

Memorandum

To: All Members
From: Hamish Jones, SLSNSW Lifesaving Operations Coordinator
Date: 30/09/2026
Pages: 1
Subject: SurfAssist and Radio Reprogramming – Updates and Reminders for Clubs

1. SurfAssist

Thank you to all clubs whose patrols signed on using the new Surf Assist over the weekend. Feedback was generally very positive, although we are aware that some patrols experienced difficulties signing on during Sunday afternoon. Surf Life Saving Australia has advised that the issues have been identified, and work is underway to resolve them ahead of this coming weekend's patrols.

Clubs are requested to review their patrol logs in SurfGuard to confirm that data has transferred correctly from Surf Assist and that patrol members and statistics have been recorded accurately. Please pay particular attention to patrols conducted on Sunday 27 September 2026.

We also identified that some clubs continued to sign on using the old Operations App. While this app remains live due to different transition timeframes in other states, all NSW patrols are reminded to only use Surf Assist for patrol sign-on and reporting.

Please refer to the previous Surf Assist communications for further information

2. Radio Re-Programming

Clubs are reminded that all radios should have been reprogrammed before the start of the patrol season.

We have received reports from some clubs that Channel 2 was not working on individual radios. This may indicate that those radios have not received the updated programming.

Clubs with radios that still require reprogramming are requested to contact their regional radio service provider promptly to arrange completion. Provider details and regional allocations are outlined in the previous radio circulars linked below.

Further information is available in:

[Circular 3967 – 2026 Radio Programming Update](#)

[Circular 3957 – 2026 Radio Maintenance, Programming and Purchasing](#)

Thank you for your assistance in ensuring accurate patrol records and reliable radio communications throughout the season.

COASTAL RADIO NETWORK (CRN) CHANGES

2026/27 SEASON

**ALL CRN RADIOS MUST BE REPROGRAMMED
FOR THE 2026/27 SEASON**

⚠ COMPATIBILITY WARNING

REPROGRAMMED AND UNPROGRAMMED RADIOS WILL NOT COMMUNICATE
WITH EACH OTHER ON **CHANNEL 1**, **CHANNEL 2** OR **TRAINING 1–4**.

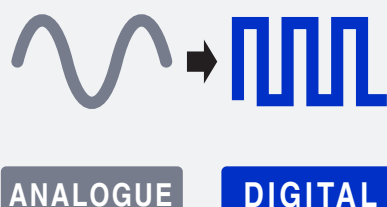


CHANNEL 3 AND REPEATER CHANNELS REMAIN UNAFFECTED

1 ALL CHANNELS DIGITAL

All CRN radio channels are being **digitalised** for the 2026/27 season.

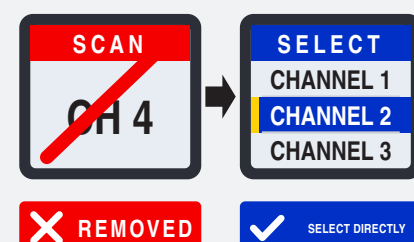
**Radios must be reprogrammed
before operational use.**



2 SCAN CHANNEL 4 REMOVED

Scan Channel 4 has been removed. There is no scanning.
Select and monitor the required operational channel directly.

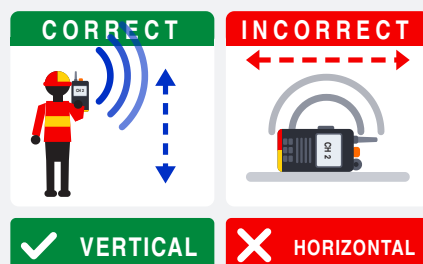
**You will only hear the channel you
have selected.**



3 KEEP YOUR RADIO UPRIGHT

Portable radios use **vertical polarisation**. For the best coverage and performance:

- Hold or wear the radio upright
- Keep the antenna vertical
- Avoid operating the radio while it is lying flat



4 RADIO LOCATION TRACKING

All **TAIT** and **Hytera** radios can be location tracked when:

- The radio is switched on
- The radio is within CRN repeater range

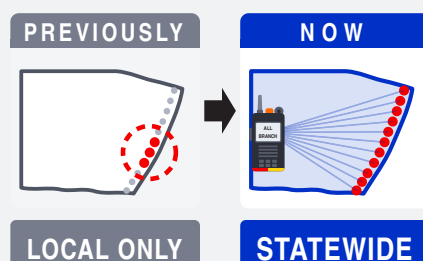
Location reporting depends on coverage and network availability.



5 ONE STATEWIDE RADIO PROFILE

Radios now contain channels for **every SLSNSW branch**. Previously, radios generally contained only the local branch and neighbouring branches.

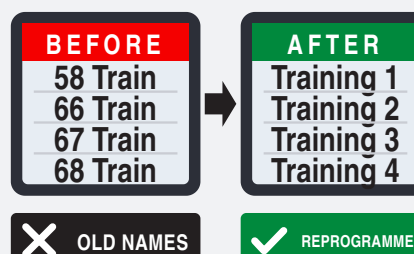
**Select the correct branch and
operational channel before
transmitting.**



6 IDENTIFY A REPROGRAMMED RADIO

A reprogrammed radio will display **Training 1, Training 2, Training 3 and Training 4**.

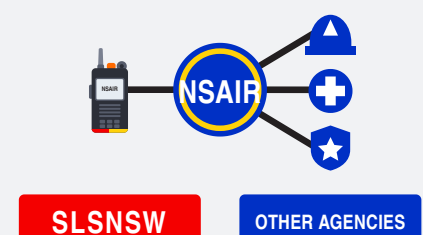
These replace the previous channel names 58 Train, 66 Train, 67 Train and 68 Train.



7 NSAIR NOW INCLUDED

All NSAIR-capable radios now include **NSAIR** — the statewide emergency-services interoperability channel.

**NSAIR is for authorised
operational use.**



8 CHANNEL 3 – ALLOW 60 SECONDS

When you select Channel 3, the radio can take **up to 60 seconds** to find the right repeater.

**Give it time to connect before you
transmit.**



FINAL CHECK — BEFORE PATROL OR OPERATIONAL USE

- Check Training 1–4 appear — the radio is reprogrammed
- Select the correct branch and operational channel
- Hold the radio upright when transmitting
- Allow up to 60 seconds when you select Channel 3
- Complete a radio check