

## Coastguard Unit of the Year

<b>Award Level</b> (circle one)	National	
<b>Unit</b>		
<b>Region</b>		
<b>Contact Details</b> (for best person to contact)	Name	
	Email	
	Mobile	
<b>Considerations for Selection</b>		
<b>1. Describe the management structure of your unit and its achievements for the year.</b>	<p>_____ coastguard operates a two tiered management structure, a management/audit Committee that is the official elected officers under the incorporated societies/charities commission such as President , Vice President , Treasurer, Secretary, Health &amp; Safety officer and Unit training officer. The second layer is operated under a CIMS type structure which reports monthly to the management committee. In this group there are :</p> <ol style="list-style-type: none"> <li>a. Operations – report on CRV and active operational tasks any CRV requirements/crew issues etc</li> <li>b. Logistics – responsible for maintenance of equipment and CRV maintenance issues. Also responsible for equipment approval from management and ordering from COPs etc once approved</li> <li>c. Planning – looks at unit planning for whole unit and activities calendar of events planning events</li> <li>d. Intelligence – role still being developed (new)</li> <li>e. Public info – Media and events keeping unit information up to date maintaining website, public information, organizes open days etc</li> <li>f. Welfare officer- Looks after unit morale and is responsible for social functions, most important role is debriefing and supporting crew from long or stressful missions i.e. fatality.</li> </ol> <p># a fundraiser role is currently being set up and will be developed further                  # RCIs and CIs sit under the UTO role but do report in as Training as part of the monthly report with the UTO.</p> <p>This continued style of management has helped the unit to not only grow but has continued to enable a number of unit personnel to be involved in the running of the unit. This has encouraged personnel to stay and continue “ownership” of decisions and direction of the unit.</p> <p>The decision to limit senior management terms for a maximum of 2 years to allow a rollover to secure succession will shortly start its second “term” under this approach with both the outgoing President and Vice President being committed to continuing on in the unit to provide mentoring and support for whoever the incoming new officers are, thus continuing the succession planning.</p> <p>The unit’s success can be summed up with the current operational status of the unit.</p> <ul style="list-style-type: none"> <li>• 3 x COC Skippers</li> <li>• Additional 3 Senior 2 Operational crew, 2 new trainee crew</li> <li>• Response times to base and deployment Improved</li> <li>• Training 2 times per week ( theory then practical)</li> <li>• Financial stability – increased reserves</li> </ul> <p>However it is the primary purpose why we exist – saving lives at sea that we as a unit are most proud of as an example:</p>	

	<p>The unit achieved its fastest ever rescue earlier this year with the CRV departure to location of victim occurring in 9 minutes in rough conditions with an outgoing tide and strong winds. Victim had been in water for 1 hour and 45 minutes drifting out to sea a distance of 2.76 km from splash point.</p> <p>This rescue happened so quickly based on the competency of the crew from training, distance, local knowledge, reliable and fast CRV, application of Search techniques, incident management and direction from base support to achieve a positive result.</p>
<p><b>2. Show your forward planning for the future development of the unit in line with the overarching Coastguard strategy and the achievement of Coastguard’s mission to save lives at sea.</b></p>	<p>_____ Coastguard continues to remain committed to moving forward with its previously outlined strategies. Evidence of this is the continued commitment that the unit has towards the new training matrix. The unit has two qualified RCIs that deliver the training matrix and who have now completed the first full cycle of the matrix and are now onto the second round of delivering the training matrix.</p> <p>The unit’s membership scheme is still continuing to grow with over 50% renewal rate which is a positive indicator of the trust that the community hold the unit and coastguard brand in. The unit is aware of the national strategy around membership and will be heading towards this in the near future to ensure financial sustainability.</p> <p>The advent of MOSS and the new Health and safety matrix has been met head on by the unit supporting its Health and Safety officer fully in achieving any actions that are required to be undertaken to meet both MOSS and Health and Safety. In line with this the unit recently adopted to replace all of its PFDs with a newer model that has higher buoyancy and a see through window that shows the canister and arming device are intact. This follows a recommendation following the drowning of a serviceman in ... The funding for this was from a lions group that wanted its donation to be used for safety equipment.</p> <p>Coastguard _____ will continue to develop into the future in the following ways:</p> <ul style="list-style-type: none"> <li>• Sustainability through its management structure</li> <li>• Financial strength – through its sponsorship, membership scheme and unit fundraising</li> <li>• Training- by following and completing the training matrix along with regular and documented training sessions</li> <li>• SAR operations- through its SAR activations and SAR training with its marine and emergency service providers</li> <li>• Community engagement – through its attendance at local events such as A&amp;P shows, Community fundraising, programs such as the YES youth scheme etc.</li> <li>• Saving lives at Sea – being on call ready to respond with a professional and well trained crew</li> </ul> <p>So far this year Coastguard has put 3 of its crew through CIMS 4 training on courses with local police ambulance and Landsar personnel, again enhancing and fostering closer ties with our partner agencies.</p> <p>All of these initiatives that the unit have followed have improved the overall level of response to incidents by the CRV and crew in the last 12 months. The training matrix in particular can still be singled out as a key driver in this area. The average response time for the CRV to depart from the base remains within 10 – 15 minutes of a pager call.</p>
<p><b>3. Describe what policies and procedures you have in place, how they are implemented and maintained.</b></p>	<p>The unit has a set of its own guidelines which cover the aspects such as duty officer , base duties, training , databases, use of IT equip, checklists , refueling, and other routine procedures to maintain the CRV and the base.</p>

	<p>The unit also maintains the Health and Safety policy for both the CRV and base, the unit MOSS and a unit specific log which details all CRV and unit activity regardless whether it is an activation, open day or base maintenance day. Crew also maintain MOSS drill sheets on the CRV as part of startup, monthly checks and drills as required under the unit MOSS. The units H&amp;S officer oversees this process.</p> <p>The unit also maintains an incident log for issues which are reported as part the operations report at monthly meetings. This log covers issues from the CRV to uniform requests for logistics and is available to all crew. By allowing all crew access to the incident log guarantees that all issues are reported and will get looked at.</p> <p>A copy of coastguard national and regional policies are also kept electronically and in hard copy at the base.</p> <p>The crew train every week and as a part of training sessions, new polices or safety notices are passed onto the crew directly as well as via email and monthly meetings.</p> <p>For any urgent updates the unit has a text alert system it uses where all unit members can be contacted immediately with urgent messages as required.</p>
<p><b>4. Describe how you manage the finances of your unit, and how the board oversees this.</b></p>	<p>The unit holds monthly management meetings as detailed in section one, which includes a detailed financial report by the unit treasurer .These reports are available to all members by email preceding the meeting allowing for greater transparency but also understanding of the unit operations. The unit uses Xero accounting package which also allows central region manager to see the unit summaries, which can be passed to the board as required.</p> <p>Annual audit is conducted by an independent accountancy firm each year and is passed to central region once completed.</p>

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<p><b>5. Describe how you care for the wellbeing of your volunteers and their families.</b></p>	<p>The unit has its own welfare officer appointed whose function is maintain crew and unit welfare. This achieved through 2 main social functions and other smaller ones which are organized during the year. The unit uses the mid-year function to announce unit person of the year award, who are then normally sent to the national conference as their reward. Families are included in both functions and are catered for especially the timing and venue to allow everyone to attend.</p> <p>The welfare officer is also responsible for keeping crew member’s families informed if the crew is on an extended mission or is delayed and acts as the point of contact for families as well. The welfare officer is also on hand when crews return to conduct debriefing or support as and if required for example if there has been a fatality or body recovery.</p> <p>During a SAROP that is especially long or difficult mission, a shore crew is on hand to look after wet crew’s needs, e.g. on return to base wet crew can step ashore and the shore crew will shut down CRV and get it ready for next mission. This also includes meals for crew on return to base if required. The base is manned normally by a minimum of two unit members whenever the CRV is deployed, tracking the CRV by tracplus and radio log.</p>
<p><b>6. Describe how you manage health and safety of volunteers, risk identification, mitigation and management.</b></p>	<p>The unit has a H &amp; S officer who monitors and updates the units health and safety procedures and is currently awaiting further training that is being developed by the national Health and Safety team. The Crew follow the MOSS requirements for drills and record any incidents or issues in the base incident log.</p> <p>The crew has a tag out board to which all crew members have a unique number. Trainees have a different tag number and trainee on the tag to provide visibility of what activities they can be involved in.</p> <p>All maritime warnings are read out during monthly meetings and significant issues posted on the crew whiteboard. Any issues relating to health and safety are raised by the unit safety officer and also tabled in the monthly meeting.</p>

	<p>The unit maintains an active working relationship with local harbor masters to keep updated on hazards or risks in and around the operational area.</p> <p>All unit members including crew are reminded to be vigilant around risk identification and health and safety.</p> <p>Prior to each operation a risk assessment is conducted using Risk assessment form in the base prior to vessel departure and again on the CRV with the crew. During operations base crew including the duty officer regularly contact the crew for situational updates and re assess risk as required. This process is also conducted during SAREX activity where the unit places an operational limit based on sea state and weather that it will allow the CRV to operate in.</p> <p>The risk matrix process was put to the test on a recent mission where a disabled vessel had requested assistance and was under watch of RCCNZ during a recent storm event. The two skippers made a no go call after doing the initial risk matrix which was also based on information from the pilot vessel out in the bay. The CRV departed 1 hour later after waiting for the conditions to improve, unfortunately two crew members were seasick after a short period and were dropped off on the pilot vessel. The CRV and Base reassessed the risk with the remaining 4 crew and updated weather forecast and local conditions and were subsequently able to proceed to the disabled yacht and crew and get them to a safe harbor without incident or undue risk to the crew – following the risk matrix.</p>
<p><b>7. Describe how you effectively deliver training to your volunteers.</b></p>	<p>The UTO and RCIs work together to work out the training program in blocks and then conduct training every Saturday morning and again on Tuesday nights for theory when required. Crew training program is solely based on the using new training matrix and is delivered by the two unit RCIs.</p> <p>The training is carried out in the base which has new technology to meet the training requirements, this includes a wifi network, 55inch LED Tv/screen and a dedicated training laptop connected to tracplus and the unit database.</p> <p>The two RCIs maintain and manage the training matrix portion of the training with the UTO providing oversight and planning exercises and SAREX with police and other agencies. The UTO is also responsible for forecasting a budget cost for training including fuel to the unit treasurer to ensure all training costs can be met.</p> <p>The UTO also liaises with other government departments to get crew trained in CIMS 4 to assist with large scale operations. This year 3 crew have been trained in CIMS 4 which now gives the unit 5 trained CIMS 4 qualified crew/unit members</p> <p>Crew interviews are conducted in line with the matrix requirements, this process is still new but already is proving to have benefits for crew who can start to see a pathway for progression and to what level.</p> <p>Volunteer levels are identified and training delivered cater for this.</p>
<p><b>8. Describe any promotion of Coastguard and community engagement you have undertaken.</b></p>	<p>This year the unit has actively engaged in a Membership drive to not only raise funds for the unit but to raise its profile within the local community.</p> <p>This year the unit has participated in the annual summer lottery which saw it out in the community on a number of days selling the lottery tickets but also using it as an opportunity to remind boaties of boating safety. This year the unit was able to sell more tickets than in previous years.</p>

	<p>Annual fishing competition - This competition raised \$8k for the unit but it provided a solid platform for the unit to sell memberships as well as promote boating safety amongst the people that use us . The competition is the largest one in the region with over 240 teams and individuals competing.</p>
<p><b>9. Describe how you ensure an effective and efficient response for SAR and Coastguard operations.</b></p>	<p>The unit believes in the fact that it has Professionally trained volunteers with a fit for purpose CRV that is highly maintained and equipped. The unit trains every weekend using the training matrix as well as training scenarios developed by the crew and approved by the UTO.</p> <p>The unit has a 24hr duty officer on call system managed through pager as well as the base phone is direct linked to the on call duty officer.</p> <p>Each week a review is done to ensure enough volunteers to man a CRV crew 24/7 including identifying the on call skippers. If the CRV is out of action for repairs etc the local harbor master is informed along with police and other agencies and the harbormaster in general will respond to emergencies. In principle the base will still operate providing whatever support is required to assist police in the SAR.</p> <p>Good working relationship with Police, RCC, Surf Recue, Rescue Helicopter and local charter companies. These relationships are important to the successful conduct of SAR operations and allowing for a better response time to incidents.</p> <p>The unit has worked hard over the past two years to improve its response timings, this has been achieved through improved training, better equipment and a reliable CRV. On average the CRV is on the water and heading out usually within 10-15 minutes of the original pager call.</p>
<p><b>10. Give examples of public relations activities and media exposure.</b></p>	<p>The unit engages in various public relations exercises to make the public fully aware of water safety and bout the local unit. The unit has within its structure a public information officer whose task it is to keep the units webpage current and also provide media and public releases when required. The Public information officer is also responsible for keeping the unit involved in any local activities that involve water safety of coastguard activity. The unit also has its own Facebook page which is regularly updated with latest rescues and happenings in the unit.</p>
<p><b>11. Describe any promotion of boating safety and education.</b></p>	<p>The Unit uses the summer lottery as a good way to spread the message on boating safety. It has also had sponsorship through local companies to do safety adverts on local radio stations.</p> <p>The unit also works closely with the harbor master to promote boating safety. Unit open days are also used to promote boating safety with static displays and equipment for members of the public to become familiar with, such as the right PFD or lifejacket for the activity using maritime safety and manufacturer’s guidelines.</p>
<p><b>12. Describe your links to our SAR partners and other relevant organisations.</b></p>	<p>We run exercises with our SAR partners twice a year in a marine SAREX. However outside of this the UTO has a responsibility to actively engage with the SAR partners for training opportunities and other issues.</p> <p>The unit also works closely with the local rescue helicopter as it may from time to time be necessary for the unit to pick up where the helicopter cannot fly due to weather.</p>
<p><b>13. Confirm what you do to meet your legal or other requirements such as Charities Register, publication of annual report etc.</b></p>	<p>Coastguard _____ is a Registered charity and meets on a monthly basis and has an annual general meeting to fulfill its obligations for this. It also files returns to the charities commission as required.</p> <p>All of the units accounts are audited independently annually with reports being sent to the regional office and the board as required.</p>

<b>14. What activities do you do to foster relationships with other Coastguard units?</b>	<p>The units RCIs have been working with _____ Coastguard, an initiative that has been in the planning for several months after looking at last year's submission.</p> <p>The unit is now looking at a weekend trip to .... and doing an extended navigation and helm training session with the ... unit.</p> <p>The unit also liaises with regional management in both regions to ensure it is on track and meeting any training or operational needs.</p>			
<b>15. How do your unit and/or its volunteers make a contribution to the region?</b>	<p>The unit has provided the region with a copy of its duty officer training course as well as introduced its plan for succession and its use of CIMS in its management structure.</p> <p>The unit is active in the MOSS and Health and Safety as well as training and has a good working knowledge of these areas through good liaison with the region.</p>			
<b>16. What do you do for succession planning within your unit?</b>	<p>Through improved training of crew we will have more candidates for COC as well as more competent crew to lead the way forward. We have undertaken to ensure that the training is not just around qualifying crew but it is also part of the unit's survival. The way in which the unit has limited terms for senior management positions will ensure rollover of officers and encourage succession. The use of the two tiered approach will also better prepare those who are unsure of taking on a management position again leading to succession. Also rotation of officers more frequently means that the unit is more likely to retain those who have stood down as a culture of change is now widely understood within the unit.</p>			
<b>17. List any other contributions or considerations that support this nomination.</b>	<p>The unit is focused and so far this year it has saved the lives of 4 individuals and it has rescued several others from disaster, it has also brought a number of vessels back into port with their crews.</p>			
<b>Nominated By:</b>	Name:		Date	
	Position:			
<b>Photo Attached</b> (required for all nominations)	<input type="checkbox"/> Yes			