

# Performance Report 2021

Coastguard New Zealand



THE CHARITY SAVING LIVES AT SEA

Our mission is

# Saving lives at sea

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Our vision is

# No boaties' lives lost at sea

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## Who we are

Coastguard is the charity saving lives at sea.

We're on a mission to help Kiwis get the best out of their time on the water safely and with confidence.

Each year Coastguard's 1,978 volunteers give their time to help bring over 8,000 Kiwis back home safely to dry land – from Cape Rēinga to Bluff and across the coastlines, major rivers and lakes of Aotearoa.

We save lives by teaching Kiwis to make the most of our waters through our education programmes and community initiatives, by providing critical marine communications infrastructure and safety and information services.

None of this would be possible without the financial support we receive from our funders, partners, members and donors who generously give to Coastguard so that our volunteers can continue to be there when Kiwis need them most.





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# Where we are



**63** units



**116** rescue vessels (including 12 rescue water craft)



**2** search aircraft



**13** locations providing 24/7 Coastguard Radio watch across New Zealand



# The benefits of a unified organisation

**In what has been a unique year, our simplified structure has allowed us to adapt to rapidly changing circumstances.**

Tēnā koutou katoa,

Twelve months ago we published our first Annual Report after our shared decision to simplify our organisational structure by merging our regional and national entities into one.

In that report I summarised the reasons for making this change and the steps we would subsequently need to take in order to address the challenges we face. Simply put, in order for our organisation to be able to continue to achieve our mission, we recognised that we would need both greater agility to deliver on our strategy and also to achieve the potential that only a more unified, nationwide organisation could deliver.

What we did not foresee in 2019 when these conversations were taking place was the unwelcome intrusion and long-lasting impact that COVID-19 would have on our lives; nonetheless our streamlined structure is bearing fruit, with the early benefits of our transformation shared in this report.

This last year has undoubtedly been one of the most challenging periods in the Royal New Zealand Coastguard's recent history. In addition to adjusting to life with Covid, we have been at our busiest in many years. With international travel bans, Kiwis have made the most of our own beautiful backyard. Between Christmas and

March we enjoyed the spectacle of the Prada and America's Cups on the Hauraki Gulf and it was marvellous to see so many spectator boats on the Waitemata Harbour for every race. Behind the scenes, Coastguard people worked hard to make the event a safe and ultimately successful one, generating a great deal of goodwill and interest in the organisation as a result.

Following the competition we turned our attention to our programme of work to convert 22 of the event's marshal boats into a new generation of Coastguard Rescue Vessels (CRV) to be distributed around the country. That work continues, unfortunately impacted by supply chain challenges, however with the first batch of CRVs now coming into service we know that the wait will be worth it.

Once in place these vessels will deliver a much-needed modernisation and lift in capability for many of our units and will contribute to our objective of ensuring that our volunteers and staff have the right tools and equipment to complete the mission.

As well as having the right equipment, our highest priority is ensuring we have the right people in the right place. Our Volunteer Strategy aims to achieve that and our investment in a streamlined, competency-based training matrix and online

learning environment is our primary focus in 2021. This project is making good progress and is scheduled to go live for volunteers starting their Coastguard training this year.

Neither our training project or our rescue vessel upgrade would be possible without the funding and support of organisations such as New Zealand Search and Rescue (NZSAR) and the Lotteries Grant Board. They are just two of the many organisations that enable us to achieve our mission every day and whose support is enabling us to improve the service that we provide New Zealanders. Our many generous supporters are acknowledged on pages 23 - 25.

As always, my final and most heartfelt thanks are reserved for our Coastguard 'Team of nearly 2,000' volunteers and staff without whom none of this would be achieved. You have risen to each and every challenge and your impact has been greater than ever. On behalf of the Board of Coastguard New Zealand and the many Kiwi lives you have touched, thank you.

**Mike Purchase**  
President



## Coastguard New Zealand Board

**Mike Purchase** President

**Peter Kara** Elected Board Member

**John Linn** Elected Board Member

**Ross Lockwood** Elected Board Member

**Bennett Medary** Co-opted Member

**Aaron Wallace** Appointed Board Member

**Evelyn Davis** Appointed Board Member

**Liz Urquhart** Appointed Board Member

**Susan Doughty** Appointed Board Member

# The difference we've made in the last year

## Statement of Service Performance

### Provision of critical safety information and communication services.

 **275,576** radio calls received

 **38,029** Trip Reports made via the Coastguard App

### Delivery of boating education and community initiatives.

**BOATIE'S BEST MATE.** **39,412** Coastguard members nationwide


 **2,790** people safer on the water after upgrading their old lifejackets during the Old4New Lifejacket Upgrade Campaign

 **12,577** people attended **21** programmes, including culturally specific work for Pasifika, Māori and Chinese communities

### 24/7 365 days a year Search and Rescue capability.

 **3,553** Coastguard missions (includes SAROPs Cat 1 and 2)

 **8,618** people helped home to safety

 **17** people who are alive because Coastguard was there

 **1,978** trained and skilled volunteers across the country

 **291,402** volunteer hours

# A year of progress

**I am proud to see the benefits of Project Horizon and our unified organisation structure starting to shine through.**

Tēnā koutou katoa,

In the last 12 months Coastguard volunteers and staff have conducted more than 3,500 operations and assisted more than 8,000 people to return home safely.

Of these incidents, 456 were classified as urgent, life-threatening events, reminding all of us of the need to properly consider our risks and prepare carefully before going on the water.

In the last year, our 1,978 volunteers gave an incredible 291,402 hours of their time to saving lives at sea - a remarkable statistic by any measure.

Regrettably, Aotearoa New Zealand continues to have one of the highest preventable drowning tolls in the OECD with 74 lives lost and 202 drowning hospitalisations in 2020.

Coastguard New Zealand, alongside its partner organisations in the New Zealand water safety sector, is committed to reducing these figures and our organisation's strategy is aligned with the sector strategy for this purpose.

As our President has stated, the first step in our strategy – the implementation of Project Horizon – is making good progress and our more streamlined structure is enabling the decision making and delivery of subsequent initiatives to be achieved more quickly.

Coastguard New Zealand aims to serve all New Zealanders and as an organisation we acknowledge the importance of Te Tiriti o Waitangi. This year we have created the role

of Kaihautū Māori to guide our organisation in the development of our Te Ao Māori cultural competency and to enable the building of closer relations with iwi and kaupapa Māori organisations.

While we are in the early stages of this journey, our initial steps, including staff training, introductions and work with iwi in Northland, Auckland and the Waikato, have been rewarding and show promise.

**“ In the last year, our 1,978 volunteers gave an incredible 291,402 hours of their time saving lives at sea.**

In May 2020 Coastguard received the welcome news of an increase in annual funding and through the course of the year CNZ staff have worked with NZSAR to access these funds. This has been a significant task that is now largely complete and our front-line units are experiencing the benefits of this investment.

These benefits can be seen in the form of improved funding for capital projects and repairs and maintenance, and in the establishment of organisation-wide services such as fleet insurance. Along with increased CNZ capabilities in Unit Support, Finance and HR, arising from our new structure, it is great to see progress being made to reduce the overheads

on our people, enabling them to focus more of their energy on training and operations.

Improved funding has also enabled the organisation to embark on a programme of important technology-led projects including the roll-out of Microsoft Teams, VHF communications upgrades and the introduction of an online Incident Management system to replace paper-based record keeping.

Most importantly, we have seen good progress in our project to modernise our volunteer training experience, which is making a real impact on the capability and engagement of our most valuable resource – our people.

This last year has been unlike any other and as we mark its completion I would like to acknowledge and thank Coastguard staff and volunteers for their hard work, determination, flexibility and goodwill in the face of all that has been thrown at them.

My thanks also goes to our generous supporters, donors, members and partners - with your support and our great team, I look forward to the year ahead.

**Callum Gillespie**  
Chief Executive Officer



# Our highest priority

## Project Horizon

Since the implementation of Project Horizon on July 1 2020, which saw the merging of Coastguard's four regions and the national body, Coastguard has embraced a historic amount of change.

By simplifying the organisation's structure, barriers to effective decision-making and delivery that had previously existed have been removed, enabling Coastguard to provide better support and services to units, volunteers and staff across Aotearoa.

Becoming a unified, strong and better resourced organisation has also enabled us to put a strategy and projects in place to ensure our highest priority, our volunteers, continue to want to volunteer their time with Coastguard and new volunteers are attracted to the organisation.

“Coastguard has embraced a historic amount of change.”

## Coastguard Volunteer Training Project

One of the major outputs of Project Horizon has been the Volunteer Training Project. The Volunteer Study, undertaken in 2018, showed that training is a significant frustration for volunteers and one of the leading causes of volunteers leaving Coastguard.

Over the last 12 months significant work has gone into this project, with a new streamlined syllabus for Coastguard Rescue Vessel training about to be delivered alongside a modern online Learning Management System that will enable our volunteers to self-manage their learning with greater flexibility. The new syllabus will also make the most of an individual's prior skills and experience and provide a path to commercial qualification.

## Encouraging the next generation

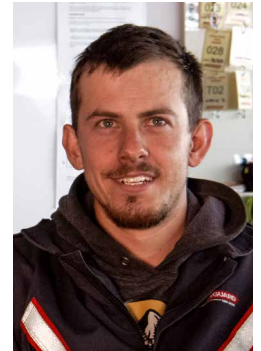
Volunteering in any capacity is a big commitment and it can be a considerable ask for young people to sacrifice their time and give back to their community. However, Coastguard is extremely lucky to have a great group of selfless and driven young people involved in units around the country, like Kip Stephenson, an Operational wet crew member at Coastguard Nelson.

Kip began his volunteering journey at 19, after a colleague, who also happened to be a Coastguard Nelson crewmember, encouraged him to get involved. Kip experienced first hand the reward that comes from being there for boaties and water-users in their time of need.

“The most satisfying thing about volunteering for Coastguard is when everything goes right, when you can bring someone home or fix someone's problem. It's all about getting people home safely.”

At 24 years of age, Kip is the youngest volunteer at Coastguard Nelson, but he's never let the age gap between himself and fellow volunteers stand in his way.

“I know that young people can be apprehensive about going into a Coastguard unit and getting started, but you learn a lot and get to do some really cool things. Coastguard is for everyone and if you really want to get into it, go and do it.”



## Inaugural Skipper School

The first Coastguard Skipper School was piloted in June in response to feedback that more senior volunteers would step up to gain their Master Qualification if they had increased support around leadership, risk assessment and decision-making.

The two-and-a-half-day programme facilitated great discussions amongst the attendees, provided an opportunity for the group to learn from and ask questions of an already qualified Master, and to have some on-water time to put their learnings into practice.

With training boats now in Auckland and Tauranga and increased funding to enable training, Skipper Schools are set to become a regular fixture on the Coastguard training calendar.





### NZSAR Awards

A successful 14.5 hour rescue operation that brought six people home safely saw Coastguard Nelson awarded with a Certificate of Achievement at the New Zealand Search and Rescue (NZSAR) Awards in May.

Coastguard Nelson, alongside Nelson Police SAR Squad, Tasman District Harbourmaster and the Rescue Coordination Centre New Zealand (RCCNZ), were recognised for the rescue of the SV Ocean Gem near Rangitoto ki te Tonga - D'Urville Island on 18-19 March 2020.

The full-scale search and rescue operation that brought the Ocean Gem to safety pushed Coastguard Nelson to its limits. Read the full story about the ordeal on page 10.

**“ It was an amazing sight to see them when we were rolling round in 5m seas... I'm forever indebted to them.**  
*David Hows, Skipper of the Ocean Gem*

### Kiwibank Local Hero of the Year nomination – Allan Turia

Each year the Kiwibank Local Hero of the Year Award recognises Kiwis who have selflessly worked to make their community a better place.

Coastguard Turangi volunteer of 17 years Allan Turia was one of the incredible Kiwis nominated for this award in 2021. On top of saving stricken boaties and water-users in the Turangi community, Allan continuously works hard to create opportunities for people to get involved with Coastguard and ensures that all volunteers have equal opportunities to build on their skills through training and mentoring. As a highly skilled Skipper, Allan frequently shares his knowledge with his fellow volunteers and supports them through their training.



Allan's focus on inclusion has seen Coastguard Turangi's role stretch far beyond maritime assistance and search and rescue. He has built strong working relationships with the Department of Conservation (DOC) and the Tūwharetoa Māori Trust Board, to ensure that protected areas such as Lake Taupo and nearby Motutaiko Island are looked after by the three groups.

Allan's other recent accolades, a 2020 New Zealand Search and Rescue Certificate of Achievement in Support Activity and Coastguard New Zealand's Rescue Vessel Volunteer of the Year Award for 2019, are both testament to his passion for making his community a better place.



### Trainee to Operational Courses (TOPs)

Coastguard's TOPs courses take rescue vessel crew who are at a trainee level and put them through a highly focused week designed to progress their training towards Operational Crew. This year we have doubled the number of courses delivered and for the first time held courses in locations outside of Auckland to enable more volunteers to fast track their training.



# Awards of Excellence



## Century Yuasa Rescue Vessel Volunteer of the Year and Hutchwilco Coastguard Volunteer of the Year Thelma Wilson, Coastguard Kawau

Known as the 'backbone of the unit,' over the last 10 years Thelma has given many hours of her time and energy to running Coastguard Kawau behind the scenes to ensure the unit's volunteers can be there for boaties in their time of need.

Thelma has attended the most incidents out of any other volunteer in her unit over the past year and has spent a total of 249 hours on board as Skipper and an additional 89 hours on the water training.

Thelma's passion for caring for her community has been a driving force behind her work to ensure Maritime Operator Safety System (MOSS) and health and safety procedures are followed and volunteers across the unit's three crews are competent, confident and rescue-ready.

Thelma is a Skipper, Unit Safety Officer and a MOSS champion, Coastguard Instructor, Committee Member and a highly skilled and respected Coastguard volunteer.



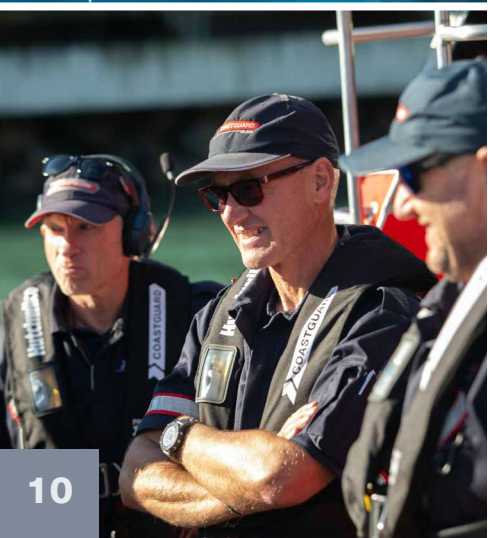
## Coastguard Unit of the Year Coastguard Taranaki

Coastguard Taranaki runs like a well-oiled machine. All aspects of the unit's operations, from training and volunteer recruitment to financial management, community engagement and incident response, are all completed to a high degree that when combined, ensure the unit is a reliable service within the community.

Coastguard Taranaki is made up of 43 volunteers who all bring their own

knowledge and expertise to the unit, contributing greatly to the unit culture. The Taranaki unit's management committee works tirelessly to strengthen the reputation of the unit within the local community, particularly with boaties and local marine search and rescue agencies.

Teamwork is at the fore within the Taranaki unit with volunteers regularly working together to achieve the best results for all.



## Coastguard Rescue of the Year Coastguard Nelson

This prestigious accolade was awarded to Coastguard Nelson for the rescue of the stricken yacht Ocean Gem.

When the mayday call was first received by RCCNZ at 9pm, the 12-tonne sailing yacht, en route to Picton from Hobart, had lost its steering and was drifting helplessly in the Cook Strait Channel in winds gusting between 20 and 25 knots.

Without intervention from rescue agencies, the vessel would eventually drift into rocks, putting the yacht and its crew in harm's way.

At 4am the Coastguard crew set out on a lengthy journey into the night to

reach the stricken vessel. The yacht had drifted so far out that Coastguard Nelson had to obtain a special exemption from Maritime New Zealand to travel outside their area of operation.

After a long journey Coastguard finally rendezvoused with Ocean Gem where all crew were found safe and accounted for. They then started the arduous 52 nautical mile tow back to base.

It was off the back of winning this award that Coastguard Nelson was nominated for an NZSAR award.



## Coastguard Community Relations Activity of the Year Coastguard Whitianga

During the Tuia 250 Encounters voyage, Coastguard Whitianga provided exemplary support to the flotilla of vessels when the historic fleet arrived in the unit's area of operation.

During the event the unit's role was to ensure the safety of participants and spectators. In addition to on-water patrol activities, the Whitianga unit responded to a number of calls whilst supporting this event, including performing a medical evacuation from HMS Endeavour, urgently assisting a vessel that capsized in the path of one of the tall ships and assisting two of the flotilla waka due to deteriorating weather conditions.

Coastguard Whitianga's event support helped raise the profile of Coastguard as a marine safety service and highlighted the collaborative relationships the unit holds with partners, including Maritime Police, the local Harbourmaster and Maritime New Zealand.



## Coastguard Unit Support Volunteer of the Year Josh Haslemore, Coastguard Auckland Air Patrol and Peter Chapman, Coastguard Taranaki

Josh Haslemore has a fervent desire to make his unit as strong as it can be. Josh has worked tirelessly over the past two years to ensure Coastguard Auckland Air Patrol runs efficiently by updating the unit's Standard Operating Procedures, designing an operational risk matrix and updating training modules.

Tapping into his industry experience, Josh has used his knowledge of risk analysis, safety and culture to identify gaps within the unit and rectify them to ensure the Auckland Air Patrol is a safe and compliant unit across all of its operations.

Peter Chapman has been instrumental in ensuring all aspects of Coastguard Taranaki's operations are aligned in achieving the goals set in the unit's annual operational and training plans.

Peter is a team player who readily helps with the development of other volunteers, far exceeding his required duties. Peter makes himself available at short notice to support others at any and every level within the unit's operation and is a well-respected member of his unit.



# Volunteer Long Service Awards

## Life Members

Kevin O'Sullivan QSM  
Brooke Archbold  
Allan Daines  
Harold Mason  
Michael Grace  
Alan Haddock QSO

## 30 years

Gary van der Werff  
Allan Benson  
Heather McDonald

## 40 years

Adam Wickes  
Les Franks

## 25 years

John Cowan  
Jeff Cramp  
Antony Baker  
Anita Fraser  
Gary Darnell  
Ross Patterson  
Kevin McKenna  
Peter Garnett  
Tony Lister  
Maurice Williams  
Calvern Sing  
Allan Wetherall  
Graham Weakley  
David Smith  
Graeme Clark  
David Hetherington

## 50 years

Paul Newman  
Geoffrey Layton  
Michael Wilson

# Delivering on the Mission

## Haere Mai Hohapata Sealord Rescue.

While our volunteers are what makes Coastguard an exceptional life-saving organisation, they would not be able to actively reduce the number of lives lost on New Zealand's waterways without capable and fit-for-purpose Coastguard Rescue Vessels.

This year, Coastguard Nelson unveiled its brand-new rescue vessel, Hohapata Sealord Rescue. The \$1.4 million vessel was the result of many years of fundraising and a generous \$215,000 helping hand from Sealord as well as support from Pub Charity and an array of community trusts and foundations.

Sealord sought input from Te Taiuhu Iwi to assist with the naming of the vessel. Hohapata – Sealord Rescue was the name kindly gifted by Ngāti Koata Kaunihera kaumātua.

Hohapata Te Kahupuku of Ngāti Koata (1834-1913), was a selfless man who was instrumental in saving the lives of the crew on board distressed ship Delaware when it got into serious trouble on the rocky Whakapuaka coast in 1863.

"We could not save lives at sea without the selfless spirit of our volunteers and our rescue vessel," said Coastguard

Nelson President Peter Kara. "The new boat carries the name of Hohapata Te Kahupuku and his legacy, reminding us of that altruistic spirit and leading us towards a future of helping countless boaties and watergoers in the Nelson region."

The 11.3m Naiad is powered by two Hamilton jet engines for versatility and safety, with an estimated top speed of 40 knots. Hohapata – Sealord Rescue also has a dedicated triage bay, observation platforms allowing better visibility when searching, and can carry up to eight volunteer crew.

**“ With this new vessel, the crew know their primary piece of rescue equipment will be incredibly reliable and allow them to provide better medical care to those they rescue.**

**Callum Gillespie, Coastguard New Zealand Chief Executive**

## Community support key to new Queenstown base

Coastguard Queenstown opened a new purpose-built facility in February in what was heralded as an important step in keeping boaties safe on the South Island's major lake.

The new facility, located in Frankton Marina, took nearly 12 years to come to fruition. However, with generous support from local trusts including Central Lakes Trust, the local Rotary group, and the wider Queenstown community, the \$500,000 building opened its doors to a great celebration.

The building houses a radio and operations room, which has the ability to provide for multi-agency search and rescue responses. It also has capacity to hold boating and education courses and public events, making it a real asset to the Queenstown community.

The new base is timely, as Coastguard Queenstown will be receiving one of the 22 America's Cup boats. This new vessel will replace the unit's current 8.5m vessel, Queenstown Airport Rescue, which entered service in 2008, the year the unit was founded.



### Getting by with a little help from our friends

Coastguard is a charity that relies on the generosity of our incredible supporters who enable our volunteers to get people home safely time after time.

 **5,066** Team Rescue Supporters

Our Team Rescue Supporters are a very important group of people whose monthly donations are gifts we can rely on to plan ahead. Team Rescue is a growing income source year on year that provides invaluable untagged income for Coastguard.

 **96** confirmed Coastguardians

Over the last year, the number of amazing Coastguardians grew, with 38 supporters confirming they would leave a gift in their will to Coastguard. We now have a powerful group of 96 Coastguardians committed to supporting the next generation of volunteers and saving lives at sea.

### A Gift in Memory that will save lives

A generous Gift in Memory from the Rees and Moira Jones Family Trust has enabled both Coastguard Tutukaka and Whangaruru to secure much-needed rescue equipment.

The Jones family have always had a passion for the sea. When Rees Jones retired from his career as a pathologist, he and Moira bought a dive charter business, Pacific Hideaway Charters in Tutukaka, with son Gareth coming on board as the Skipper.

Rees never needed to call Coastguard, but for more than 20 years his own boat, Catatonic, was moored next to the Coastguard Tutukaka Rescue Vessel.

“We often saw the volunteers rush to go out and help so we know just how important they are when things go wrong at sea,” says Jennifer Robertson, Rees and Moira’s daughter.

“Mum and Dad set up our family trust 22 years ago, and as trustee I’m delighted to be able to make this gift to the Tutukaka and Whangaruru Coastguard units. I know Dad would approve.”

**In memory of Rees and Gareth Jones**



### From helping defend the Cup to saving lives at sea, this is for you New Zealand!

Coastguard had a historic and multi-faceted involvement with the 36th America’s Cup as a result of a special partnership with Lotto New Zealand and Emirates Team New Zealand.

The partnership sees a fleet of new Coastguard rescue vessels hitting the water in communities around New Zealand, all thanks to Lotto players. The boats were first used during the Prada Cup



and 36th America’s Cup as support and chase boats before undergoing a refit process that has equipped them with the right tools and resources to become Coastguard Rescue Vessels.

The partnership is a win-win for New Zealand, with Coastguard units in communities from Whangaruru in the far north, to Dunedin in the deep south receiving the new vessels.

The fit-for-purpose boats will replace ageing vessels at units around the country that have limited capacity to fundraise, ensuring that our volunteers can continue their life-saving work in their communities for many years to come.

The vessels have been funded entirely by a \$9.8 million lottery

grant, made possible by the millions of Kiwis who play Lotto New Zealand’s games each year.

Lotto New Zealand’s profits are distributed back into Kiwi communities via the Lottery Grants Board, providing a major source of funding for sport and recreation, arts and culture, environment and heritage, and community projects throughout the country.

Having been built by Rayglass and Salthouse Boats right here in New Zealand, the fleet has provided additional economic benefits for New Zealand’s marine sector and boosted employment and apprenticeships.

# Encouraging safe boating

## The boaties' best mate on the water and in your pocket

In the absence of overseas travel and with the America's Cup lighting up the Hauraki Gulf in Auckland, Kiwis made the most of the summer months out on the water with unprecedented boat sales and more boaties than ever before becoming Coastguard members.

The increase in memberships was also driven by an innovative and creative approach to telling boaties about our services. From November to March we ran The Long Swim Home campaign, which challenged the 'she'll be right' attitude of many boaties by visually showing just how hard it is to swim home if something goes wrong out there. The campaign featured a television ad supported by radio, billboards, street posters and digital and social media, and was named as a finalist in the TVNZ-NZ Marketing Awards. At the Hutchwilco Boat Show in May we introduced the 'Coastguard Skippers Club' – a bundle of Coastguard products and a badge of honour that ensures boaties keep themselves and their nearest and dearest safe on the water.

The Coastguard app has also continued to grow over the last 12 months with over 42,000 downloads and the introduction of Dark Mode – a much-requested enhancement that provides greater usability and accessibility in low light for boaties.

## Journey into reflecting our communities

In 2019 Coastguard volunteers around the country completed a Volunteer Study, which gave us a greater understanding of them and their experiences.

One of the key recommendations from this survey was a strategy to attract a more diverse volunteer base. We recognise the need to become a more inclusive organisation for people of every cultural background, age group and gender, and as such we should reflect the make-up of the communities we are working in around the country.

In the past 12 months we have created a Kaihautū Māori role and established a Māori and Pacific Advisory group, Te Pūhara Mana Iwi. This ropū (group) includes board members, staff and volunteers. They work to help us build relationships with iwi, Kaupapa Māori and Pacific groups throughout the country and provide guidance on how we work better with those communities to improve outcomes.

As part of this mahi, all staff attended 'Insights into Te Ao Māori' training in March, culminating in a day at Ngāti Whātua Ōrākei Marae at Takaparawhau (Bastion Point).

This work has already enabled us to build strong relations with the Ngā Waka Federation in Tai Tokerau (Northland), Ngāti Whātua Ōrākei and Waikato Tainui, delivering our education courses and sharing our processes to enable those organisations to increase their own capacity in the safer boating space.



## Old4New Lifejacket Upgrade

Coastguard's Old4New Lifejacket Upgrade campaign is one of our leading water safety initiatives.

Old4New encourages safer boating by starting conversations about preparedness and wearing the right lifejacket for specific types of boating. With research showing that 1.7 million Kiwis are now on the water, the Old4New campaign is more relevant than ever.

For the first time, the 2020/2021 campaign saw two vans travelling the North and South Islands simultaneously. The team clocked over 10,000km, visiting 61 locations and upgrading 2,790 lifejackets. That's 2,790 people safer on the water!

We also partnered with the Vava'u Volunteer Maritime Response Association in the Kingdom of Tonga to provide recycled fit-for-purpose lifejackets for their Life Vest Loaner Stations. This trial programme positions life vests at wharves around the island for anyone to borrow. The programme is in its infancy but we are committed to supporting it with recycled lifejackets as it grows.



## Boating education

Coastguard saves lives by teaching Kiwis to make the most of our waters through our education programmes and community initiatives.

Each year we see a great number of New Zealanders engaging with our education courses and making the most of their time on the water. However, a large portion of the population, including our Māori, Pasifika and Chinese groups, continue to be over represented in the country's drowning statistics. We know that the only way to reduce this number is to create accessible, meaningful programmes for these groups.

While we acknowledge that there is more to be done in this space, we are making strides to better connect with and provide learning opportunities by employing and continuing to support our Māori tutors, who have close links with iwi and Māori and Pasifika communities nationwide. We have also been publishing our learning materials bilingually (i.e. Māori and English) to help further support learners with their understanding of programme content, and using familiar environments such as marae and churches as venues so students feel more comfortable.



## America's Cup Support

When the Prada Cup and 36th America's Cup graced Auckland's Hauraki Gulf at the start of 2021, Coastguard volunteers were on the water keeping spectators safe alongside St John paramedics on board a number of Coastguard Rescue Vessels.


Coastguard volunteers the length and breadth of the country were invited to take part in the event and join a host crew from one of our Auckland-based Coastguard units. The crews' roles were vital in keeping people safe on the water and ensuring racing could go ahead without a hitch.


While this was a chance for Coastguard volunteers to be a part of a historic event, it was also an opportunity for our people to come together, exchange ideas and learn from each other.


As a result of the success of the experience, plans have been made by volunteers to do more reciprocal visits between units, which has always been a goal for Coastguard.




 **8,618** learners enrolled in courses across **21** programmes, including culturally specific work for Pasifika, Māori and Chinese communities

 **43,483** children participated in Safe Boating courses across **279** schools nationally

 **388** certificates issued for our Pasifika learners across Day Skipper, In Water Survival and Maritime VHF Operator Certificate through the MNZ-funded programme Folau Malu

 **205** certificates issued for our Māori learners across Day Skipper, In Water Survival and Maritime VHF Operator Certificate

 **160** certificates issued for our Chinese learners across Day Skipper and Maritime VHF Operator Certificate

# Our work in action

## Coastguard Nelson

**A last-minute dash to buy properly fitting lifejackets saved the lives of a Nelson family of four after their runabout was swamped by two large waves near Cable Bay.**

Enjoying the last taste of the school holidays, dad Damien, step-mum Jackie, eight-year-old Rueben and six-year-old Summer decided to head out for a day of fishing. The family did all the right things for their fishing trip: they checked the weather forecast beforehand, wore their lifejackets, and had phones in waterproof bags. But despite this, their day on the water took a turn for the worse.

The weather changed quickly while they were out and on their return to shore two large waves crashed over the stern of their boat, swamping the motor and filling the boat up. Before the family could react, they were in the water clinging to their overturned boat, their lifejackets ensuring they remained above the surface.

After realising they were only drifting further away from land and not knowing if help was on the way, the family decided the best option for their survival was to abandon their boat and begin swimming 60 metres to nearby rocks.

Jackie and Damien took a child each and started the difficult swim. "Fighting the waves and fighting the current, it felt like we weren't getting anywhere, we were making very slow progress," recalls Jackie.

Unknown to the family, and thanks to a member of the public calling Police, a rescue effort was already well underway with Police Search and Rescue working with Coastguard and Surf Lifesaving.

Wet, cold and exhausted, the family eventually all made it to the rocks only to be faced with another danger, exposure.

Just as Damien was clambering onto the rocks to join the rest of his family who were all sheltering in a shallow crevice,

**“ We were very grateful to see them, very exhausted, very cold and very appreciative!**

Coastguard Nelson volunteers rounded the corner.

Jackie was relieved to hear the motor of the Rescue Vessel. "We were very grateful to see them, very exhausted, very cold and very appreciative!"

The strong current and large waves made reaching the area a difficult task for the Coastguard Nelson volunteers. The crew had to strategically time their approach, working with the large swell to avoid crashing into the rocks and to ensure they had enough time to safely uplift the family.

As experienced boaties, Jackie and Damien made sure their whole family was wearing properly fitted lifejackets. Knowing Summer had outgrown hers, the family picked up a brand-new lifejacket for their youngest child before they hit the water. This decision saved her life with Coastguard Nelson President Peter Kara saying the family wrote their own survival story.





## Coastguard Rotorua Lakes

**Coastguard volunteers who crew our rescue vessels, take to the skies in our search aircraft and man our radio channels, are there for Kiwis 24 hours a day, seven days a week.**

Boxing Day 2020 was no different when a seriously injured father and daughter clinging together in Lake Rotorua were sure they would become another statistic.

The father and daughter had set off on their jet ski in calm conditions, but around 300 metres offshore, the wind came up out of nowhere and conditions on the lake changed dramatically.

They decided to head back into shore when suddenly they were hit side on by a wave and thrown from their jet ski. The pair hit the choppy water hard, sustaining chest injuries from the blow, but luckily their lifejackets ensured they stayed afloat.

As they attempted to get their heads around what just happened, they quickly realised the strong wind had blown

their jet ski well out of reach. After swimming a short distance to try and catch the jet ski, the father, a medical doctor, was experiencing worsening chest pains. He knew for sure that he had broken his ribs.

By this stage the situation had become more desperate as the waves were now crashing over their heads.

In fear of drifting apart, the pair decided to tie their lifejackets together just in case one of them lost consciousness.

They spent the next two hours floating helplessly in the lake, doing everything they could to stay alive.

“My dad and I were hypothermic, both of us had chest injuries, and were struggling to survive. I was especially concerned for my dad who was getting quieter and bluer as he inhaled water he couldn’t cough up,” said the daughter. “We were preparing for the end and saying our goodbyes.”

Meanwhile, on shore a search and rescue operation was gearing up. Six Coastguard Rotorua Lakes crew members met at the unit shed, launched the rescue vessel and, within 15 minutes, were out on the lake fighting large waves and rough conditions.

When Coastguard volunteers brought the pair on board the Rescue Vessel, it was clear they were in bad shape. Neither could stand, they could barely talk and the father’s condition was deteriorating quickly. The Coastguard crew immediately called the St John Ambulance to meet them back on shore.

Coastguard Rotorua Lakes volunteer Jonathan Findon was one of the Coastguard crew on scene that day. “There’s a lot of things that came together to keep them alive, especially us getting on the water as fast as we did when we were paged. I think they know how lucky they were.”

“I would like to give a heartfelt thanks to all those involved in picking my daughter and I out of the lake. We were, I believe, about 10 minutes away from being another statistic. I shall always remember seeing the bow wave as you approached us. You have really made a big difference to many people. Thank you.”

“I can’t express in words how happy we were to see your boat. While a lot of the event is a blur, I will never forget your faces. You are the reason my sisters still have a father, my husband still has a wife, and my mother still has her daughter. You saved our lives, and for that I, and my family, are eternally grateful. You are truly heroes.”



# Our work in action

## Coastguard Auckland, Howick and North Shore

**Volunteers on three Coastguard vessels played a pivotal role in keeping American Magic from sinking on January 17 after the US Challenger for the America's Cup dramatically capsized during Prada Cup racing.**

Rescue Vessels from Coastguard Howick, Coastguard North Shore and Coastguard Auckland came to the aid of the stricken yacht after it was damaged during the incident and quickly began to take on water.

Just seven minutes after the capsize occurred, Coastguard Howick was alongside American Magic providing the yacht with water pumps and a Coastguard volunteer crew member to offer assistance.

"Coastguard Howick was well positioned on the course to quickly respond," said John Cowan, Coastguard Coordinator for the On Water Operations Centre (OWOC). "As they came alongside American Magic, the crew began calling them in to help."

Coastguard Howick were quickly joined by Coastguard Auckland volunteers on board Lion Foundation Rescue, which also transferred one crew member and additional pumps to American Magic in an effort to keep the yacht from completely sinking.

Coastguard North Shore then joined the response as it became apparent that even more pumps were required as well as fuel to keep them all running.

"Initially there was no ability to communicate with the crew on American Magic so having the two Coastguard volunteers on board provided an important communication link with the On Water Operations Centre," said John. "We were getting really good updates as to what was needed on board in terms of additional pumps, fuel and flotation and, with the combined efforts of the agencies in the On Water Operations Centre, we were able to get the required additional equipment from Police and the Fire Service down to the Auckland Marine Rescue Centre and out to American Magic."

Over the next hour the three Coastguard vessels continued to work together alongside Emirates Team New Zealand, the Harbourmaster, Police and Fire and Emergency to pump the water from American Magic and install inflatable fenders, with the yacht regaining some buoyancy not long after 7pm. Approximately two hours after American Magic capsized it was sufficiently stabilised to attempt a tow.

**“ Just seven minutes after the capsize occurred, Coastguard Howick was alongside American Magic providing water pumps and assistance.**



## Coastguard Mackenzie Lakes, Wanaka Lakes, Queenstown, South Canterbury and Dunedin

**On Sunday 4 October 2020, Coastguard volunteers in and around the Twizel area responded to the devastating wildfire that tore through the Lake Ōhau community destroying over 5,000 hectares of land and leaving 46 homes uninhabitable.**

As first responders, Coastguard volunteers can often find themselves supporting emergency services in a range of unique situations where keeping communities safe is reliant on the combined skill of multiple agencies.

This particular response saw 10 Coastguard volunteers from the Twizel and Tekapo communities spend 12 grueling hours supporting rescue choppers on Lake Ōhau. Coastguard's role was to keep watch in dipping areas in case aircraft went into the water and keep any recreational vessels away from the restricted area where the helicopters were filling up monsoon buckets.

Ten volunteers from Coastguard Wanaka Lakes, Queenstown and Clyde also offered their

assistance and returned to the water at first light the next day to continue their taxing but vital supporting role.

The strong wind rolling through the area meant rescue helicopters couldn't always be in the air battling the blaze. Coastguard volunteers were on the water regardless, facing the full strength of the wild wind and rough conditions as they kept watch on the lake, where in some parts waves were up to four metres high.

After nearly 24 hours of fighting one of the country's biggest wildfires into the night and at first light on Monday morning, the fires were contained and Coastguard crews were stood down. However, volunteers from Coastguard Mackenzie Lakes remained on standby in case their assistance was needed once again.

Our responding Coastguard volunteers showed just how important teamwork is in response to an emergency, both with our crew on board a Rescue Vessel and with our emergency service partners.

**“ Coastguard volunteers were on the water regardless, facing the full strength of the wild wind and rough conditions**



# Strong performance in a challenging environment

The true impact of Coastguard New Zealand (CNZ) is best evaluated by reading our Statement of Service Performance and the outcome stories we share throughout this report. Those outputs and outcomes - lives saved and boaties assisted, safety services delivered and volunteers and student education - are our true measure of success.

Such service comes at a cost and, thankfully for Coastguard and all who benefit from these services, those costs are greatly reduced through the very substantial contribution of our volunteers, who give their labour and expertise for free.

In the first year of Coastguard New Zealand being a consolidated entity, the revenue for the year ended 30th June 2021 was \$26,024m and Expenses were \$30,079m leading to a reported net deficit of \$4,054m. The key driver of this deficit is the impact of the distribution of our America's Cup rescue vessels to units, resulting in an impairment in the year end accounts of \$6.7m

A truer reflection of the overall success of Coastguard New Zealand for the year ending 30th June 2021, is our underlying Operating Surplus of \$3.370m.

**In what has been a challenging year with many external factors there is much to be proud of:**

## Operating Revenue:

1. Membership growth of 21% YOY
2. Lottery Ticket Sales increased by 6% YOY
3. Grants increased by \$6.1m or 111% YOY
4. Educational fees increased by 17 % YOY
5. Donations including Bequests have increased by \$0.6m or 39%

## Operating Expenses:

1. 43% (\$9.215m) of expenses distributed in direct or indirect support of units

2. Income Stream Development Costs of \$2.1m or 10% of Costs

CNZ wishes to specifically acknowledge the important role of the following funders without whose support our task would be immeasurably more difficult:

- The NZSAR Council for its support through the Search & Rescue and Water Safety Services Level Agreement
- Lotteries Grants Board
- Auckland City Council, Northland and Waikato Regional Councils
- The generous and long-standing support of Foundation North, Bay Trust and Trust Waikato
- Our members and donors

## Supporting Coastguard units

**Operational support** \$610,000 direct to Units to support additional operational costs

**SAR training** \$669,000 provided to support increased training requirements

**Training redesign** \$280,000 invested in new training redesign project

**Lottery Commission** \$408,000 largest ever to Units for lottery sales

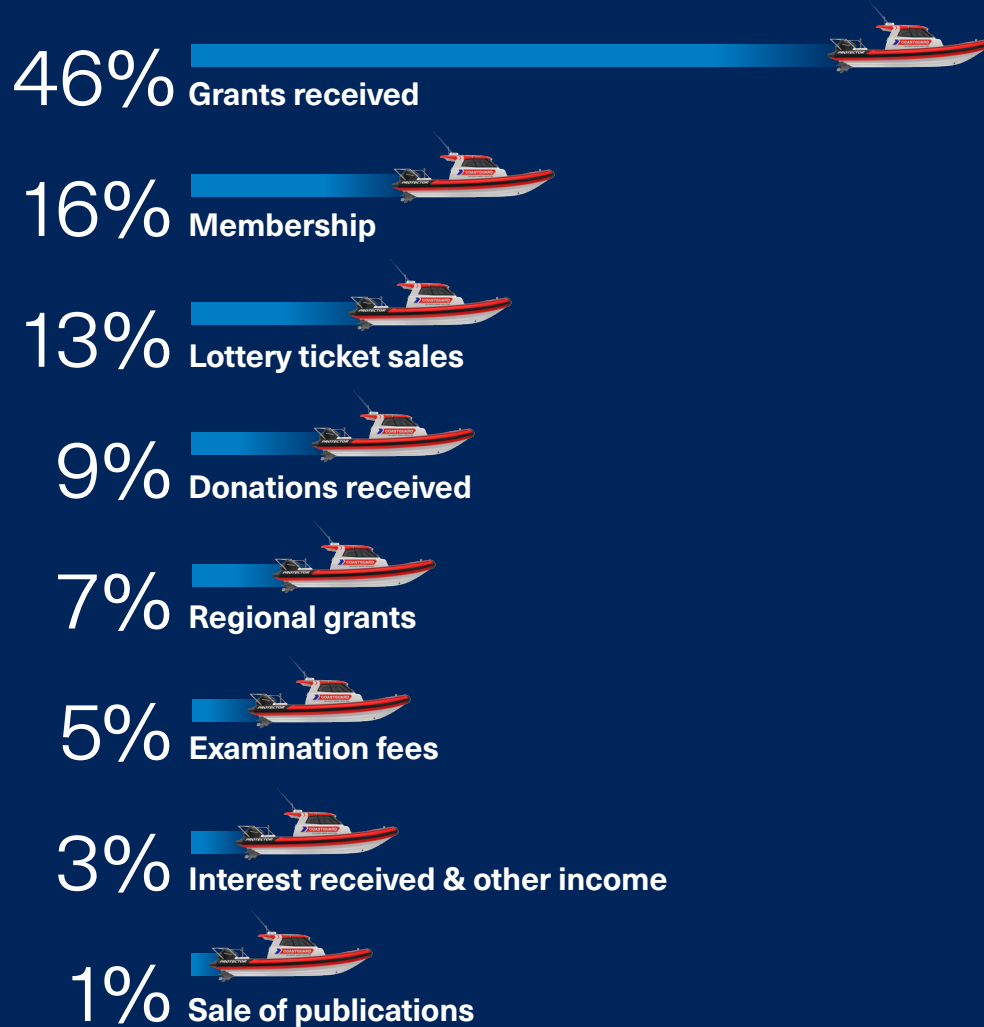
**Repairs and maintenance** \$568,000 provided directly to Units

**Additional PPE** \$150,000 of PPE above prior years direct to Units

**Additional asset support** \$1,694,000 of Capex provided by Foundation North and Water Safety NZ to Units

## Where operating funds came from

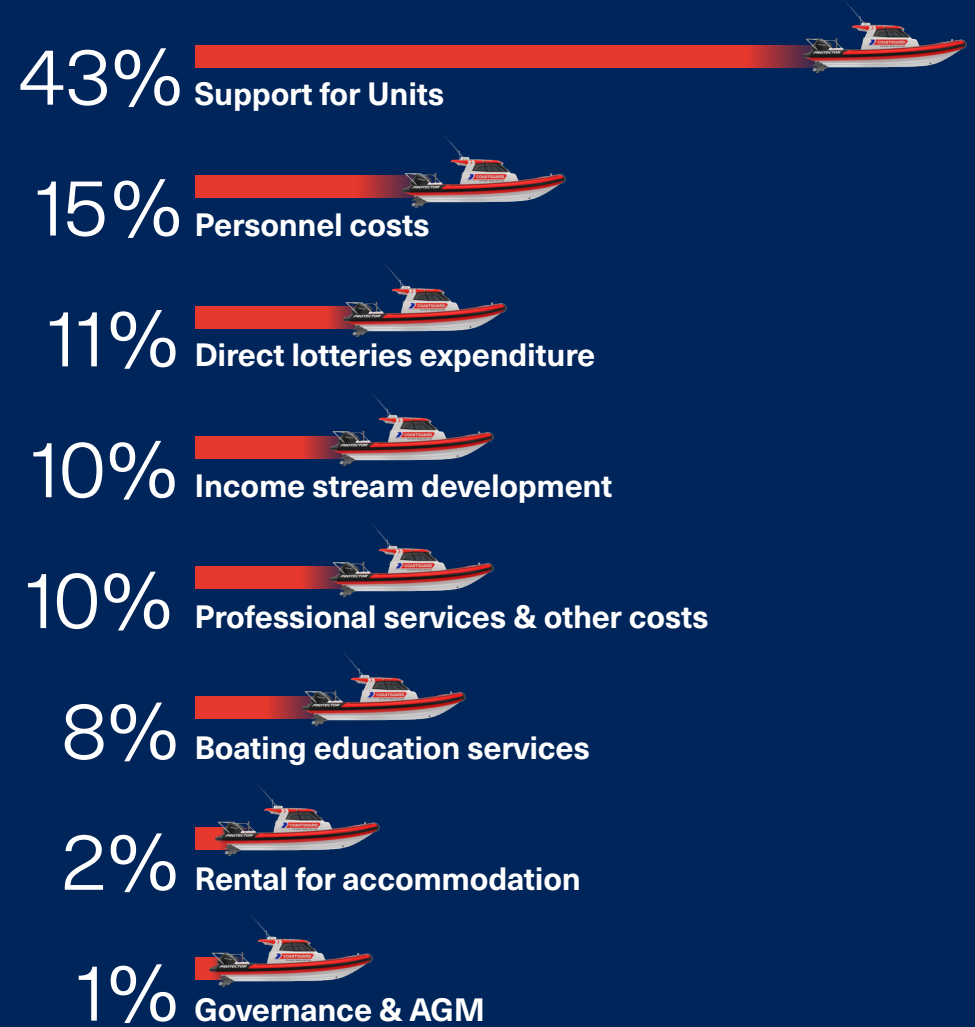
**Income \$25.0m** 2020-2021\*



\*Non-operational revenue includes: Finance income and AC36 engine donation.

## Where operating funds were used

**Expenditure \$21.6m** 2020-2021\*



\*Non-operational costs include: Subs in advance, AC36 distribution and Depreciation.

# Our sector partners



## Kirstie Hewlett

### Director, Maritime New Zealand

As Maritime NZ's new director, I'd like to acknowledge the value of our partnership with Coastguard New Zealand. We share a common goal of creating a safer boating culture, and while there's still work to do, we've come a long way in achieving this – around New Zealand, as well as in the Pacific – through the Pacific Maritime Safety Programme.

From helping out boaties when they run into a bit of trouble, to responding to serious incidents, tasked by our Rescue Coordination Centre or Police, Coastguard plays a crucial role in New Zealand's search and rescue capability. We greatly appreciate the work of all Coastguard search and rescue volunteers – on the water, in the air, and via radio communications.

We also appreciate Coastguard's contribution to the New Zealand Safer Boating Forum. With more and more Kiwis going out on the water than ever before, it's more important than ever to work together to improve safer boating outcomes. As a member of the Forum, Coastguard provides valuable support in developing and implementing New Zealand's Safer Boating Strategy.

On behalf of Maritime NZ, I'd like to thank Coastguard for its significant contribution to maritime safety, and I look forward to working together to help make this coming summer a safe one.



## Duncan Ferner

### Secretariat Manager, New Zealand Search and Rescue Council

Coastguard is a vital component of New Zealand's search and rescue sector. Together with your colleagues from other search and rescue agencies, Coastguard has fully embraced the opportunities you've had to train collectively, learn from each other and plan for the future.

The Government will invest nearly \$32 million into Coastguard for the three years ending June 2023. I'm impressed by how Coastguard is using this investment to make the changes necessary to position itself for the future.

New Zealand is unique in the world as nearly 95% of our search and rescue people are volunteers. The challenges you face as a volunteer organisation in 2021 – changing trends in volunteering, health, safety and wellbeing, the ongoing impacts of COVID-19 – are shared by your SAR colleagues across the sector.

Search and rescue is a team effort, and the skill and commitment of Coastguard people is key to our continued success. Because of your efforts, lives are saved and families are reunited. On behalf of the NZSAR Council, thank you for your willingness to provide a consistently excellent service to New Zealanders and those who visit our shores.



## Michael Wood

### Minister of Transport

As many New Zealanders know, it doesn't take much for a trip on the water or a swim in the sea to turn into a dicey situation. Whether it's an engine breakdown or being swept offshore by a turning tide, the team of five million can be reassured that Coastguard's 1,978 volunteers are ready to help.

Your efforts are valued by communities up and down the country. You sacrifice time with your family and friends so that people in distress can be reunited with theirs. I acknowledge the family dinners that are missed, the work deadlines that can't be met, and the plans that must be changed at the last minute so you can save lives.

Last year, our Government significantly increased its investment in search and rescue, and frontline water safety services. I'm really pleased we're able to back you so you can help return Kiwis to their loved ones. Thank you for your continued excellent work.

# Search and Rescue partners



# Major national funding partners



# Corporate sponsors



# Thanks to the incredible people and organisations that make our lifesaving work possible

## Trusts, Foundations and Regional Funders



**ANZ Staff Foundation**

**Environment Southland**

**Gallagher Trust**

**Mackay Strathnaver Trust**

**New Plymouth District Council**

**Porirua City Council**

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**Rotorua Energy Charitable Trust**

**TrustHouse**

**Western Bay of Plenty District Council**

**Whakatane District Council**

**Wilfred Alexander Rooth Atkinson Charitable Trust**

## Individuals and Organisations

Alan Day  
Alan Deverson  
Alastair Lang  
Alex Morrison  
Alison MacKenzie  
Alistair Hogg  
Alistair Scown  
Allan Wilson  
Andre Engelbrecht  
Andrea Schreuder  
Andrew Goodwin  
Andrew Smith  
Andy Falloon  
Angela Rhind  
Anne Bellringer  
Annie Chen  
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Arran Prideaux  
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B Colquhoun  
B J Bodmin  
B K Waters  
Babak Paymani  
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Brent Robertson

Brian Hogan  
Brian Leicester  
Brian Reynolds  
Brian Zuppich  
Bruce Adam  
Bruce Southwood  
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Dave Horder  
David Qualtrough  
David Young  
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Deanie Johnstone  
Deidre Bridge



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		Max McCamish	Prem Chand		
					<b>Legacy gifts from the following Estates:</b>
					George Hansen
					Georgena (Gena) Moran
					Margaret Waller



LAKES RESCUE

COASTGUARD  
TAUTIAKI MOANA - ROTORUA LAKES

# It takes a great team to save lives at sea.



## **If you already support Coastguard, thank you so much. You make everything we do possible.**

Thanks to your support people can enjoy New Zealand's waterways safe in the knowledge that a Coastguard volunteer crew will be ready to respond if they get into trouble. Please accept our heartfelt thanks and know that every day you're part of the crew saving lives at sea.

## **If you've been inspired by what you've read in this report, you can be part of the team saving lives at sea.**

You'll be making a huge difference. You'll keep our boats on the water, our aircraft in the sky and our crews trained and ready.

To find out more about how you can help,  
visit [www.coastguard.nz](http://www.coastguard.nz)

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THE CHARITY SAVING LIVES AT SEA

