

Deckee Log On/Log Off

Frequently Asked Questions

Welcome to the Deckee Log On/Log Off (LOLO) FAQ

Thank you for your interest in the Deckee Log On/Log Off (LOLO) service. This document is designed to help you understand how the Deckee app works, how it complements Marine Rescue WA's existing services, and how it can enhance your boating safety.

Whether you're new to the app or just looking for answers to specific questions, this FAQ document provides clear and practical information on:

- How to Log On and off
- Data privacy and how your information is used
- Monitoring procedures to keep you safe on the water
- Troubleshooting and support if you encounter any issues

We've also included links to the [Deckee Support Page](#) for additional guidance, so you always have access to the help you need.

If you have feedback or further questions, we'd love to hear from you!

Emergency Contacts & Procedures

 **If you are in an emergency situation on the water, call 000 immediately.**

Alternatively, you can contact **Water Police directly on (08) 9442 8600** for marine-related emergencies.

Marine Rescue and the Deckee app are monitoring tools designed to enhance safety, but they are **not** a substitute for emergency services. If you require immediate assistance, always call **000 or Water Police**.

Safe boating, and thank you for being part of the LOLO trial.

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General Information About the Deckee App & LOLO Service

Q: What is the Deckee Log On App and how do I download it?

The FREE Deckee mobile app provides access to the Log On/Log Off (LOLO) service provided by Marine Rescue WA, which is a free safety tool for boaters. You can log your trips, set an expected return time, and receive monitoring support.

Download from <https://deckee.com/download>

Q: Is this an official WA App?

Yes, the app is a joint project between Department of Fire and Emergency Services (DFES) and Department of Transport (DoT)

Q: Is Deckee an Australian company?

Yes, Deckee is an Australian company based in Newcastle, NSW.

Privacy, Data Retention & Information Sharing

Q: Who holds my personal data, and can I manage my public profile?

Your personal data is securely stored by Deckee and managed in partnership with the Department of Fire and Emergency Services (DFES). You can edit or suspend your profile at any time via the app. Due to government data retention requirements, your data cannot be deleted, but you can choose to hide your profile from Marine Rescue operators.

To learn more, visit <https://dfes.wa.gov.au/LOLO-Additional-Terms>

To learn more about Deckee's privacy policy visit <https://deckee.com/privacy>

Q: What personal and trip data does Deckee App with LOLO functionality collect?

The personal information that may be collected from you, and shared with us by Deckee Pty Ltd, includes (but is not limited to):

- name, mobile phone number and email address
- vessel name, Department of Transport vessel registration number and boat trailer registration (if applicable)
- radio callsign



- departure point and time, waypoints, number of people on board and estimated return time
- your last known position.

To learn more, visit <https://dfes.wa.gov.au/LOLO-Additional-Terms>

Q: How does Marine Rescue, DFES, WA Police and the WA government use the personal and trip data?

DFES and Marine Rescue WA may use information provided by Deckee Pty Ltd for the purposes of monitoring trip plans and coordinating search and rescue efforts. If a person does not log off within 15 minutes after their nominated return time, emergency contacts will be contacted. Information will also be used to conduct search and rescue efforts when a person has not logged off 30 minutes after their stated return time or where it is reasonably considered a person requires search and rescue.

DFES and Marine Rescue WA will not disclose the personal information provided to us by Deckee Pty Ltd to any third party (including other WA Government entities) other than with your consent, or for a purpose you would reasonably expect (including as set out in this Privacy Statement), or where required, authorised or permitted by law.

Personal information (including last known location data) will also be available to the Western Australia Police Force (WAPOL). Information about how WAPOL handles personal information is available in the WA Police Force privacy statement.

To learn more, visit <https://dfes.wa.gov.au/LOLO-Additional-Terms>

To learn more about Deckee's privacy policy visit <https://deckee.com/privacy>

Q: If I delete the App, does this also delete personal and trip data held by Deckee and DFES?

No. Due to government data retention policies, all trip and personal data must be stored permanently. However, you can request to hide your profile from Marine Rescue operators if you no longer wish to use the service.

To learn more, visit <https://dfes.wa.gov.au/LOLO-Additional-Terms>

Q: What personal / profile information is visible to other members of the public?

The visibility of your information depends on the privacy settings you choose during setup of the Deckee App.

✓ You can choose to make your vessel visible to other users.

✓ You can hide your vessel from public view entirely if you prefer.
Your personal details, such as contact information, are not shared publicly and are only accessible to Marine Rescue and other emergency services for safety purposes.

Q: How do I use the app but protect the location of my fishing spot?

Deckee does not track your real-time location. Instead, it records your planned trip details, such as departure time, expected return, and general boating area. You can adjust your settings to control what vessel information is visible to others.

Using the App vs. VHF Radio/Phone

Q: What are the benefits of the App over existing VHF and telephone methods?

The Deckee app is a new option for logging on—designed to complement, not replace, existing VHF and telephone methods. It offers a convenient and efficient way to log your trip, especially if you're heading out solo or in areas with limited radio coverage.

Using the app, you can:

- ✓ Log On anytime, anywhere – No need to wait for a radio operator to be available.
- ✓ Save time with pre-filled details – Your vessel and emergency contact info are stored for quick log-ons.
- ✓ Receive safety alerts and weather updates – Stay informed while on the water.
- ✓ Easily share trip details – Your emergency contact automatically gets an email copy of your log-on.

The app works alongside VHF and telephone methods, giving you more choice in how you Log On with Marine Rescue. If you prefer to use your radio or phone, you still can!

Q: Can I Log On via one method (VHF, Telephone, Deckee App) and log off by another directly with a Marine Rescue Radio Operator?

Yes, but with some limitations:

- ✓ If you Log On via the Deckee app, you can log off or update your trip by contacting your nearest Marine Rescue radio operator.
- ✗ If you Log On directly with a Marine Rescue operator (via VHF or telephone), you cannot edit or log off that trip through the Deckee app—you must log off using the same method you logged on with.



Logging On & Off

Q: How does pre-loading my information make log on more efficient?

Pre-loading your information means creating a one-time profile with details about yourself and your vessel(s). This makes logging on faster, as your details will auto-fill each time you use the app—saving you time and getting you on the water quicker. To use the Deckee Log On/Log Off (LOLO) service, you must create a profile in the app. Your vessel details, contact information, and preferred emergency contact will be securely stored for future use.

Q: Do I need an account and profile or can I just do the LOLO manually?

To use the Deckee Log On/Log Off (LOLO) service, you must create a profile in the app. Your vessel details, contact information, and preferred emergency contact will be securely stored for future use.

Q: Can I share my trip information with other friends and family?

Yes! You can choose to share your trip profile with other users of the Deckee app. Additionally, when you Log On via the app, a copy of your trip details is automatically emailed to your nominated emergency on-land contact, ensuring someone knows your plans.

Q: What happens if I don't log off on time?

If you don't log off on time, Marine Rescue volunteers will first attempt to contact you using the details in your profile. If they are unable to reach you, the situation may be escalated to Water Police, who can initiate a search and rescue operation. Your Emergency Contact (where provided) may also be contacted if we are unable to reach you.

Q: What happens if my log off time is after Marine Rescue Operators shut down at the end of the day?

Your trip details remain visible on the Deckee Dashboard, which is accessible to Marine Rescue volunteers and Water Police. Even if radio operators are off duty, your log-on information is still available for monitoring.

If you become overdue, standard safety procedures will apply, and efforts will be made to contact you or your emergency contact.

Q: What happens if my trip starts before Marine Rescue Radio Operators start for the day?

You can still Log On via the Deckee app at any time, even if Marine Rescue radio operators are not yet on duty.

Your trip details will be recorded and available on the Deckee Dashboard, ensuring Marine Rescue volunteers and Water Police can access your information if needed.

Editing or Updating a Trip

Q: What if I need to extend my trip after logging on?

If you need to extend your trip beyond your original planned return time, you can edit your log-on details in the Deckee app before your ETA expires.

- ✓ If using the **Deckee app**, update your estimated return time directly in the app.
- ✓ If you logged on via **VHF or telephone**, contact your nearest Marine Rescue Group to update your return time.

Q: What should I do if I change my destination after logging on?

If your destination changes mid-trip:

- ✓ If you're using the Deckee app, update your trip details in the app, or reach out to Marine Rescue volunteer via VHF marine radio for assistance
- ✓ If you logged on via VHF or phone, notify Marine Rescue of your new plan.

Q: Can I Log On for multiple days if I'm on an extended boating trip?

For extended trips, it's recommended to Log On daily rather than for the entire trip in one go. This ensures Marine Rescue can take prompt action if you become overdue.

- ✓ Log a new trip each day with your planned movements and estimated return time.
- ✓ Check-in via the Deckee app or VHF radio if you reach a new location or need to update your plans.
- ✓ Log off at the end of each day to confirm your safety.

💡 **Tip:** If you know you'll be out of range for an extended period, let Marine Rescue know in advance so they are aware of your itinerary.

Q: What if I forget to log off and I'm safely back on land?

If you forget to log off:

- ✓ Log off immediately via the Deckee app.
- ✓ If you logged on via VHF or phone, call Marine Rescue and let them know you're safe.
- ✓ If Marine Rescue tries to contact you, respond as soon as possible to confirm your safety.

💡 **Tip:** Set a reminder on your phone to log off when you reach shore to avoid unnecessary concern from Marine Rescue.

Q: How do I confirm that my log-off was successful?

After logging off, you should receive a confirmation message in the Deckee app.

- ✓ If using the Deckee app, check the Explore screen. If the Log On button is visible in the top-left corner, your log-off was successful. If the button still shows you as Logged On, your log-off did not succeed—try again or contact Marine Rescue.
- ✓ If you logged on via VHF or phone, ask the Marine Rescue operator to confirm your log-off.
- ✓ If you're unsure, you can reopen the app or call your local Marine Rescue Group to double-check.

💡 **Tip:** If you experience **connectivity issues** while logging off, try again when you have a stable signal or call Marine Rescue directly.

Trip Monitoring & Safety Procedures

Q: What are the benefits of logging on with Marine Rescue?

If you log on with Marine Rescue someone will monitor your trip. If you don't log off within 15 minutes of your ETA, Marine Rescue will attempt to contact you. If you cannot be reached within 30 minutes, Water Police may be notified, and a search may begin. Your Emergency Contact (where provided) may also be contacted if we are unable to reach you.

Q: Does Marine Rescue monitor my real-time location when I Log On?

No, Marine Rescue does not track users in real time. They only have access to your trip details as provided when logging on.

Q: How do I confirm that my log-off was successful?

After logging off via the app, you should see a confirmation message. If unsure, they can check their trip history or call Marine Rescue.

Q: Does the app send me reminders to log off?

Users will receive up to four (4) reminders if they forget to log off for a trip that was logged via the app. These are sent at pre-set intervals, and receiving a reminder doesn't mean you have phone service – our reminders are pre-set in the app when you Log On, to help minimize unintentional failures to log off

If you logged your trip via radio or telephone no reminders will be sent.

Q: Will I get a warning before my trip is marked as overdue?

Yes, Marine Rescue will attempt to contact you before escalating the response. They will use all available contact methods, including VHF marine radio and telephone.

Trial & Future Rollout

Q: How long does the trial last, and what happens to the LOLO service before it fully goes live?

The trial will run from 17th February 2025 to 17th April 2025.

After the trial, the LOLO service in the Deckee app will continue to be available while feedback from users is reviewed. Any improvements or updates will be made before the full statewide rollout.

Q: Will there be any changes to the LOLO functionality after the trial?

The trial feedback will help improve the app before its full statewide launch.

Q: When will the final version of the app go live?

The statewide launch date has not yet been finalized. The trial will help us gather feedback from users, and any necessary improvements will be made before the full rollout.

We will provide updates on the launch timeline as more information becomes available.

Support & Troubleshooting

 For technical support or troubleshooting, visit the Deckee support page:
<https://support.deckee.com/en/>



Q: If I have a problem, comment or feedback, should I leave a comment on the App Store?

While you're welcome to leave a review, the best way to provide feedback is through the feedback form within the app (located in your Profile).

You can also email us at logoproject@dfes.wa.gov.au to share your experiences or report any issues. Your feedback helps us improve the service!

Q: If I want to have a problem with the app, is there a help desk I can call or mobile number I can send questions / comments / screen capture? Can I call a Marine Rescue Radio Operator for advice / problems?

If you experience an issue with the Deckee app, you can:

- ✓ Report it via the in-app support feature.
- ✓ Visit Deckee's support page for troubleshooting articles and assistance.

Marine Rescue volunteers focus on monitoring trips for safety and do not provide technical support for the Deckee app. If you have an issue with logging on or off, please contact Deckee support directly.

Q: Is there an email address I can send comments and feedback to?

Yes! You can provide feedback in two ways:

- ✓ Via the feedback form in your Profile within the app.
- ✓ By emailing us at logoproject@dfes.wa.gov.au.

🔔 Please note: This email is not monitored 24/7 and should not be used for logging on, logging off, or updating your trip details. To ensure your safety, always Log On and off using the Deckee app, VHF radio, or by calling Marine Rescue directly.

Device & Battery Considerations

 For information on app functionality and device considerations, visit:
<https://support.deckee.com/en/>

Q: Does using the background tracking functions drain the battery?

The Deckee LOLO app does not track your real-time location, and the general background tracking does not affect Log On/Log Off. You can control how your vessel appears to others in the app settings.

Any app which is open on your screen is likely to impact on your battery life. It is not necessary to have the Deckee app open on your screen after you have logged on with us.

Visit <https://support.deckee.com/en/> for more details.

Q: What happens if I lose my phone or the battery goes flat before I log off?

If your phone runs out of battery or is lost before you log off, Marine Rescue will attempt to contact you using the details in your profile, such as your emergency contact or VHF radio.

To ensure you can always log off safely, consider:

- Carrying a backup power source (portable charger or spare battery).
- Using a VHF marine radio to communicate with your nearest Marine Rescue Group.
- Asking a friend or family member to log off on your behalf by calling the nearest Marine Rescue Group