December 2017 as per the Circular.

## 7. Device Responsibility

The tablet may be used by any member of a patrol under the direction of the Patrol Captain or Vice Patrol Captain who will be responsible for the tablets use during patrol hours. Outside patrol hours, the Surf Clubs Management Committee will be responsible for the security of the device. Therefore, it is necessary that the device is to remain in the Patrol or First Aid room of the Surf Club when not in use and to ensure that the device is securely locked and charged overnight.

In the event that the device is lost or stolen it is the clubs responsibility to immediately alert Lachlan Wild, Lifesaving Officer at SLSNSW via email: [lwild@surflifesaving.com.au](mailto:lwild@surflifesaving.com.au). The tablet will then be replaced at the expense of the Surf Club and sent to the club as soon as possible.

## 8. Troubleshooting

Please consult the following table when experiencing issues with the Samsung tablet:

Issue	Solution
Tablet is not on	Turn on tablet by holding down power button on the top right of the frame
Tablet does not turn on	Check battery levels by plugging the tablet into the charger
Tablet screen is frozen	Turn tablet off and then back on again
Unable to open an app	Press the square to the left of the home button, followed by 'Close All', then open app again
Tablet is running out or is completely out of battery	Connect the tablet to the charger and connect it to a wall socket for charging
App is frozen	Press home button and then press the square to the left of the home button, followed by 'Close All'

If the issue is not listed or the above solution is not effective, please contact the SOC on 9471 8092.

## 9. Feedback

The 2017/18 season is the first year that Surf Clubs will have access to Samsung tablets and the associated apps that they can access. Therefore, some aspects of the tablets may be found to be too restrictive or not restrictive enough in some areas and there could be some features that Surf Clubs might want or might think are not appropriate for use on the tablets. SLSNSW would like Surf Clubs to provide feedback where appropriate on how we could improve the use of the Samsung tablets for future seasons.

Feedback can be provided through the SLSNSW website starting in October 2017.

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If you have any questions please contact Lachlan Wild, NSW Lifesaving Officer.

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