



Surf Life Saving Australia

Title:	SurfGuard Rewrite – Release of v2 to Production
Document ID:	Circular 67/25-26
Audience:	SLS State Representatives & SurfGuard Users
From:	SLSA National ICT Unit (NICTU)
Date:	23 March 2026
Summary:	This document provides details of the release to production of SurfGuard v2 on Monday, 13 April 2026

The upcoming SurfGuard release is scheduled for **Monday, 13 April** as part of the ongoing Core Systems Rewrite.

To support this release, SurfGuard will be **unavailable for approximately two hours from 12:00pm to 2:00pm (AEST) on 13 April 2026 due to a planned system outage.**

This release continues the progressive rollout of the new SurfGuard platform, focused on improving usability, stability, and long-term sustainability while minimising disruption to clubs, services, and states. This is the first of 9 staged releases.

Further information, including user guidance and any actions required is detailed below.

1. What SurfGuard Users Need to Do Once the Release is Completed on 13th April to Access SurfGuard v2

ACTION REQUIRED: Set Up Your SurfGuard Access

All users must complete this after the release—access will not be available until it is done.

Step 1: Go to <https://sg.sls.com.au>

Step 2: Enter your credentials and select “Sign In”.

Step 3: Follow steps to “Upgrade Account”

Step 4: Follow prompts to set your password

🕒 Takes 2–3 minutes | One-time setup

👤 Watch how: [Migrate User Account](#)

📖 Full guide: [Click Here](#)

FAQ – See below.

⚠️ Access will be unavailable until completed



2. How SurfGuard Users can prepare for the release of SurfGuard v2 on 13th April

a) SurfGuard User Guide & Recordings

View the new SurfGuard v2 User Guide. Several pages in the guide have links to watch recordings of the process [Click Here](#)

b) Register for one of our 30-minute webinars

Our guided webinars will go through the features of the release and show you how to navigate your way around the new look SurfGuard.

Q&A Sessions for SurfGuard v2

Tuesday, 14th April – 1300hrs (AEST) – [Register](#)

Tuesday, 14th April – 1800hrs (AEST) – [Register](#)

Wednesday, 15th April – 1200hrs (AEST) – [Register](#)

Wednesday, 15th April – 1730hrs (AEST) – [Register](#)

Thursday, 16th April – 1230hrs (AEST) – [Register](#)

Thursday, 16th April – 1800hrs (AEST) – [Register](#)

3. What is being released in SurfGuard v2

Features Included in Release

NOTE: Some SurfGuard dashboard widgets provide high-level reporting that relies on complex data calculations. To ensure accuracy and consistency across different user levels, these widgets may be withheld from release or temporarily hidden if issues are identified through final review or testing. Where required, equivalent reporting will be provided by the SLSA Business Intelligence team in collaboration with States.

SurfGuard Feature	Access	Ticket #
Sign In & 2FA	National State Branch Club	SGV2-45
Sign In - Migrate User	National State Branch Club	SGV2-45
Sign In - Agreements	National State Branch Club	SGV2-1655
Sign In - Forgotten Password	National State Branch Club	SGV2-50
Sign In - Forgotten Username <i>*new feature</i>	National State Branch Club	SGV2-103
Sign In - Mandatory Password Changes	National State Branch Club	SGV2-50
Sign Up	National State Branch Club	SGV2-101



Dashboard - Widget: Assessment Actions <i>*new feature</i>	National State Branch Club	SGV2-1557
Dashboard - Widget: Awards and Proficiencies	State Branch Club	SGV2-1552
Dashboard - Widget: Important Announcement	National State Branch Club <i>*Widget will be hidden if there are no messages to display</i>	SGV2-1549
Dashboard - Widget: Lifesaving Activities (<i>Called 'Preventative Actions' and 'Rescues' in legacy SG</i>)	National State Branch Club	SGV2-1555
Dashboard - Widget: Member Request and Family Group Actions <i>*new feature</i>	Club	SGV2-354
Dashboard - Widget: Patrol Log Actions <i>*new feature</i>	State Branch	SGV2-1554
Dashboard - Widget: TAF and SS Holders	Club	SGV2-1553
Dashboard - Widget: Total Registered Members (<i>Called 'Member Retention' in legacy SG</i>)	Club	SGV2-1550
Menu Favourites <i>*new feature</i>	National State Branch Club	SGV2-356
Find Member - Search/List Page	National State Branch Club	SGV2-228
Find Member - Member Quick View <i>*new feature</i>	National State Branch Club	SGV2-1422
Header - Helpdesk	National State Branch Club	SGV2-245
Header - User Guide <i>*new feature</i>	National State Branch Club	SGV2-245 & STAT-89
Header - Club Directory <i>*new feature</i>	National State Branch Club	SGV2-245
Header - Member Quick Search	National State Branch Club	SGV2-355
Maintenance - Countries	National	SGV2-1477
Maintenance - Drivers License Types	National	SGV2-1498
Maintenance - ID Verification Types <i>*new feature</i>	National	SGV2-1495
Maintenance - Languages	National	SGV2-1472
Maintenance - Occupations	National	SGV2-1539



Maintenance - Schooling Levels	National	SGV2-1538
Maintenance - Titles	National	SGV2-1481
Menu	National State Branch Club	SGV2-57
Navigation Sidebar Panel	National State Branch Club	SGV2-291
Quick Access Section	National State Branch Club	SGV2-1380
User Dropdown - Change Organisation	National State Branch Club *If user only has access to 1 organisation, then this option won't show	SGV2-242
User Dropdown - Change Password	National State Branch Club	SGV2-1376
User Dropdown - Open Other Apps (<i>Called 'Systems' in legacy SG</i>)	National State Branch Club	SGV2-1377
User Dropdown - Update Account Details	National State Branch Club	SGV2-1375
User Dropdown - Sign Out	National State Branch Club	SGV2-246
View/Edit Member - Awards tab	National State Branch Club	SGV2-1424
View/Edit Member - Patrols tab	National State Branch Club	SGV2-1424
View/Edit Member - Flag Member	National State	SGV2-1424
View Member History tab - Membership History section	National State Branch Club	SGV2-412
View/Edit Member Info tab - Contact Details section	National State Branch Club	SGV2-227
View/Edit Member Info tab - Documents section	National State Branch Club	SGV2-299
View/Edit Member Info tab - General Details section	National State Branch Club	SGV2-1378
View/Edit Member Info tab - Guardian Details section	National State Branch Club	SGV2-1426
View/Edit Member Info tab - Emergency Contact section	National State Branch Club	SGV2-1425
View/Edit Member Info tab - Notes section	National State Branch Club	SGV2-321



View/Edit Member Info tab - RFID Tags section	National State Branch Club	SGV2-1427
View Member Info tab - SLS Hub Account section (Called 'Members Portal Account Details in legacy SG)	National State Branch Club	SGV2-1428
View Memberships tab - Family Groups section <i>*new feature</i>	National State Branch Club	SGV2-1436
View/Edit Memberships tab - ID Verification section	National State Branch Club	SGV2-1501
View/Edit Memberships tab – Internal Memberships section	National State Branch Club	SGV2-1448
View/Edit Memberships tab - Mailing Groups section	National State Branch Club	SGV2-1449
View/Edit Memberships tab - Member Declaration section	National State Branch Club	SGV2-1437
View/Edit Memberships tab - Member Protection section	National State Branch Club	SGV2-1450
View/Edit Memberships tab - Member Screening section (Called 'Member Protection' section in legacy SG)	National State Branch Club	SGV2-1506
View/Edit Memberships tab - Membership Details section	National State Branch Club	SGV2-1442
View/Edit Other Info tab - ARN Licences section <i>*new feature</i>	National State Branch Club	SGV2-1548 STAT-313
View/Edit Other Info tab - Demographic Details section (Called 'Enrolment/Background Details' in legacy SG)	National State Branch Club	SGV2-1439
View/Edit Other Info tab - Drivers Licence section	National State Branch Club	SGV2-1441
View/Edit Other Info tab - Marine Licences section	National State Branch Club	SGV2-1546
View/Edit Other Info tab - Medical Info section	National State Branch Club	SGV2-1440
View/Edit Other Info tab - PWC Licence section <i>*new feature</i>	National State Branch Club	SGV2-1547 STAT-313
View/Edit Transactions tab	National State Branch Club	SGV2-1381



Enhancements/Improvements

Enhancement	Description	Ticket Number
1. Improved access to the user guide within SurfGuard	SurfGuard now features a direct link to the user guide in the application header and individual links in the menu for each item, making support information easier for users to find.	SGV2-245 & SGV2-57 & STAT-89
2. Add a field called "First Language" to Demographic Details section in the member profile	Because SG does not currently capture a person's first language, its structure appears to assume English as the default primary language, with only a secondary language option available. Capturing first-language data would help us better understand and represent the diversity of our Clubs.	SGV2-1439 & STAT-235
3. Update the options available for the disabilities list in the member profile	Update the list of options for disabilities to align with Australian Institute of Health and Welfare Disability Groups to make it easier to compare data.	SGV2-1440 & STAT 235
4. Add "WWC not required" and "Reason" fields in the Member Protection section of the member profile	This is so the clubs can self manage better and preclude people from reports.	SGV2-1450 & STAT-362



Frequently Asked Questions

What happens if I don't complete the upgrade following the first phase of the upgrade of SurfGuard?

You won't be able to access SurfGuard v2 until the upgrade steps are completed.

What do I need to do to prepare before logging in after the release?

- 1) Read or watch the user guide – The new SurfGuard v2 User Guide includes: step by step instructions, embedded short recordings for key tasks. Many pages include click-to-watch mini videos explaining the process. To read the full guide click here - [Click Here](#). To watch how click [here](#)
- 2) Join a 30 minute Q&A Webinar (optional but recommended) – Choose a time that suits you on 14th, 15th and 16th April. There are day time and evening times available!
- 3) Click here to enter your credentials and select 'Sign in' Go to <https://sg.sls.com.au>
- 4) Visit the Members Helpdesk – <https://help.sls.com.au/helpdesk/>

Do I need to create a new account?

No. You will upgrade your existing account the first time you log in after the release.

Will my existing data still be there?

Yes. Member, patrol, award, and organisational data are retained as part of the Core Systems Rewrite rollout.

Why is SurfGuard unavailable for two hours?

This is a planned outage required to safely deploy the new SurfGuard v2 platform into production.

How does SurfGuard V2 improve the member experience?

SurfGuard v2 makes it easier for clubs and states to manage member information accurately and efficiently. This means fewer delays, clearer communication, and better support for members, with improved handling of family groups, screening and protection requirements, and more inclusive demographic information.

What's New in SurfGuard V2?

- New navigation sidebar



- Menu favourites to quickly access frequently used areas
- Quick access panel for common tasks
- Cleaner, more modern layout
- New and updated dashboard widgets, including: Assessment actions, member requests and family group actions, patrol log actions, awards, proficiencies, and lifesaving activities.
- Member management improvement: Member quick view, improved find member search, expanded family groups.
- Better data and inclusion: New first language field, updated disabilities list, improved member protection fields.

Is this the full SurfGuard upgrade?

No. This release is the first stage of a progressive rollout of the new SurfGuard platform. Many existing SurfGuard functions will continue to operate as they do today, with additional improvements and new features introduced gradually in future releases.

Who do I contact if I'm stuck?

- Use the Helpdesk option in the SurfGuard header or click [here](#)
- Refer to the [User Guide](#) and [short videos](#)
- Attend a Q&A webinar for live support



SurfGuard Release Schedule (non-technical)

Release	Release Name	Release Date	What this release delivers
R1	App Shell & Authentication	13-Apr-26	Foundations of the new SurfGuard. Members and officers can securely log in, switch organisations, navigate the new interface, and access core dashboards. This release establishes the base platform everything else builds on.
R2	Member Search, Listing & Patrol Roster	13-Apr-26	Finding people and patrols gets easier. Improved member search and listing, clearer patrol rosters, and better visibility of who is patrolling and where.
R3	Managing Members & Patrol Logs	31-May-26	Day-to-day member and patrol management. Clubs can manage member records more effectively and record patrol activity through structured patrol logs.
R4	Member Bulk Processing & Complete Patrols	31-Jul-26	Efficiency at scale. Bulk member processing, streamlined patrol completion, and tools designed to reduce administrative workload for clubs and services.
R5	Education Assessments & Organisation Details	30-Sep-26	Education and organisational capability begins. Assessment requests, qualification checks, and clearer organisation and officer details come online.
R6	Complete Education & Organisation	30-Nov-26	Education and organisation capability completed. End-to-end education workflows are finalised, including certifications and organisation management features.
R7	Reports & Nippers	31-Jan-27	Reporting, insights and Nippers. Improved reports, better access to data for decision-making, Nipper management, certificates, and communication tools.
R8	System Administration & ABSAMP	31-Mar-27	System administration and governance controls. User access, permissions, administration tools and ABSAMP-related functionality are delivered.
R9	Maintenance	31-May-27	Maintenance and asset management. Beach, facility and maintenance modules are introduced, completing the SurfGuard modernisation program.