



From the Helm



My first year as Chief Executive Officer has been a great adventure and it's been a real pleasure to meet so many of you, either at Conference or on visits to your Region or unit. I want to take this opportunity to thank you for making me feel so very welcome. I've been overwhelmed by your passion and commitment for Coastguard. Without your dedication and generosity, Coastguard would not exist and I want to thank you for your continued support. I've managed to get around a good number of units over the last year and I hope to visit more in the coming months.

There have been a number of significant changes to the CNZ team in recent months. As many of you will already know, Ray Jones and Christine Haru have both moved on from Coastguard and I should like to express my thanks to them for their contributions over the years. As I write this, we are currently advertising for new staff to join our fundraising team, capably led by Lisa Ramsell, who joined us last October.

The first of these is that of Capital Campaigns Manager – an

existing role which is transitioning from a CSR/CCR focus to a role reporting in to Lisa, which will support our regions where needed. This position will be primarily responsible for supporting units to raise funds for large capital projects - predominantly the building of replacement rescue vessels. I am delighted to report that Dominique Leeming will be moving across from the Southern Region to undertake this vital work and I am sure you will join me in wishing her every success in her new position. Dominique will remain based in Christchurch but will have responsibility for supporting these units with their capital appeal projects.

The second position is a part time regional fundraising support role with a similar focus and reporting lines. This position has been established specifically to work closely with regions and units to assist with their many trust funding and COGS funding applications, where needed.

The final position is that of Supporter Engagement Manager. This new role has been established to reflect the CNZ Boards' decision to support a strategy to grow and diversify our existing income streams. The main "plank" of that strategy is the recruitment of individual donors, and the Supporter Engagement Manager will play a pivotal role in rolling out this new strategy. The long-term financial health and wellbeing of Coastguard remains a top priority and this is just one of a number of new

fundraising initiatives which will be outlined at Conference.

Conference this year will be held at the Wairakei Bayview Resort in Taupo from Friday 13 – Sunday 15 September.

Registrations are open now and I am confident we will have a great programme of speakers and workshops to inform and spark debate. I hope to see you there. Anyone who was at Conference last year may remember that I highlighted a number of key projects which were in progress, including the introduction of a new website and development of nationwide membership offering. I think it's fair to say that we've made good progress on both these projects and we're definitely heading in the right direction. However, the original timeframes have slipped and we're working hard to get back on track. Lisa has taken over responsibility for the new website since Christine's departure and we will be updating you on this and the membership project at Conference.

The summer lottery was a great success this year and I'm delighted to report that we paid more than \$300,000 in commission to units – that's the best ever result. Thank you for your hard work in selling the tickets, it's great to see the units directly benefitting from their efforts.

I look forward to catching up with some of you at Conference.

Patrick Holmes
Chief Executive Officer

Marketing and Fundraising Update

Where is our fundraising headed?

Over the past few months I've enjoyed meeting unit fundraisers and treasurers around the country. It's been a good chance to talk about the challenges we face with our fundraising, explore the areas of opportunity and discuss where we are headed with our fundraising strategy over the long term.

We want to create sustainable support so our hard-working volunteers can continue the vital work they do saving the lives of New Zealanders on the water. The way we will do this is by diversifying our income streams. At the moment we are too reliant on trust and government funding, and on income from our lotteries.

Going forward we'll focus particularly on building relationships with individuals and increasing giving from them. In July 2013 we will be introducing a monthly giving product, and developing a bequest programme later in the year.

We have some major initiatives underway that will impact positively on our fundraising success, including:

- New database (Go Live scheduled for mid July)
- Monthly giving product launch (scheduled for end July)
- Research so we can understand our supporters better

- Improvement of our supporter communications
- Review of our funding distribution strategy

May Day Appeal Update



Our new ambassador, Sir Graham Henry, kicked off a successful launch of the MayDay campaign with fantastic MayDay exposure on TVNZ Breakfast on April 30, followed by various online and print media coverage around the country.



The 'lifejacket flashmob' weather cross on Breakfast TV and interview with our CEO, Patrick Holmes, helped to cement the messaging behind the campaign and drive home the various fundraising messages. Our grateful thanks go to all of the volunteers, sponsors and other helpers who participated in the media launch on the day.

MayDay donations are still flowing in every day. The Hour for Coastguard radio campaign rolled out across the month and

we are still receiving a great response from the ASB appeal letter and from our own supporter letter. Many Coastguard units around the country also held successful MayDay fundraising activities. Well done to Coastguard Wellington who raised the most funds, \$8685.80. Great work!



The top six MayDay unit fundraisers were:

Wellington, \$8,685.80
Waiheke, \$5,402.60
Titirangi, \$2,851.40
Howick, \$1,863.90
Auckland, \$1,839.50
North Kaipara, \$971.40

Thanks everyone for all your hard work for the appeal.



We are grateful to our appeal sponsors: ASB, Hutchwilco, DDB, Mango, Mediaworks, and Mitre10. Without your support, and theirs, this campaign simply would not happen! Thank you.

NZCT funds two key projects



Coastguard has been fortunate to receive funding from the New Zealand Community Trust for two key projects recently. The trust has funded \$23,500 towards the Marine VHF Radio Network Hub in the Eastern region, and \$100,000 towards the Communications and SAR Response Centre refurbishment in the Northern region. NZCT is currently considering an application for funds towards Coastguard Wanganui's building enlargement.

Donate Your Desktop Update



You'll remember that prior to Christmas we launched a new partnership with Donate Your Desktop – the new way to give that costs absolutely nothing!

At the moment we have **139 active users** – thank you to all those who are supporting this programme.

We are aiming for 1000 active users... can you 'donate your desktop' or do you know someone who can?

1. Please visit www.donateyourdesktop.co.nz/charities/coastguardnz
2. Download and install the simple free application
3. Each day your desktop background will be automatically refreshed with a designer wallpaper, sponsored by an advertiser
4. In return for receiving their branded wallpaper, each advertiser makes a donation to Coastguard

Our preferred online fundraising platform – Givealittle.co.nz



In case you missed the update around MayDay appeal time... our preferred online fundraising platform is now Givealittle.co.nz .

They are the only online provider offering zero fees so Coastguard is guaranteed to receive 100% of the donations from supporters.

If you want to set up your own unit online fundraising page to gather donations for an event or campaign (like some units did for MayDay), then this is the best way to do it.

- Simply go to givealittle.co.nz/org/CGNZ, click on 'Fundraise' and login/register.
- From there click on 'Create Champion' and when you are asked to choose your beneficiary choose 'Coastguard New Zealand'.

(This is preferable to setting up your unit as a separate organisation under Givealittle as we are working with Givealittle regarding access to their new charity platform which brings multiple benefits if we are all grouped together as one organisation).

All donations are traceable and will be returned to your unit.

Please just let us know if you have any questions about your online fundraising and how you can make best use of it to make it work for any upcoming projects for your unit.

Summer Lottery

As we head into the depths of winter it's a bit harder to think back to summer. The good news is that all of the legal bits and pieces have now been finalised with the Department of Internal Affairs. That means we've now been able to advise Units of the amount of money being invested back into their Unit as a result of their sales efforts.

And what a sales effort it was! This year Unit sales increased by 13% which is a fantastic result by everyone involved. We know that it takes a lot of planning and hard work to make it all happen – so well done everyone and thanks.

For those of you that like numbers and statistics, here's a wrap-up of the summer lottery...

Increase in Unit sales	13%
Total number of tickets sold	104,184
Number of tickets sold by Units	42,346
Amount invested back to Units	\$345,232
Unit with biggest increase in sales over last year	Whangamata (31% increase)

The top four units for sales this year are:

- Howick
- Whangamata
- Lake Taupo
- Kawau

Top sellers in Central and Southern Region

- Wanaka Lakes
- Wellington

Special mention goes to Coastguard Whakatane who sold the first prize winning ticket.

Outward Bound Scholarships

We have again this year been the fortunate recipients of over \$18,000 worth of Outward Bound Scholarships. The call for nominations went out in April and we received some really great nominations for the placements.

The first courses are taking place in June and Steve Shields from Tutukaka, Blair Gribble-Bowring from Maraetai and Bethany Hawes from Waimakariri-Ashley are heading to Picton for the opportunity of a lifetime. We'll hear more from them when they return from the courses.

There are more courses in August and Michael Davies from Canterbury, Ian Hendry and Jill Stewart from Comms are heading off to Picton too.

National Awards

Coastguard is full of truly remarkable people. Thousands of brave search and rescue volunteers go above and beyond, answering cries for help every day of the year. That's just one of the many reasons we have the National Awards; to honour and celebrate our brave volunteers.

The Award categories are as follows:

- Volunteer of the Year
- Operational Volunteer of the Year
- Rescue Vessel Volunteer of the Year
- Air Patrol Volunteer of the Year
- Rescue of the Year

The winners of the Awards will be announced at the Gala Awards Dinner on Saturday 14 September at Conference.

Information on the Regional nomination process has already been circulated by your Region. Contact your Regional Manager or Operations Manager if you need a nomination form or any further details. Please help us to celebrate all volunteers with these Awards.

New Volunteer application form

The standard Coastguard Volunteer Application form has recently had a few amendments and improvements made to it. It is important that any old versions of the form be destroyed and only the new form (dated April 2013) is used.

Potential volunteers can complete the new form on the website or intranet, or copies can be printed off and handed out to potential new volunteers to complete.

TelstraClear rebranded to Vodafone

You will probably have seen in the media that TelstraClear has been rebranded and is now part of Vodafone. If there was anything branded TelstraClear near you, you possibly noticed that it changed literally overnight to the Vodafone brand (just imagine the logistics of managing that!)

What does this mean for Coastguard? The great news is that it means that the potential for the 'Friends of Coastguard' programme has increased.

It's really easy to participate - if you (or friends, family etc) are a Vodafone Fixed Line customer you can support Coastguard. The best thing is it won't cost you a cent. Simply register as a 'Friend of Coastguard' and every month Vodafone will make a donation to Coastguard based on your monthly account. How great is that?



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

Boating Safety Code

The Boating Safety Code is now available in 16 different languages (Maori, Chinese, Fijian, French, German, Indian, Hebrew, Italian, Japanese, Malaysian, Tagalog, Samoan, Afrikaans, Korean, Thai and Tongan). The English version is available free of charge through COPS (in a number of different sized formats, ie credit card and DLE size).

The newly released other language versions are available as a pdf to download from the Adventure Smart website - <http://adventuresmart.org.nz/resources/safety-codes.asp>

Having this valuable resource available in other languages will definitely make it easier to spread these important safety messages and help save lives.

Coastguard Conference - Save the Date!

13-15 September 2013

Wairakei Bayview Resort, Taupo.

The 2013 Coastguard Conference is centrally located in the fabulous surrounds of Taupo. This year's programme aims to deliver a weekend that is relevant, educational and entertaining. It will feature an inspirational keynote speaker, plenary sessions, workshops, networking opportunities, team building and of course, the major event our National Gala Awards Dinner on Saturday evening.

Registration for conference is now open - go to <http://www.coastguard.net.nz/Conference/>

It will be great to see you there!

Lisa Ramsell
Executive Officer – Marketing and Fundraising

National Operations Update

SAR Training Matrix 2013

We will launch the new matrix at Conference in September and allow a period of time post-conference for you to obtain an understanding of the new matrix and discuss your next steps and training plans with your Unit Training Officers and Regional Operations Managers. Then at a date yet to be determined we will move to the 2013 matrix.

The new matrix focuses on adult learning, introduction of Crew Resource Management/Leadership in keeping with the findings of the TAIC report and competency check sheets which will assist in ensuring consistency of assessments nationally.

Some modules have been integrated and there are also some new modules which cover off CIMS and advanced navigation/helming. There are also additional practical assessments which are to confirm competency at completion of some phases of the matrix.

We also plan to have more instructors available at Units to assist in the timely provision of training. Coastguard Boating Education will follow up with your Operations Managers who will in turn follow up with Units regarding additional instructors.

Work on this project is complex. As well as having the matrix, modules and courses in place, there is also the need to ensure that the SAR Database is modified to mirror the new matrix. However I am confident all will be in place when we move to the new matrix.

My focus has been on the need to put in place the improvements/changes to our training matrix but we also need to provide you with the tools to achieve good training and look for opportunities to make change as simple and painless as possible—I hope we achieve that!

While the new matrix may be viewed as a moving of the goal posts, perhaps it should be viewed as a strengthening of the goal posts. The intention is to add to your skills to assist in keeping you safe while you're out there saving lives at sea.

Senior Master Revalidation

As a result of a recent Part 35 Audit completed by Maritime NZ, we are advised that in keeping with Schedule 2 of the MNZ Instrument of Delegation that Coastguard can issue a Certificate of Competency for a maximum period of five years from the date of issue. This is subject to satisfactory periodic audits to be conducted by MNZ.

This means we cannot issue Senior Master Certificates of Competency which do not have to be revalidated. As a result we have to revalidate all Senior Masters by 1 July, 2014.

Some Regions chose some time ago to revalidate Senior Masters so a good number have already been completed, however there remains a reasonable number who will need to revalidate over the next twelve months.

The Regional Ops Teams will work with those Senior Masters yet to be revalidated to assist in the revalidation process. The CNZ CoC Application Process 2013 document will be amended to reflect this change.

CoC Document Review

As a result of the same Part 35 Audit some of our 'older' CoC Master files were unfortunately lacking some of the documentary detail required under the MNZ Instrument of Delegation. This includes Fit and Proper Persons Questionnaires which are also required at revalidation.

To resolve this we will complete a review of all CoC files and where information is found to be lacking we will follow up. Again we intend to do this as painlessly as possible and where we can complete that follow up by obtaining confirmation of Coastguard Boating Education (CBE) certificates, we will do that directly with CBE and update the files accordingly. However when we cannot locate documents or require verification of hours, updated Fit and Proper Person Questionnaires and such like, we will be in touch with the Regional Ops Team to follow up direct with Masters & S/Masters.

More recent CoC files do not appear to be an issue given the overview they have received.

CoC Application Process Document

Given the developments mentioned here, the Certificate of Competency Application Process 2013 document will be further amended to cover off the need for 5 yearly Senior Master revalidation, along with the need for Fit and Proper Person Questionnaire to be completed at CoC revalidation.

The CoC Application forms have been removed from the document and will all be available on the Coastguard Intranet which will ensure the most recent documents are available for use in the application process.

CRV Standardisation Project

The vessel standardisation project is also moving ahead steadily. Currently we have a discussion document which requires National Board approval. Once obtained, this will be followed by incident analysis and then a consultation document to you at Units and Regions to obtain feedback.

Carriage of Passengers

We continue to work toward a suitable outcome for Coastguard on the subject of Carriage of Passengers. However until this matter is fully resolved, for **fundraising, public profile and other relevant events** where persons being carried on the vessel become passengers then the relevant vessels must be surveyed for passengers and the Master must hold the equivalent of a Local Launch Operator (LLO) with the appropriate endorsements for the vessel and area of operation, or an In-shore Launch Master (ILM) or equivalent. Or, if you are unable to comply with the above, apply to MNZ for an exemption for each occasion as it comes to hand.

While this is not the ideal, please abide by the options and be patient while we work toward a national outcome suitable to all of Coastguard. It may take some time but we do need to look for an outcome that assists us for the long term.

Once we have more word on this, we will let you know. If you have any questions regarding the carriage of passengers please contact your Regional Operations Manager.

Radio Operator Manual

Given the need for such a document, this is another significant piece of work which is to be developed. It is intended that it will contain a large section that is relevant nationally with sections which will be Region specific, given the differing needs across the country.

As this continues to develop we will be in touch through Regions to have appropriate contributors assist in working through the detail.

Senior Master Survey

Given the outcome of the recent audit where it was confirmed by MNZ that Senior Masters are required to be revalidated every five years, a portion of the Senior Master Survey became somewhat immaterial, however the following is what we learnt from the survey which 47% of our wet Units responded to.

- 39% agreed that additional hours alone were sufficient to obtain a Senior Master qualification while 47% disagreed and 14% skipped the question.
- 54% agreed that additional training should be required to obtain a Senior Master CoC which could include Crew Resource Management, On Scene Command and Risk Management as examples, while 32% disagreed and again 14% skipped the question.
- 32% agreed that Coastguard should discontinue the CoC Senior Master qualification and retain CoC Master as the only Coastguard command qualification while 54% disagreed and 14% skipped the question. Most reasoned that the Senior Master should remain as a form of recognition for long serving Masters.
- 68% agreed that if the CoC Senior Master qualification is retained and revalidation should be every five years in keeping with CoC Master and other MNZ Masters qualifications while 14% disagreed and 18% skipped the question.

The one result which is very clear is 68% agreeing that Senior Masters should be revalidated every five years. While this is obviously widely supported the recent advice from MNZ supersedes this result.

The survey was inconclusive in some respects. A 47% Unit response rate suggests that further survey and analysis is required, as less than half of our Units responding doesn't reflect a sufficient and conclusive need for change.

Given that, the introduction of the new SAR Training Matrix and the confirmation of five yearly revalidation for

all Masters, it is my recommendation that any further consideration for changing training requirements for Senior Masters should not occur until the new Matrix is well and truly bedded down and our Senior Masters are revalidated.

MOSS

As you will be aware MNZ has pushed out the date for MOSS to be in place. We will continue to work toward having our Maritime Operator Safety Plan approved and the associated Unit documentation in place prior to the new date of 1 July 2014.

Your Ops Team have the templates to establish the relevant documentation you will need at Units.

TracPlus2 Upgrade

A reminder to have your Unit PC's updated with TracPlus2 please. In keeping with the TracPlus Variant Install Process Paper, TracPlus are to move to a new server so we need to install this variant by the end of June 2013. Access to TracPlus will be reduced to TracPlus1 for Units who do not obtain the new variant by the time TracPlus move to their new server, so if we can have this resolved sooner rather than later that will be appreciated. Please make contact with Leigh leigh.anderson@tracplus.com at TracPlus ASAP to have this sorted for your Unit.

In finishing this update the weather that brought snow to the South Island is hitting the North Island – I hope you all came out of that unscathed.

Take care out there.

Phil Pollero
National Operations Manager

IT Project Updates

Coastguard has a number of projects underway. Here's where we are up to with these very important IT jobs...

Customer Relationship Management (CRM)

Two of the major projects involve the implementation of a new CRM system. Our goal is to have a "single contact" in a centralised database that has all of the information about that person and their connections/relationships with Coastguard attached to them in one place.

CNZ is in the process of implementing a Donations and Fundraising module for CRM which will manage donations, fundraising and events. This project is in the final stages of testing and installation.

CNR is in the process of defining requirements for a Membership and Education system, once the requirements have been signed off they will be creating an implementation plan.

Both the CNZ and CNR projects are being managed by a very competent and professional CRM specialist company Magnetism Solutions Ltd.

We will be sure to keep you up to date on these exciting projects.

CNZ and CNR Migration

To ensure the success of the CRM projects and the concept of a "single contact" we are in the process of merging the CNZ and CNR networks to create a new single network for both organisations.

There will be strict security implemented to ensure that the respective businesses and their individual data is kept separate.

The first phase is almost complete with the migration of email to a new Mail server with capacity to run the additional users. The next steps will be to decommission the older CNZ server and move to an Enterprise system. This will mean that things like the Companyweb will change.

We will keep you posted with progress and will communicate the changes as they are about to take place.

SAR Training (Training Matrix Tickbox)

A new SAR training Matrix project is underway and we will be keeping you up to date with progress on this as it develops.

Technology Tips and Tricks!

Here are a few tips and tricks for some of the technology that Coastguard uses.

Outlook 2010 Protect what you send

It's easy to communicate with pretty much anyone via email. But there are times when you don't want email you send to be forwarded to others, or printed out, or copied. You can use Information Rights Management (IRM) to help prevent sensitive email from being read, printed, forwarded, or copied by unauthorised people.

Google: [Microsoft Introduction to IRM for email messages](#)

Email - Check email from any computer

Don't worry about dragging your laptop with you everywhere you go any more. You can access your email from any computer connected to the Internet using any major web browser—even if it doesn't have Microsoft Outlook on it. Outlook Web App (OWA) is a web-based version of Outlook that lets you access and send email, manage your calendar, and more.

<https://mail.nzcoastguard.org.nz/owa>

iPhone - Shortcuts

You can teach your iPhone to turn phrases or acronyms into anything you want. Go to Settings > General > Keyboard > Add New Shortcut to give it a try.

iPhone – Voice Texts

You can compose text messages using your voice. From the keyboard, tap the microphone icon on the keyboard and just say what you want to type. Your iPhone will do the rest (it's very accurate!) For this function to work you need to have Siri turned on.

The IT Team is here to help so if you have any issues or queries please feel free to log a ticket at www.coastguard.net.nz and click on IT Support System at the bottom

Dwane Brown
Coastguard IT Contractor

