

COASTCOM

VOLUNTEER NEWSLETTER

JULY 2014

FROM THE HELM

It's been a hectic few months since the last edition of Coastcom, the highlight of which was the excellent TV coverage around National Volunteer Week. This presented a fabulous opportunity to showcase some of the great work carried out by volunteers, both on and off the water. We were really fortunate to secure prime-time TV exposure on Campbell Live and my thanks to our shore-based volunteers in the Operations Room at the Auckland Marine Rescue Centre in Mechanics Bay and the crew of Maraetai Rescue 1 for their support in making this happen.

Many of you will know Jim Carter our Chief Financial Officer, and it is with regret that I have to report he is stepping down after some sixteen years of 'hands on' management and direction of the financial affairs and processes of Coastguard New Zealand. Jim wishes to step back from that day to day responsibility and feels the time is now right to introduce new blood into the position. Jim will stay involved with Coastguard by continuing to provide financial management and advice to Coastguard Boating Education. Jim has provided invaluable support to successive CEOs and Boards over the years and I should like to express my sincere thanks to him for his hard work and commitment to Coastguard.

On a lighter note, the National Office will be relocating from our current base in Takapuna to a new office in Parnell towards the end of July. More details on this development on page 13 of Coastcom.

I hope you enjoy the latest edition of Coastcom. My sincere thanks to you for your continued hard work and commitment on behalf of your local communities.

Patrick Holmes – Chief Executive Officer

STORIES FROM THE BOAT SHED

COASTGUARD CANTERBURY VOLUNTEERS WIN NZSAR AWARD

Chris Astall, Nicola Hockley and Rachel McKenzie from Coastguard Canterbury have been awarded a Certificate of Achievement by the New Zealand Search and Rescue Council for their work on Coastguard New Zealand training material in 2013.

Within Coastguard we know that our greatest resource is our trained volunteers and recognise the importance of providing skippers and volunteers with the best training material available to help them.

Chris, Nicola and Rachel together had the right skills for the job. Chris, a senior lecturer in education at the University of Canterbury, brought the latest research about how to effectively deliver training to adult learners to the project. Rachel, with 21 years as a Coastguard volunteer, brought a sound understanding of the organisation from an operational perspective. And Nicola, who spent many years training young people for the Spirit of Adventure Trust, brought a range of skills and importantly was able to draw all the strands together.

Over a three year period and by partnering with Coastguard New Zealand, Tai Poutini Polytechnic and New Zealand Search and Rescue Secretariat (NZSAR) the trio were able to provide the Marine SAR sector with the desired training material and resources, including developing the Safe Ship Management System (SSM) safety drills, Coastguard's Marine Training Matrix and NZSAR's Marine Managing the Initial Response Course.



Rachel, Chris and Nicola receive their award at Parliament in May

PHOTO CREDIT: NZSAR / PAUL FISHER

The Safe Ship Management System (SSM) required by Maritime New Zealand has been put into practice by Coastguard Units throughout the country. The SSM manual has drills for the ten golden rules for a SSM system, each of which includes a range of different scenarios. Coastguard's Marine Training Matrix was reviewed and updated aiming to redevelop search and rescue training modules, which includes both classroom and on water training. NZSAR's new Marine Managing the Initial Response Course encompasses real life examples, references and additional reading material for further study to help provide volunteers with real life knowledge.

The hard work, time and effort that Chris, Nicola and Rachel put into creating and developing new training material for Coastguard will make a major difference to the competency of volunteers and staff, not only within Coastguard but across the whole marine SAR sector. Together they have created a training system that is engaging and interactive, and far from the traditional 'teacher at the front of the classroom' scenario. Well done!

MOVING FREE RESCUE BY COASTGUARD HAWKE'S BAY, APRIL 2014

The call came in from the Rescue Coordination Centre New Zealand (RCCNZ) just before 6am on a Monday morning in late April; there was a yacht in trouble over 40 miles off the coast at Napier.

"Our sails were ripped and the head gasket in the motor had blown," said Richard Hirst, skipper of *Moving Free*, "we heaved to overnight and then tried to sail back in the morning but we weren't making enough headway." Richard and his crewman were sailing the yacht from Auckland to Nelson when they ran into trouble.

"This is what our volunteers train for," said Wally (Dave Wallace), skipper of the Coastguard rescue vessel *Celia Knowles Rescue*. "Our vessel is designed to respond to this type of situation and more than capable of going the distance."

Using TracPlus technology, navigator and

Coastguard Hawke's Bay president Henry van Tuel was able to plot the yacht's position at 4.30am, 6am and again just before they launched the rescue mission at around 7am, this gave the crew the opportunity to predict where the yacht was likely to be found.

"It was quite gusty out there, and pretty mean at times," said Richard Hirst. After assessing the short choppy sea conditions and strong 25 knot nor 'west wind the Coastguard crew decided it was safer to leave the two men on board *Moving Free* and take them under tow to the safety of Napier harbour. It was a long, slow trip back at 5 knots due to the conditions, but Richard and his mate were grateful for the help.

"We had all the safety equipment on board. EPIRB, VHF radio, cell phone, flares and of course life jackets but for me this situation really reinforced the importance of being a Coastguard member. "I was very pleased my membership is current", said Richard. "I'm really thankful to the Coastguard crew. They're all volunteers and I know they put many hours into their training, and to come so far to get us was really above and beyond."

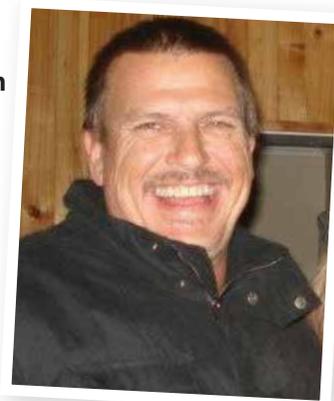


Does your Coastguard unit have a good rescue story to share in Coastcom?

Please contact lisa.ramsell@coastguard.co.nz

HEARTFELT THANKS TO COASTGUARD WEST COAST, MARCH 2014

"I cannot praise the guys on the rescue boat enough for the way they handled the situation that cold night in March, and for the way they looked after me which was just fantastic.



I severed the end of my finger in a trawl winch while hauling the net, and was looking at a 14 hour trip to Greymouth hospital on the trawler.

About 30 minutes into the trip to Greymouth I heard the Coastguard guys talking to a shore station on VHF and giving their position which coincidentally was only 10-15 miles from us. It was a lucky coincidence that they were returning home after having their engines serviced in Nelson.

Contact was made with the Coastguard guys and a rendezvous set up to transfer me to the *Ivan Talley Rescue*. Initially they were going to take me to Greymouth but about 15 minutes into it our destination was changed to Westport as I was losing a lot of blood.

Upon our arrival in Westport they helped me ashore at dead low tide only to find that we were locked in a secure part of the wharf containing the Harbourmaster's offices with the ambulance waiting on the other side of a chain mesh fence topped with barbed wire! Hasty phone calls were made to try and reach the Harbourmaster at home with no luck.

It was now around 1.30 am and very cold!

A call was made to the local police by one of the Coastguard guys requesting their attendance with a pair of bolt cutters to open the gate, but before they turned up we were able to find another exit and I made my way into the lovely, warm waiting ambulance.

I cannot speak highly enough of the Coastguard

volunteers that evening who looked after my medical needs and kept me entertained with humorous banter on the way back into port.

Please pass on my deepest thank you to the great team of guys for an awesome job done!"

–Tony Hymers



HOW DID COASTGUARD BLUFF RAISE FUNDS FOR THEIR NEW VESSEL?

“Is there a stretch of water anywhere in New Zealand more in need of a fit for purpose Coastguard vessel than Foveaux Strait?”

This was the question posed in the editorial of The Southland Times in December 2012. Coastguard did know a new vessel was needed for operation out of Bluff Harbour; one of the key questions for the organisation was how we would fund it.

In April 2013 a fundraising feasibility study was undertaken. The study consisted of 27 face to face interviews with community and business leaders in Southland. The results were mixed; all understood the need for the vessel and most agreed it was a ‘need to have’ community asset. The real issue in Southland was that the two major funders both said they were very supportive of the project but were limited in the support they could provide. Given this we could only identify around \$500,000 available in the community at that time and we needed \$1.2M.

We also found that the organisation had very low visibility in the community.

The key driver for pushing forward with the campaign in 2013 was that not one of the people interviewed thought we wouldn’t reach our target IF we went about it in the right way. To do that we knew we needed the ‘right’ people involved. In May of 2013 we approached two key local businessmen and asked if they would become involved in the campaign. Very fortunately both said yes. They are Jon Turnbull and Cam McCulloch and they took on the campaign chairperson and spokesperson roles. Jon and Cam went on to recruit other colleagues and formed a very effective fundraising committee of eight Southland business people.

The campaign was initiated in June 2013 and by December very close to half the funds needed had been secured, with a cornerstone contribution of \$300,000 from the Lottery Grants Board. In December the public phase of the campaign was launched with extraordinary support from The Southland Times. On Saturday the 14th of December the Times gave over the whole of their front page to the Coastguard Bluff fundraising campaign, asking the local community to get in behind this important project and give donations.

It was also important for the committee to ask for support from the local commercial fishing community. The commercial fishing fleet all respond to marine emergencies on Foveaux Strait working well with Coastguard volunteer crews. To date the commercial fishing sector have given over \$100,000.

The fundraising committee have successfully approached a number of private, statutory, and gaming trusts, and local government for funding support. However there has also been huge support from members of the general public who have to date given \$100,000. These are donations ranging in size from \$5 to \$10,000. People like an older lady who lives in Bluff and watches the fishermen leave the harbour every morning; she loves blue cod and oysters but feels that the fishermen are risking their lives every day so when she received a tax refund this year she decided to give a much bigger donation than she would normally be able



Jon and Deborah Turnbull receiving the FINZ award for Best Capital Campaign with Coastguard New Zealand. Capital Campaigns Manager, Dominique Leeming

to give. A Dutch gentleman gave a very large donation because in Holland they have a very well-resourced marine rescue service and he believed our volunteers should have a fit-for-purpose rescue boat.

By the end of June 2014 the fundraising committee expect to be very close to reaching their target. The campaign has been so successful and so well run that Coastguard New Zealand decided to enter the campaign in the Fundraising Institute of New Zealand Annual Fundraising Awards in April. The campaign won the Best Capital Campaign in New Zealand Award.

Please let us know if you have a successful fundraising story to share in Coastcom. Contact lisa.ramsell@coastguard.co.nz

'SAVED BY COASTGUARD' AS TOLD BY GREG SKENE TO LISA RAMSELL

“Easter Weekend 2014 and we were heading for the Marlborough Sounds when another one-in-a-hundred year storm lashes Canterbury... however we loaded the truck and boat to head away for a 10 day trip with three other Coastguard families.

Normally we can comfortably make this trip in four and a half hours but in the eye of this storm it took four hours alone just to get to Kaikoura which is usually only two and a half hours away. On the following day it took another six hours to get to Picton because of slips and damage to the state highway.

After aqua-planing the truck and boat on a straight section of road at 70km an hour, and with a screaming wife (which was rather unsettling) we decided it was too dangerous to continue on our trip and made the decision to try and stop for the night in Kaikoura. As it was a long weekend, accommodation was hard to find, and we didn't

fancy sleeping in the truck, so we made a desperate call to John McPhail from Coastguard Kaikoura to see if we could stay in their building for the night. In the true spirit of Coastguard, John was happy to help out and at 2300 hours we arrived to meet a smiling John who made the huge effort to come out on this miserable night and open up for us.

The hospitality and opportunity to get respite from the storm was greatly appreciated and we were able to stay there until 1330 hours on the following day when the state highway finally opened for us to continue on our journey.

John is an asset to Coastguard Kaikoura and the wider Coastguard Family - his generosity was greatly appreciated at our time of need. It is in times like this that you realise what an amazing organisation we belong to.

On the same night the Air Force had two helicopters in the air and one that had an electronics issue which meant they both needed to land. John made his hangar available for the night so the air crew could repair the issue and be protected from the driving rain. He came to the aid of not one but two parties on this stormy night. What a legend."



OUT AND ABOUT WITH COASTGUARD

HERE'S HOW TO BECOME A VODAFONE FRIEND OF COASTGUARD...

If you, or your friends or family, are Vodafone Fixed Line customers then you can support Coastguard and it won't cost you a cent!



Simply register as a 'Friend of Coastguard' and every month Vodafone will make a donation to Coastguard of 3% of your monthly account total (excl GST). That's money for jam - thanks Vodafone!



Please help us spread the word and register online at <http://customerzone.vodafone.co.nz/sub-sites/coastguard/>

If you're not a Vodafone Fixed Line customer, contact them via the URL above and help support Coastguard!

MAYDAY APPEAL BREAKS RECORDS!

A massive well done and thank you to all volunteers who got involved in the MayDay Appeal this year. Collectively, Coastguard units raised over \$40,000 this year, which is a new record! The funds will provide units around the country with extra money for volunteer training.

There were some very notable achievements and great fundraising ideas, including:



Patrick Holmes, Sir Graham Henry and The Blues at the MayDay launch!

- Coastguard Wellington's retention of their fundraising crown from 2013
- Coastguard Maraetai's multi-channel fundraising approach, including events, collections, online fundraising and even volunteer recruitment
- Coastguard Kapiti Coast's two-dollars-a-minute street collection
- Coastguard Waiuku's 'big cheque' from their local sport fishing club
- Coastguard Taranaki's supermarket bag-pack, raising over \$2,000
- Coastguard Bay of Islands sustained activity throughout the month, topping \$5,000

Of particular note is the explosion this year of online fundraising through the Give A Little website. Units raised almost \$8,000 collectively by emailing their networks and asking for support from people they know.

Space prevents us from listing all the people and activities involved but well done to all of you for a fantastic effort.

At national level, we were delighted with the media coverage during May which saw us achieve more than twice last year's reach.

We thank our Ambassadors Sir Graham Henry, Grant Dalton, Dean Barker and RadioLIVE presenters Duncan Garner, Marcus Lush, Alison Mau and Andrew Fagan for flying the flag for Coastguard volunteers.

Thanks to our fantastic corporate partners Hutchwilco, RadioLIVE, Century Yuasa, ASB, Intuit, DDB and Mango for going the extra mile for Coastguard this MayDay.

Dollars are still coming in to our direct mail appeal and we will announce the final results in the next issue of Coastcom.

Any feedback? Let me know:
nick.king@coastguard.co.nz or 09 973 4981.

TEAM RESCUE MONTHLY GIVING SUCCESS – OVER 800 SUPPORTERS SO FAR!



Team Rescue, Coastguard's monthly giving programme, has so far inspired over 800 people to give an ongoing, monthly donation. This is ahead of our target for the first year which is excellent news.

We send out surveys to our wonderful Team Rescue supporters, and here are some of the comments received in response to the question, 'Why do you support Coastguard?':

'As a mother and grandmother I am secure in the knowledge that there are people willing to keep my family safe around water, as Mother Nature can change things very quickly.'

'Because you assist boaties and save lives and you achieve this partly through the efforts of dedicated volunteers who do their part with such wonderful enthusiasm.'

'Volunteers doing an awesome lifesaving service. Well done.'

Hopefully most of you will be familiar with Team Rescue by now, but if not there are some very helpful FAQs available online at www.coastguard.co.nz/index.php?page=become-part-of-team-rescue

If you have any questions or comments about Team Rescue please contact nick.king@coastguard.co.nz or call 09 973 4981.

LET'S ENCOURAGE KIWIS TO GET ADVENTURE SMART!

As Coastguard volunteers, you all know the importance of being prepared. Unfortunately, many Kiwis don't think about this in advance of heading out on their adventure. But we can help to spread the word about planning a safe adventure outdoors...

You'll be familiar with the Boating Safety Code brochure and perhaps the Water Safety Code brochure? There's also an Outdoor Safety Code brochure for land-based adventurers, and now, recognising that many 'outdoorsy' types in fact will enjoy adventures in the water, on the land and out in the boat, there is a **combined Safety Code** brochure from NZSAR which is the preferred brochure for us to promote.

You can find these safety codes in many languages at <http://adventuresmart.org.nz/> along with various banner downloads, and **your unit can simply order copies using our COPs order form.**

Thanks for helping Kiwis to get Adventure Smart.



COASTGUARD VOLUNTEER AWARDS NOW 'AWARDS OF EXCELLENCE'

Thank you to everyone who participated in the survey on the Coastguard Volunteer Awards in January and February. 559 people shared their views: 83% were operational volunteers, 15% board members and 2% staff.

The key feedback was:

- 95% of people wanted the awards to continue;
- Majority of people supported awards nominations coming from a range of sources including: any volunteer; unit boards and regional staff;
- Judging was a hot topic and the majority of support was for the judges to be drawn from experienced people from both Coastguard and the SAR sector (there was also a high number of comments highlighting the potential issues from Coastguard people being judges);
- People wanted the information about the awards circulated as widely as possible and directly to volunteers – this included information about nominating and about the results of regional and national awards winners;
- There were plenty of suggestions about what categories the award should cover and this was incorporated into the changes – key was that the awards should cover all the ways that people volunteer not just operational;
- Most people felt it was an honour to be nominated, that the awards helped recognise excellence in Coastguard, that its recognition for those who work hard and go the extra mile. There were a few negative comments about elitism but these were in the minority;
- Given that sometimes we are not happy about the outcome of the awards judging, most people thought that having clearer criteria on which the nominations would be judged and why the winner was the best nominee would be helpful;
- Final comments highlighted that the awards are valued, some people were confused between the volunteer awards and the service awards, greater clarity on the success criteria for each award and wanting to expand the awards to cover the back room volunteers.

Taking your views into consideration we have updated the awards to become the Coastguard

Awards of Excellence for volunteers. New awards categories have been included and each award now has a clear set of 'criteria for selection'. To be nominated for an operational award category a volunteer must now hold the minimum appropriate Coastguard training qualification.

Judges are to be appointed by the regional and national boards and drawn from Coastguard operational volunteers, Coastguard SAR partners and other related third parties i.e. sponsors, suppliers etc. Coastguard staff will support the judging panel and the judges have a specific judging rating sheet for each award category that covers the criteria for selection and using a rating system 1 – 5.

The Coastguard Volunteer of the Year award will now be drawn from the individual winners of the other categories (excluding the group nomination categories). This becomes the premier award for both regional and national awards.

You can nominate yourself or anyone else who is a current active Coastguard volunteer by going to www.coastguard.co.nz and looking under 'Latest News/Coastguard Awards of Excellence'. Nominations close on Friday 18 July.

Coastguard Awards of Excellence categories:

- Volunteer of the Year
- Rescue of the Year
- Rescue Volunteer of the Year
- Air Patrol Volunteer of the Year
- Communications / Incident Management Volunteer of the Year
- Unit Support Volunteer of the Year
- Unit of the Year
- Community Relations Activity of the Year

These awards celebrate excellence in achievement by Coastguard volunteers. The awards are aspirational, providing an opportunity for

acknowledgement at both a regional and national level as well as amongst their peers. Successful nominees are role models who exemplify the Coastguard values of: respect; altruism; integrity; dedication; professionalism; co-operation.

HOW'S THE 'ONE COASTGUARD' WEBSITE PROGRESSING?

The website development project is a top priority and we have team members working on various aspects of the site to get phase one of the site 'live' as soon as possible.

There are 300+ content pages within this 'One Coastguard' site – and we're making good progress with developing new and reviewing existing content. Soon we will send out a new development site link for you to review your unit page content included on the site.

Our web agency has been tasked with a mobile responsive build for the site which was not in the original project scope. Completion of this work is expected within a few weeks now.

There are still some major issues to be resolved regarding the back end of the site including integration with our new CRM database. We continue to work on these.

In the meantime please contact lisa.ramsell@coastguard.co.nz, 09-973 4986, 021 746 722 if you have any urgent queries.



COASTGUARD CONFERENCE: 19-21 SEPTEMBER 2014

We welcome volunteers who are keen to attend this year's Coastguard Conference at the Heritage Hotel in Auckland. The conference is a chance for you to hear national updates, find out what the regions have been up to, catch up with your fellow Coastguard people and of course celebrate the good work being done around the country at the Gala Awards Dinner on Saturday night.

The conference programme, travel details and registration will be available soon at www.coastguard.net.nz/Conference/

We look forward to seeing you there.

Conference Photo Competition

All units and regions are encouraged to submit **current** footage and photos of Coastguard volunteers, vessels, aircraft, rescues and training. Suitable material received will be used for the Conference Gala Awards Dinner presentation, and possibly other marketing material.

Please send through images and files to jodi.preston-thomas@coastguard.co.nz by **Friday 1 August 2014**. Remember: If you don't send us material your unit may not be represented in the final film clip!

All photos and clips received will be judged in the following categories:

- Best Rescue Vessel Unit Photo
- Best Air Patrol Unit Photo
- Most Creative Unit Photo
- Best Coastguard in Action SAR Photo
- Best Coastguard TrainEx Photo

The winners will be announced at the Coastguard Conference Welcome Dinner.

HELPFUL TIPS WHEN APPLYING FOR GRANTS

By Deb Brown, Regional Support Fundraiser

Identify your funding priorities.

Your unit will have a forecast budget for each year based on your actual spend the previous year – this will help you identify your funding priorities for the year ahead. You will have your usual telephone/ internet, fuel and general operating costs plus maybe other needs for new equipment. Each activity or item will already have a funding source or group of sources, such as your current grants, donations etc. At this point you will be able to identify those items that are likely to require grant requests/applications and can start preparing for this.

Paint a Picture.

Put together a draft document of background information for your unit - once prepared, it can be adapted to meet your specific funding request to any Trust.

Your draft should include a narrative on Coastguard and what we do. Be specific about the services we provide and the number of people that benefit in your community. Make sure you report those all-important statistics, not limited to; the number of calls and radio calls you have responded to, the number of people you've rescued, the number of hours your unit has committed to Coastguard in your community. Back these statistics up with some real stories, quotes and photos – like all of us, the reader will be touched by those stories.

Be prepared.

Most funding applications require similar accompanying information, usually:

- Consent to Audit – signed by two board members
- Charities Commission Certificate
- Resolution from the Board Minutes – signed by board chair.
- Certificate of Incorporation

- Original pre-printed deposit slip or original bank statement
- Most recent annual financial accounts/audited accounts

Find Potential Funders.

Search the web for Trusts that offer grants in your community and are the best match for your funding needs; fuel, power, equipment, admin, whatever they may be.

A good place to start could be:

<http://www.dia.govt.nz>

<http://www.communitymatters.govt.nz>

<http://www.fis.org.nz/products/fund-view/> (although you would need an annual subscription to search fundview it is often free to public access in most libraries).

If you're still not sure, give them a call. Funders would much prefer to let you know that their trust is not the right one for you over the phone than wade through applications that are simply not suited – saves time for both them and you. The phone call will also give you the opportunity to start building relationships and may make you stand out when they receive loads of grant requests.

Making the Application.

Make sure you follow the funder's guidelines for grant applications and tailor your draft document to their priorities. Be specific about the funds you need from them and what they will be used for. Adhere to their checklist and include any accompanying documents required.

Always Respond.

If your application is accepted, send a thank you note straight away. Be aware of any funding obligations and necessary accountability reports – be sure to schedule these and any other updates to build a more lasting relationship.

If your application is rejected, respond respectfully – you may be able to try again next time around with some changes or for a different item.

Want to learn more to help your unit meet your fundraising goals? Register now for a 360 Degree Not-for-Profit Training Day at www.finz.org.nz/360

SAFE BOATING PROGRAMME GETS CHILDREN ON BOARD



Coastguard Boating Education's Safe Boating initiative is reaching children by coming ashore and working with aquatic centres to get survival messages across. We are aiming to turn primary and intermediate school children into safety ambassadors, in the hope that teaching them how to be safe on the water will save their and other people's lives for decades to come.

For its Safe Boating programme, CBE partners with aquatic centres to train swim instructors, and the centres then invite schools to participate in the programme. Children are taught about skipper responsibility – what safety equipment they should expect to see on a boat – and survival skills in case they end up in the water.

Over the past year, more than 25,000 certificates have been awarded to children who've completed the programme – with the programme growing rapidly. CBE is progressively rolling out the programme across the country, with South Island aquatic centres now being signed up. Eighteen North Island aquatic centres are already delivering the programme.

The programme is getting core safe boating messages and water survival skills across to children by bringing schools and swim centres on board. We are gearing up swim instructors with professional boating safety training and equipment so we can reach thousands of children through their local swimming pool. It doesn't matter whether the children are swimmers or non-swimmers – the programme benefits them all.

The programme involves a poolside lesson about skipper responsibility and the safety equipment that should be carried on any boat, such as lifejackets and waterproof ways to call for help. Another session, in the water, teaches the right way to wear lifejackets, in-water survival positions and what to do in the event of capsizing.

Each aquatic centre's safety gear is audited to identify what equipment may be needed, with CBE sourcing community funding and sponsorship to supply extra gear if required.

For more information about Coastguard Boating Education's Safe Boating programme and to find out what's happening in your area, email julia@boatingeducation.org.nz or phone 0800 408 090.



MOSS 2014 UPDATE

CNZ intended to implement MOSS within Coastguard by the 1 July 2014. However as a result of a meeting with MNZ regarding interpretation of the rules governing MOSS, Coastguard applied for and obtained an extension to our deemed MTOC - to the 15 July 2015.

As a result of this extension there are a number of matters to be resolved which includes that ALL MOSS manuals are to be completed and in place by 1 June 2015. In the interim all current surveys will continue as in the past.

See the Advisory Paper #1402 MTOC Extension and MOSS Fees for further information. Any questions; your first point of contact is your regional Operations Manager.

SAR TRAINING MATRIX

By the time you receive this copy of Coastcom the new matrix will be in place having commenced 1 July 2014.

With the move to the new matrix we had also established an email alert system; intending to provide automated email alert reminders at 6, 3 and 2 months to provide early advice that CoC's, First Aid Certificates and In Water Survivability practical are due to expire. It is not clear what caused the issue, but a number of automated emails were sent which advised that certificates had expired when in fact they had not. This understandably caused considerable concern for those of you who received one of those emails and we sincerely apologise for that. We are reviewing the database to ascertain the cause of the problem and will provide further information as this is resolved.

Instructor training will also be almost completed around the country – thank you to all of you who have made yourselves available to be instructors, as you are vital in the provision of training to our people.

HEALTH & SAFETY

This project continues to develop with the appointment of a fulltime H&S MOSS Manager. Given the significant part that both H&S and MOSS has in our day to day business, this is a vital new appointment for us. The H&S MOSS Manager will take responsibility for the continued implementation of both the H&S and MOSS projects. Also planned is the development of H&S training material for volunteers and staff, with the intention that the training occurs in early 2015.

We are also looking at software options to assist in the management of H&S and MOSS. More on this as it develops.

As an aside to this subject, you may be interested in the outcome of the prosecution under the Health & Safety Act of the company director and company which owned the Easy Rider vessel. There is a clear learning for us in that the judge said that a person could not 'abdicate' their responsibilities and suggest they fulfilled a clerical role. This is a timely reminder for Coastguard volunteers and staff - that we cannot abdicate our responsibility for making every endeavour to ensure the safety of all Coastguard volunteers and staff. A synopsis of this matter can be viewed at:

<http://www.cecc.org.nz/cecc-what-and-who/newsletters/eb-vol-26-no-20#hs>

NEWSFLASH

H&S MOSS Manager

We are pleased to announce that Peter Healy has been appointed as Coastguard's H&S MOSS Manager and will begin in this role late July 2014. As well as his Coastguard experience, Peter brings H&S expertise to this role which will be of huge benefit to Coastguard nationally.

CNZ Office relocation

From July 30, 2014 the national office will be situated in a more central, cost-effective location at Level 3, 470 Parnell Road, Parnell, Auckland.

TIPS FROM THE TOOLBOX

TIP OF THE MONTH - A SIMPLE TOOL THAT CHANGED OUR CULTURE

Contributed by Doug Griffin, Master, Coastguard West Coast

Having a dangerous river bar on your doorstep challenges you to be more conscious of the risks. Recently the bar claimed another life. In addition, on the South Island's West Coast where we operate, there are very few 'safe havens'. The very nature of our mission 'saving lives at sea' says it all really, but I'm not sure we really effectively considered the risks in a systematic way until we were given a risk management tool.

Every crossing of our bar involves the assessment and management of risk. Going out or coming back it's the same. We had a habit of doing this based on our experience and that 'gut feeling'. We had done it this way for many a year and to be brutally honest some of the time we got lucky. As Coastguard volunteers we are further challenged by the intermittent nature of the 'work'. It's not like a job you do every working day, so the safety routines are not perhaps as embedded in our minds.

In October 2011 we participated in an Operational Committee meeting workshop on safety and risk management led by Mark Whitehouse our Regional Operations Manager. The workshop looked at how we make decisions and we were introduced to a tool that gave us a systematic process to quickly and easily identify, evaluate and weigh the risks. Mark gave us two scenarios ... the first one we used what we always used and the second one we used the risk management tool.

Initially there was resistance to the tool 'more paperwork' 'we do it in our heads' etc. then the penny dropped. We had made a better decision using the tool. It didn't take long; it involved everyone so all the crew were aware of the risks and what we had planned to reduce them. Actually this tool could be beneficial, maybe...

We were able to customise the tool to fit our local situation on the West Coast and we all agreed we would give it a go... why not...

We started using it whenever the vessel went out, training or responding to an incident; all of a sudden it became the 'norm'.

The whole crew does it together. It means everyone knows the risks involved in a situation and we make an informed decision about not only accepting them, but what the plan is to reduce them. It became obvious that different people perceived the risks differently. What I may consider low risk, a less experienced crew member might consider a high one.

The risk management tool allows us to first of all identify what the risks are. Decide how big a risk or a series of risks are, and importantly it makes us work out how to manage that risk(s). We can also measure the risk taken against the gain or outcome we will achieve in an operation. It's simple, it really is. We don't just do it at launch we now do it as the circumstances change also, i.e. bad weather, the target not being where we believed it to be, and so on.

Just the other day I was doing some training with the two prospective new masters and going through the Risk Management Tool and it struck me, this tool - a one sided piece of paper - has in fact changed the whole culture of our unit. It's simple, quick to complete, can be customised and achieves so much to keep our guys safe, and it has saved our bacon numerous times!

Have your crew come up with an innovative solution which you could share next month as a Tool Box tip? Please contact phil.pollero@coastguard.co.nz



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