

Coastguard New Zealand

Annual Report
2019



THE CHARITY SAVING LIVES AT SEA





We are the **CHARITY** saving lives at **sea**

“

It was a surreal moment when the boat arrived... you just take everything for granted sometimes, it can all be gone in moments.

**Person rescued by Coastguard
Hawke's Bay**

They were so professional, so calm and collected about the way they did their job. That calmed and reassured my wife and I considerably.

Person rescued by Coastguard Gisborne

There are a lot of people out there who volunteer their time to save people like us who are going out and having a good time...without those guys, we wouldn't be here.

**Person rescued by Coastguard
Kawau**

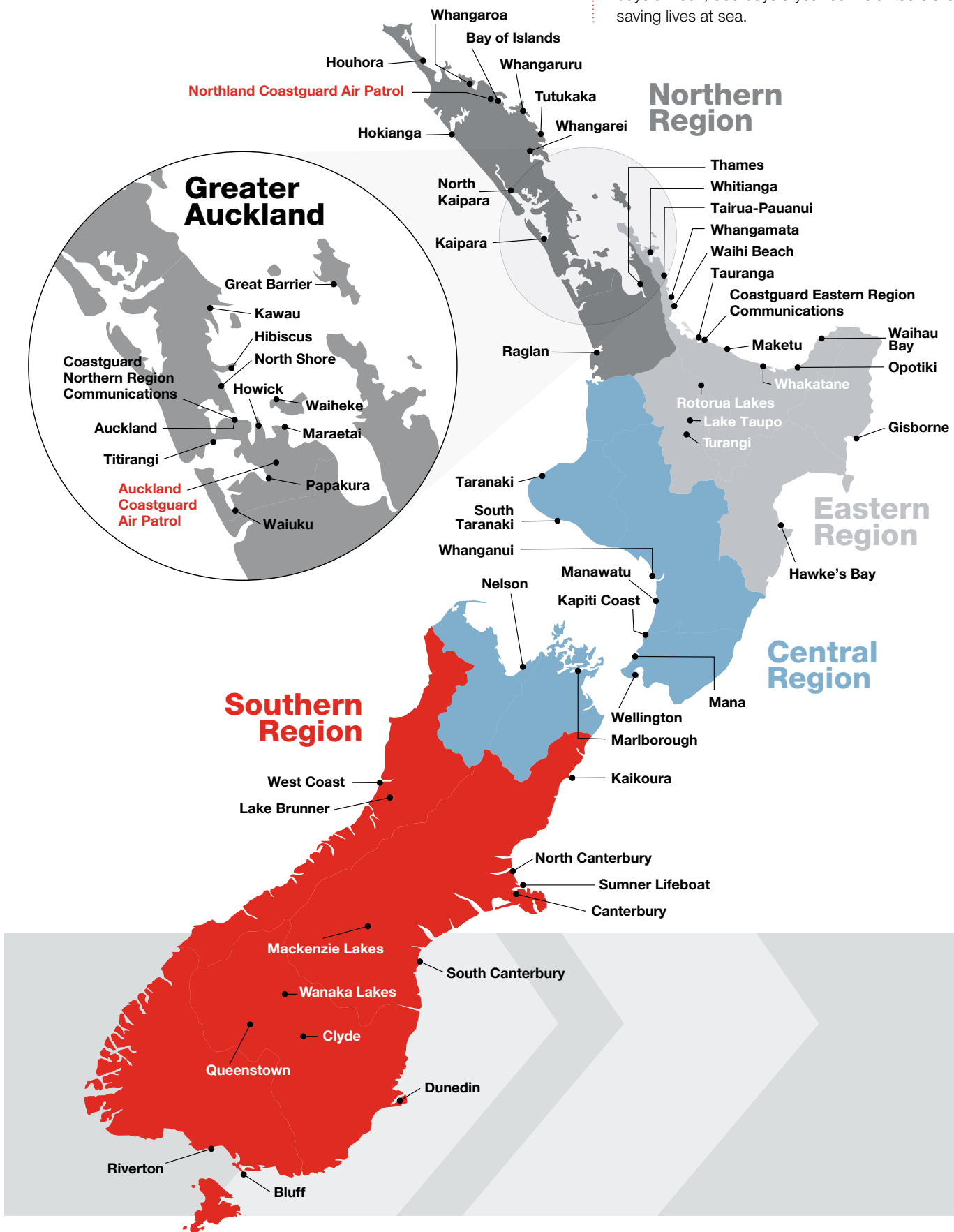
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Coastguard provides the primary maritime search and rescue service in New Zealand.

Every year over 6,700 people are brought home safely to their families because of the dedicated women and men who volunteer for Coastguard. Right across the country, 24 hours a day, seven days a week, 365 days a year our volunteers are saving lives at sea.



Welcome from our President

It gives me great pride to be introducing Coastguard's 2019 Annual Report - my first as President of Coastguard New Zealand.

Since starting in this role it has become increasingly clear to me Coastguard needs to make changes as an organisation so we are ready for the future.

The search and rescue and charity sectors are dynamic and over the last few years we have experienced a lot of change. We have seen the introduction of the new Health and Safety Act, changes in Maritime governance, a shift in volunteering patterns and an increasingly competitive fundraising environment.

While this brings opportunities, it also brings challenges. One of the hardest-hitting reports to cross my desk this year was the Volunteer Survey commissioned by our colleagues at NZSAR.

This report focused on our volunteers and how they engaged with Coastguard. Given that our volunteers are our lifeblood this report provided us with invaluable insight into the wellbeing of our people.

While there were some positives in the report it is clear we need a volunteer recruitment and retention strategy to ensure our operational effectiveness. This is becoming increasingly important due to more demands being placed on our volunteer base.

Funds are also becoming more difficult to access with more competition throughout New Zealand for the charity dollar.

Coastguard costs approximately \$20m per year to operate and each year our staff and volunteers are faced with raising \$18m of that from our communities.

A tough proposition for a frontline emergency service.

This scenario means we struggle each year to stay afloat leaving very little to drive change for the future or implement the systems, processes and resources needed to ensure our volunteers receive the enhanced support they deserve.

What are we doing to address these pressures?

Often there is no single solution to complex problems and our situation is no different.

More funding is vital to our ongoing success. This allows us to implement support systems and resources to ensure volunteers have the right equipment available and to keep pace with the ever-increasing costs and demand for our services.

Our engagement with Central Government around funding models continues to be positive and we are working hard to build funding mechanisms of our own such as the National Membership Scheme.

To make the best use of our limited funding dollar Coastguard needs to become a more efficient and structured organisation. We need to remove duplication and evolve better ways of focusing on our purpose - Saving Lives at Sea - rather than burning hours on administration activities.

That's why in June the Coastguard New Zealand Board put forward a proposal, Project Horizon, to all members on how we believe we can achieve this.

We need to reset the foundation of Coastguard to carry the organisation into the next decade and beyond. It is my hope that Project Horizon will be supported by all our key stakeholders, internal and external.

Finally, I would like to acknowledge all



of our crews, volunteers and staff for their dedication to keeping the boating public safe. It has been another year of exceptional effort by everyone.

On behalf of the Coastguard New Zealand Board I would also like to extend our thanks to Coastguard funders, supporters and our key partners, for their loyalty, dedication and commitment over the past year. Your ongoing support is key to our organisation.

It is a great honour and privilege to represent you all in this incredible organisation and I look forward to working alongside everyone in the coming year.

Mike Purchase
President
Coastguard New Zealand

Coastguard New Zealand Board

Mike Purchase	President	John Linn	Central Region Appointee
Aaron Wallace	Vice President	Jonathan Walmisley	Southern Region Appointee
Peter Kara	Elected Member	Marilyn Brady	Ex-officio Member
Nigel Griffiths	Elected Member	Dean Lawrence	Co-opted Member
Graham Brown	Northern Region Appointee	Ed Crook	Co-opted Member
Richard Packham	Eastern Region Appointee		

Our Vision

No boaties' lives lost at sea

Our Mission

To be the **'go to' people** for marine safety, education and search and rescue services

Our Values

In fulfilling our mission, we will act with

- Respect
- Integrity
- Professionalism
- Altruism
- Dedication
- Co-operation



Welcome from our Chief Executive Officer

Tēnā koutou.

Over the last 12 months our professional volunteers spent almost 300,000 hours serving their communities, resulting in 6,774 people making it home safely.

That is a lot of people who, if it were not for Coastguard volunteers, may not be with their families today.

Last summer was New Zealand's third-warmest on record with temperatures either above or well above average. If this trend continues, we predict an increase in callouts for our volunteer crews as well.

Coastguard continues the vital role of educating and sharing our knowledge with the public on best boating practice and water safety. The Old4New Lifejacket Upgrade campaign is a great example of an initiative which helps to keep people safe on the water. Coastguard Boating Education courses continue to be popular and are reaching more people online. The National Membership Programme is enjoying healthy growth with nearly 32,000 members knowing they have peace of mind each time they hit the water. Coastguard Membership really is the Boaties Best Mate!

On the financial front, Coastguard is in good shape. Our main sources of income remain steady while our fundraising activities and donations are up on the previous year. Our Bequest programme is building as is our regular donor programme. However, our Coastguard Lotteries programme is facing challenges with increased costs and reduced postal services. But we are hopeful a law change will allow us to sell lottery tickets online. Overall, the results have been fantastic considering the unpredictable nature of these revenue streams.

Volunteering for Coastguard is more than just saving lives at sea. It's about community spirit but complex challenges are placing greater demands on our units and volunteers. The NZSAR-commissioned Volunteer Survey highlighted areas where we need to improve. Our Training Matrix was one such area and is currently under review. Project Horizon is an initiative that proposes integrating the four Regional entities into Coastguard New Zealand. If this goes ahead, this will be a sea change for Coastguard. We believe a more integrated Coastguard will be a stronger Coastguard in the future.

Over the last 12 months we entered into a significant joint venture with Emirates Team New Zealand (ETNZ) and the Lottery Fund for Community Benefit related to the 2021 America's Cup with the AC36 project. A fund of \$9.8 million was granted to Coastguard to build a fleet of 26 boats for the on-water operations during the 36th America's Cup. Once the regatta is over, the fleet will be distributed to Coastguard units throughout the country that will benefit communities for years to come.

A big thank you to the support of our generous donors, funding partners, sponsors and the wider community for your ongoing commitment to Coastguard.

Thanks also to whānau, families and employers around the country. The support of this network means our volunteers can serve communities every hour of every day. This means sleepless nights, missing meals and taking time away from their own families to help others. These special people play a vital role in saving lives at sea by supporting our volunteers at home and work.



I would also like to acknowledge the ongoing support and guidance of the Coastguard New Zealand Board and its sound governance over the last year.

Finally, I would like to extend my thanks and gratitude to all of our hardworking and dedicated volunteers and staff throughout the country. Without you, Coastguard simply would not exist.

I am very proud of what we have achieved this year and I am looking forward to continuing the momentum into next year.

Ngā mihi nui.

Patrick Holmes
Chief Executive Officer
Coastguard New Zealand

“ Volunteering for Coastguard is more than just saving lives at sea. It's about community spirit, but complex challenges are placing greater demands on our units and volunteers. ”

Coastguard National Statistics



1,988
volunteers



291,482
total volunteer hours



292,070
radio calls received



3,768
calls for help received



2,899
rescues carried out



6,774
people brought home safely



63
Coastguard units



82
rescue vessels



2
aircraft

Search and Rescue Operations

398

Category 1

Search and rescue operation where Police are the lead agency

18

Category 2

Search and rescue operation where RCCNZ is the lead agency

2,418

volunteers involved in SAROPs

22

perished

36

not located

572

needing help



26
Lives
saved

Where, if SAR agencies had not intervened, life would definitely have been lost.

151
Lives
rescued

Where SAR agencies locate and rescue a person or people at risk and return them to a safe location.

337
Lives
assisted

Where SAR agencies aid a person or people at low risk, but who, if left, would be at risk.

Volunteer Hours Breakdown



5,848

hours spent on search and rescue operations



18,644

hours spent on Coastguard operations



24,492

hours spent on total Coastguard missions



73,880

hours spent on radio watch



88,614

hours spent on training



60,718

hours spent on admin



16,023

hours spent on maintenance



19,199

hours spent on fundraising



10,111

hours spent on public education

Building for the future

Raising the funds

Coastguard is a charity, and our volunteers and supporters are the driving force behind every life saved. Whether they lent their time, skills or financial support last year they all played a role in saving lives at sea. People signed up to Team Rescue to support Coastguard with a regular monthly gift. The programme has over 3,600 supporters committed to championing our work. Other supporters have donated generously to our mailed appeals or fundraising events, and our lottery ticket buyers continued to provide vital funds. With a 20 year history, revenue generated from our lotteries continue to make an invaluable contribution to the organisation. More supporters also chose to leave Coastguard a gift, or bequest, in their Will through our National Bequest Programme. Their generous gifts are set to benefit Coastguard for future generations. Coastguard



is also grateful for the support it receives from its corporate supporters, Lottery Grants Board, trusts and foundations. Without our supporters, we couldn't fund or operate a rescue service. We are incredibly grateful for their support.

America's Cup support boats

The AC36 Project is well underway with three of the 26 chase and support boats already off the production line.

Rayglass and Salthouse are building the boats which will be used for the on-water operations of the 36th America's Cup.

At the conclusion of the cup in 2021, the fleet of 26 vessels will be returned to Coastguard.

The project is a joint venture between Coastguard and Emirates Team New Zealand. The partnership resulted in an application to the Lottery Fund for Community Benefit related to the 2021 America's Cup being submitted by Coastguard New Zealand.

The boats will replace ageing rescue vessels to safeguard boaties at different Coastguard locations nationwide. This opportunity means Coastguard volunteers can continue their valuable life-saving work well into the future.

The Lottery Grants Board has supported Coastguard in countless ways over the years, which we are extremely grateful for. The generous grant will have a hugely positive impact for many years to come.



Connecting with communities

Teaching skills through education

Education and early intervention are vital to keeping people safe on the water. Last year, over 10,800 people participated in Coastguard Boating Education (CBE) courses and 702 course completion certificates were awarded to Māori, Pasifika and new migrant groups. In addition, approximately 34,000 school children took part in the Safe Boating Programme. This fun course is designed to improve a child's water safety and practical boating skills. A new course, Beginning Boating, is now reaching more people after launching online and CBE is also looking at how to adapt its education courses to make them more accessible to people in the future. Our Coastguard Boating Education tutors continue their great work in taking these practical courses to different communities.



Lifejacket trade-in campaign

Coastguard's annual drive encouraging boaties to trade-in old lifejackets for new ones hit the road again last summer. At the end of the last campaign 3,492 old, damaged and obsolete lifejackets were handed in - almost 500 more compared to the summer before. The Old4New van travelled the country stopping at 60 different locations. A van stop is a great opportunity for Coastguard units to engage and interact with their local communities. Since starting five years ago, the Old4New Lifejacket Upgrade campaign has put 13,500 modern fit-for-purpose lifejackets into the hands of Kiwi boaties. A special thanks to Maritime New Zealand, the Giltrap Group, Hutchwilco, Boating & Outdoors Group and the Southern Trust for their continuing support of this campaign.



Recognising our volunteers

NZSAR Awards

New Zealand has one of the highest rates of volunteer search and rescue (SAR) involvement in the world.

In order to recognise the valuable contribution of volunteers, the NZSAR Council holds an annual awards event. It is a chance to celebrate and acknowledge the dedication and bravery of those from across New Zealand's search and rescue sector.

This year, Coastguard received three Certificates of Achievement. The Old4New Lifejacket Upgrade campaign received a Certificate of Achievement for Support Activity for helping to keep Kiwis safe on the water.

Joanne Norgrove received a Certificate of Achievement for Support Activity to acknowledge her commitment to upskilling her fellow volunteers. She is also a regional Coastguard instructor and tutors a number of different marine courses including 'Suddenly in Charge'.

And Coastguard Auckland was awarded a Certificate of Achievement for Operational Activity for its quick response to a yachtie's distress call near Waiheke Island in Auckland. The NZSAR judges said the skills of the Coastguard Auckland volunteers greatly improved the man's chances of survival.

Having our volunteers honoured at the NZSAR Awards is always a proud moment for Coastguard as they continue their vital work of saving lives at sea.



L-R: Georgie Smith, Sue Tucker, Lynne Jacobsen, Jo Norgrove and Chris Griggs.

National Volunteer Week 2019

With Coastguard volunteers providing nearly 300,000 hours of their own time last year, National Volunteer Week was a fantastic opportunity to say thanks. The week celebrates New Zealand's volunteer workforce and is a chance to recognise their invaluable contribution to society. To mark the occasion, Coastguard New Zealand funded 'Thank You Shouts' for units and their volunteers. From morning teas, lunches to family dinners and mid-winter BBQs, our volunteers around the country all got together for a well-deserved shout.

Coastguard volunteers receive honours

Five of our people were recognised for their dedication to Coastguard this year and bestowed with Queen's Service Medals (QSMs) while one was made a Member of the New Zealand Order of Merit (MNZM). In the New Year's Honours List, Peter Dixon (Coastguard Kapiti Coast); Kevin O'Sullivan (Coastguard Auckland) and Pete Donaldson (Coastguard Tauranga) received QSMs for services to Coastguard. Pat Roser (Coastguard Tauranga) received a QSM for services to Coastguard and children. In the Queen's Birthday Honours List, Ian Coard (Coastguard Riverton) received a MNZM and Pete Woodward (Coastguard Kapiti Coast) received a QSM for services to Coastguard. The investiture ceremonies were held at Government

House in Wellington. It was a proud moment for everyone and our recipients celebrated with family, friends and loved ones afterwards.



L-R: Pete Donaldson, Dame Patsy Reddy Governor-General and Peter Dixon.

Making waves internationally

Coastguard and the International Maritime Rescue Federation

The skill and contribution of Coastguard staff and volunteers to a complex multi-agency rescue was recognised at the International Maritime Rescue Federation (IMRF) 2019 Awards.

The team rescue was runner-up in the Outstanding Team Contribution to Maritime Search and Rescue Operations. The Port Waikato rescue also won the IMRF's People's Choice Award which was decided by a public vote on social media.

Representatives from Coastguard Waiuku, Coastguard Papakura, Coastguard Northern Region Operations Centre, Surf Life Saving Kariotahi and Auckland Westpac Rescue Helicopter were proud to attend a lunch in London and accept the awards on behalf of everyone involved.

The Auckland Police Maritime Unit, Police Eagle Helicopter, Waiuku Police, Sunset Beach Lifeguard Service and St John Ambulance crews also assisted in the rescue.



L-R: Sir Tim Lawrence; Nigel Griffiths, Coastguard Waiuku; Mike Lawrence, Surf Life Saving Kariotahi; James Tayler, Auckland Westpac Rescue Helicopter; Bruce Brownlee, Coastguard Papakura.

Dean Lawrence has been elected the new chair of the IMRF board. He was appointed to the position by the IMRF's new board of trustees at the organisation's Quadrennial General Meeting held in Vancouver this year.

The IMRF is an international non-governmental organisation working to develop and improve maritime search and rescue capacity and capability worldwide.

'Twas the night before Christmas...

...and a young Scottish couple were drifting helplessly towards a dangerous reef, off the coast of Gisborne.

Their boat's engine had broken down; they set off several distress flares and made an urgent Mayday call.

Volunteers from Coastguard Gisborne and local surf lifesavers rushed out to help them. Coastguard Gisborne skipper Adrian Brown said "It was tough driving the boat up the coast to Whangara because of the big seas that were head-on to us."

When the Gisborne crew arrived they carefully pulled up next to the vessel, so volunteers Tokanui Ihaka and Tony Watson could leap on board. The couple were safely uplifted from the boat and the crew set to work on what would be a long, difficult tow back to Gisborne. Zero visibility and low cloud meant the crew had to rely on the radar to find their way

back to shore. It was an agonising, high-stakes journey, but the volunteers made it back to port safe and well.

The young couple thoroughly appreciated Coastguard's help. "It was all spot on - absolutely brilliant... the Coastguard guys were awesome. They deserve awards for what they did."

Coastguard Gisborne volunteers from left; Louise Ellery, Tony Watson, Graeme Hyde and Adrian Brown. Absent: Tokanui Ihaka.



Son's call to his dad saves his life

Sam Heaphy was on his boat enjoying the weather when he started sinking - fast.

He kept his cool, and called his dad, who in turn called Coastguard. Sam was slipping under the waves somewhere between Nelson and French Pass.

As Sam's boat sank further into the briny, he made the call to abandon ship and try his luck swimming for shore. He donned his lifejacket and, with a bag of survival gear and flares under his arm, he jumped overboard. Sam set off a flare, hoping that the volunteers might spot it.

Thanks to the sharp eyes of locals he was spotted and, within minutes, volunteers from Coastguard Nelson arrived. They plucked Sam - freezing but unharmed - out of the sea, and took him back to his dad on shore.

The Port Nelson Deputy Harbourmaster Amanda Kerr said the incident demonstrated the ability of the wider maritime community and rescue services to ensure a successful outcome.



Amanda and Sam reunite after he spent three hours in the water before he was saved by Coastguard Nelson and others.

Volunteers battle through a rough, stormy night to save Jason

Volunteers from Coastguard Sumner Lifeboat journeyed through the night to save the life of a yachtie being battered by a storm.

Jason was making his way from Lyttelton to Bluff on his trimaran when the powerful storm hit. He thought he was going to be OK, but when his yacht started to sink, he set off his locator beacon.

Coxswain Blair Quane was one of the rescue crew on board. "It was really rough and we had three metre swells, so that's a

big surf to navigate through in the middle of the night."

After nearly four hours, the Sumner Lifeboat crew finally reached Jason, to find him using all of his strength to hold onto the side of the boat. It was already full of water; they arrived just in the nick of time.

The Coastguard volunteers carefully pulled Jason out of water and into the safety of their lifeboat. He was freezing, and shaken, and incredibly relieved to be alive. The crew then began the arduous journey back to shore for medical treatment.



Jason's trimaran was filling up with water fast when the volunteer crew rescued him.

“ We had three metre swells so that's quite a sizable surf to navigate your way through in the middle of the night. ”

Local father was just a small dot in a vast sea

Against the odds, Coastguard Hawke's Bay volunteers spotted a surfer 10.5kms offshore and brought him home to his family

Shon was in the water for seven hours, holding on and hoping against hope that he'd see his loved ones again. Low visibility, rain and strong wind made the search for Shon even more difficult - until eventually a chopper spotted him in the water. Coastguard Hawke's Bay Skipper Henry van Tuel said Shon had survived when so many others would have given up.

"When we got Shon onto the boat he was jabbering and shivering, but he was quite lucid. We dried him off, got him warm, gave him a bit of water and a couple of lollies to bring his sugar levels up." Shon said it was a surreal moment when Coastguard arrived. The crew took him to Hawke's Bay Hospital, where his family was waiting anxiously for him.



Thoughts of his family helped keep Shon's spirits up after he was sucked out to sea on his surfboard.

Coastguard Air Patrol

From Ardmore Airport in South Auckland, a Cessna 182 crewed by a Pilot, In-flight Coordinator and In-Flight Observer, sporting its iconic red-blue-and white livery, prepares to take flight.



This plane is one of only two Coastguard Air Patrol search aircraft in New Zealand, and plays a vital role in keeping boaties safe.

The highly-trained team of volunteer aviators have responded to 38 incidents over the course of the year, providing essential search capability and significantly reducing response times as a result of their ability to cover a large area in a short amount of time. In early 2019, the unit was integral in the search for three boaties who had capsized in rough weather off Orewa Beach, north of Auckland. They were tasked to the distress situation just as they were heading back to base to land. After quickly checking their fuel reserves, they aborted the landing and were on scene in just four minutes.

With the distress call being cut off as the boat sank, the position of the boaties was uncertain.

“The first report we had, said that the boaties were 50 metres off the beach. So we started our search close to shore and couldn’t understand why we couldn’t see the hull,” explained In-Flight

Coordinator John Moseley. “We then got another report that said 500 metres so we expanded our search area and searched again. And that’s when our observer caught just the merest glimpse of what he described as red, just really in his peripheral vision.”

With one of the boaties suffering the early effects of hypothermia and a rescue vessel on route, the aircraft and its volunteer crew were key to locating the trio and enabling their rescue in a short period of time as conditions continued to deteriorate.

The training our Air Patrol volunteers go through is rigorous, befitting the strict aviation regulations the unit must adhere to. Recently this dedicated team was celebrated as part of the 2019 Civil Aviation Authority Awards, recognising the major steps Coastguard Air Patrol has taken to implement improvements in safety, culture and processes - not just for their unit, but shared with and implemented by the neighbouring Northland Air Patrol as well.

“ our observer caught just the merest glimpse ”



Coastguard Eastern Region Communications Centre

Teamwork, training and talking are key factors when tasked with a complex job.

Coastguard Eastern Region Communications Centre put all of this into action for a multi-unit rescue in the Bay of Plenty.



A 16-metre launch got into trouble near White Island and needed help getting back. Towing it to Whakatane was ruled out due to its size and draft. It was decided to tag-team and use vessels from the Tauranga, Maketu and Whakatane units to get it back to its home port of Tauranga.

Eastern Region units have teamed up before but this rescue was different due to the distance and time involved. Gusty winds and rough seas meant everyone had to work quickly to get the stricken launch back safely.

Regional SAR Coordinator, Murray Whitehead, advised the volunteer crews to make sure they were well fed as it was going to be a long night.

The Whakatane crew headed out first, found the launch and towed it for several hours before meeting up with the Maketu vessel. Several hours later, the Maketu vessel met up with the Tauranga vessel which finished the tow back to port. Total towing time: 16 hours.

Murray says regularly updating people with clear, detailed instructions was key in this rescue.

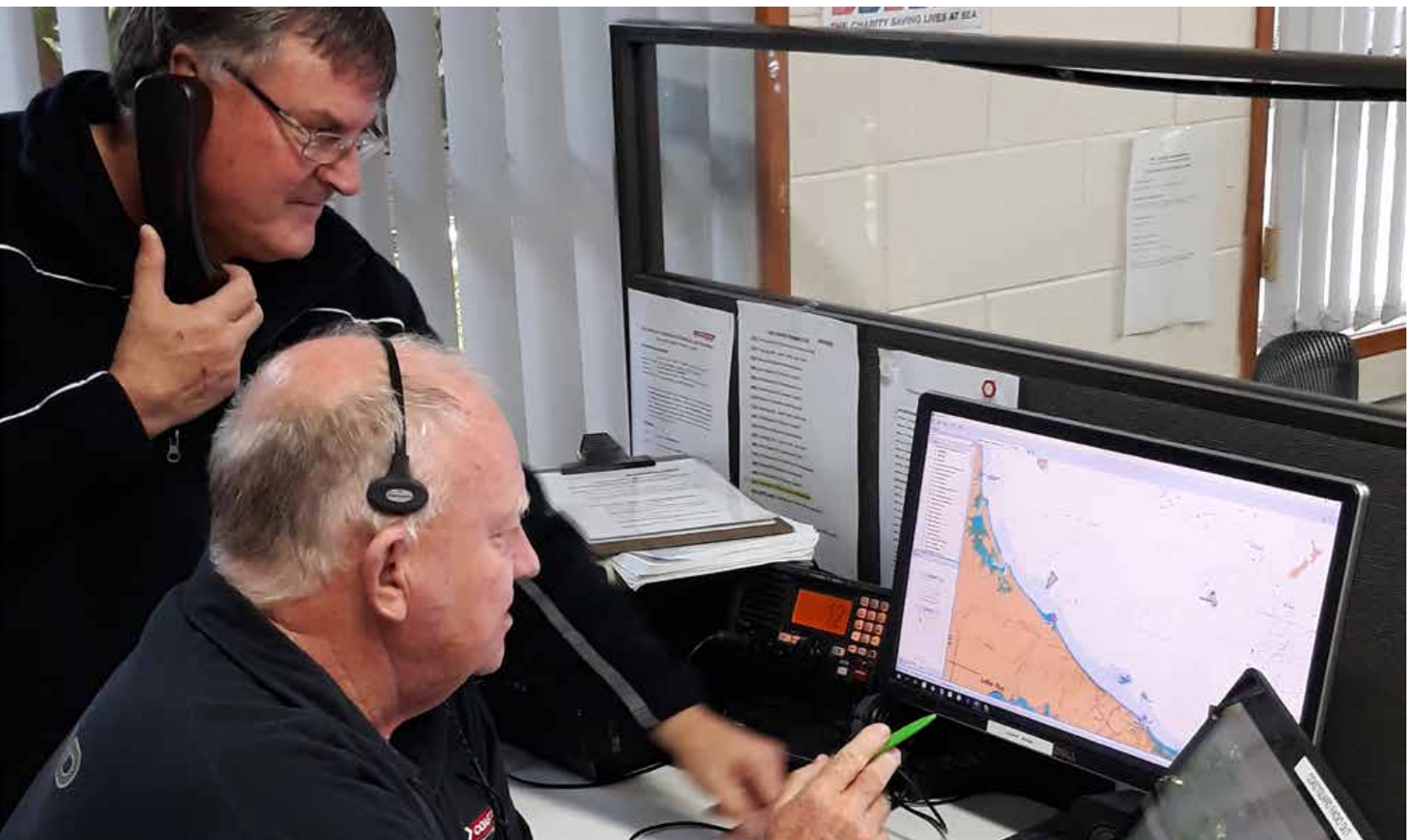
“The units and crews all worked well together on this tow. The crews all train for this type of rescue and we put all of our skills into action,” he says. “This meant it was a positive outcome for all involved.”

A total of 21 Coastguard volunteers worked this job with six ashore following the rescue and operating the radio.

By using their skills to coordinate the response, Coastguard Eastern Region Communications ensured all those involved made it home safely.

Last year, the Eastern Region spent 19,255 hours on radio watch and received 121,408 radio calls.

“ The crews all train for **this type of rescue** ”



Kate Stewart, Coastguard Mana

Volunteering can change people's lives.

Just ask Kate Stewart who has grown in ways she never imagined since becoming a Coastguard volunteer.



"I have learnt I am capable of a lot more than I thought," she says. "I have discovered I'm adaptable, good at problem solving, a team player and calm under pressure."

Kate joined Coastguard in 2015 when she was just 16 years old. She quickly progressed through the ranks and is now senior crew with Coastguard Mana - making her one of the youngest women at Coastguard to achieve this.

She is also on track to becoming one of Coastguard's youngest-ever instructors.

"I went on a trainee to operational crew course in 2018 and gained a lot of confidence," she says. "I am now confident to run training sessions and be second-in-charge. This is something I never thought I would be doing."

While she loves being out on the water keeping boaties safe, she also really enjoys training her fellow crew members. "It's awesome to see them achieve operational crew."

Kate finds the incidents Coastguard Mana responds to rewarding and an opportunity to learn.

She was first introduced to Coastguard after she was invited to a training session by her mum's work colleague. She liked it so much she decided to join and has since discovered she has a passion for helping people. She is now studying to be a paramedic.

Being a volunteer in the search and rescue field means Kate gets to work alongside people from all walks of life.

"When I first joined Coastguard I was a bit quiet. There's a bit of a joke that I never spoke on the boat."

But that has all changed and her time with Coastguard has given her a real confidence boost.

"Through being part of Coastguard I have had so many amazing opportunities to grow as a person, like training to be an instructor.

"My life would be different if I hadn't been invited to join Coastguard."

Coastguard offers young people a raft of experiences both on and off the water. The passion of our younger volunteers is a testament to the dedication and loyalty they have to saving lives at sea.

“ This is something I never thought I would be doing ”



Coastguard Queenstown

After five years of planning and hard work, Coastguard Queenstown has finally moved into their brand new base on the shores of Lake Wakatipu.



The driving force behind the new build was Coastguard Queenstown's project volunteer committee. From the get-go the committee took on the tasks of securing land to lease from the council, fundraising and managing the build.

The purpose-built facility at Frankton Marina, in Sugar Lane, is complete and is a big step up from their previous base – a storage area at the back of the Scout Den.

"It's a huge improvement," says Coastguard Queenstown Vice President Andy McLeod. "We have a lot more space and have room for a monitor on the wall, laptop and permanent radios in the building. It is 200% better."

They also have space for volunteer on-shore training, more secure storage and are set up to conduct search and rescue operations.

The base will also be used to boost Coastguard Queenstown's community profile. The aim is to attract new volunteers and hold public education programmes at the facility.

"This will open us up and put us on the map," says Andy. "The plan is to see if the Police and

LandSAR want to use this as a base for some of their SAR operations."

But like any construction project, there were hiccups. While the overall cost of construction had come down, the cost of excavating the site jumped.

"We've had to dig down to lake level to replace the dodgy soil that's in there, basically so we don't slip into the lake over the next few years if there's an earthquake."

But motivation remained high as the volunteers kept their eye on the prize. "Everyone wants to grow the unit so we just kept going," says Andy.

Despite the delays in getting construction underway, Andy says many of the trusts who granted funds stood by them. As the saying goes, there is no rest for the wicked, so the next project planned is building a wharf in front of the building.

The region's mountains, rivers and lakes are a spectacular outdoor playground for residents and visitors to the Queenstown Lakes District. This new crew facility and base for Coastguard Queenstown means the unit can continue keeping people safe on the water.

“ Everyone wants to **grow the unit** ”



L-R: Francois Lambrechts, Andy McLeod, Richard Muth.

Our annual Awards of Excellence acknowledge the outstanding achievements of Coastguard volunteers. It is a chance to recognise and celebrate those who exemplify the Coastguard values of respect, altruism, integrity, dedication, professionalism and co-operation. Here are our winners from last year.

Rayglass Coastguard Rescue of the Year



Coastguard North Canterbury

Coastguard North Canterbury rescued eight people when a large storm caused the Waimakariri River to flood.

People caught in the raging flood water sought shelter in and on top of their vehicles, making this rescue a race against time.

A young couple and their dogs were among those caught out. In a panic, they scooped up the dogs and made their way to their vehicle as fast as they could. Another six people were left clinging to the roofs of their cars nearby.

The crew from Coastguard North Canterbury was alerted to the situation and set off in two groups. One crew was on board Rangiora High Rescue (RHR) to retrieve stricken people and another on board Kaiapoi 1 waiting downstream in case anyone was swept away.

Within 16 minutes the crew on RHR arrived at the scene. They freed the couple from their almost fully-submerged car and transported them to awaiting crew and paramedics on shore.

The crew then set to work on the difficult task of rescuing the other six people. One person in the group was unconscious and needed attention first before any of the remaining people could be saved.

The crew navigated between the shore and the submerged vehicle three times before all six were safely on shore.

Coastguard North Canterbury used every bit of strength and determination they had to see the rescue through. It was thanks to their highly trained team of volunteers that lives were saved that day.

Coastguard Community Relations Activity of the Year & Suzuki New Zealand Coastguard Unit of the Year



Coastguard Maketu

Coastguard Maketu prides itself on its community spirit.

In the past year, they have been involved in a number of events. They have held bar-crossing training sessions, kept watch and chaperoned rowers during the Maketu to Mount Waka Race, provided safety information to divers and fisherman at the Astrolabe Reef dive site, and supported the Old4New Lifejacket Upgrade campaign.

Community engagement is a top priority for Coastguard Maketu. The crew organise and participate in events such as the Youth in Emergency Services (YES) Programme, invite scouts, schools and underprivileged groups to meet the Maketu crew and take them out on the rescue vessel. They also take part in the Te Puke Christmas parade to raise their profile in the local community, and participated in a charity golf event and auction night to raise funds for a new rescue vessel.

By doing this, Coastguard Maketu volunteers have demonstrated their professionalism by providing high-quality safety information, as well as keeping their community engaged.

Coastguard Unit Support Volunteer of the Year & Hutchwilco Coastguard Volunteer of the Year



Neroli Gold, Coastguard Kaikoura

Neroli Gold has been a volunteer at Coastguard Kaikoura for nearly 20 years. During this time she has taken on a variety of different roles, and is currently her unit's President, Treasurer, Coastguard Instructor, Media Officer and Training Officer.

Neroli is a volunteer whose passion and dedication to her community knows no bounds. After the Kaikoura earthquakes had rendered their boat ramp unusable, Neroli stepped up and negotiated with government agencies to ensure the boat ramp would be repaired. She even raised \$5,000 towards the cost. In the aftermath of the quakes, Neroli also volunteered to run the information centre for Civil Defence and got Kaikoura's rescue vessel to help with evacuations. One of Neroli's many strengths is being a bridge between long-serving and new volunteers.

As Kaikoura is a small town, Neroli dedicates a lot of energy into ensuring the longevity of Coastguard by actively encouraging younger people in the community to get involved and volunteer. Neroli is a true leader who is consistently respectful and professional and is a truly valued member of her unit.

Century Batteries Coastguard Rescue Vessel Volunteer of the Year



Mike Carson, Coastguard Wanganui

Mike Carson has been a member of Coastguard Wanganui for over 13 years and his contribution to his unit is immense. In addition to spending 480 hours in the last year on training his fellow volunteers, Mike is also on call as a Duty Skipper every two weeks.

His volunteer roles consist of ISC Assessor, Unit Training Officer, Regional Coastguard Instructor, Committee Member and search and rescue exercise coordinator. He also helps educate school students about water safety, repairing his unit's rescue vessel and working on the Maritime Operator Safety System (MOSS) manual and compliance.

Through this, Mike demonstrates his selflessness in the time he gives to other volunteers and uses his wealth of knowledge and experience to help his unit reach their full potential.

Mike is a volunteer who leads by example. On countless occasions he has used his vast first aid knowledge to not only provide vital assistance to those in need, but to lead and instruct his team on how to respond calmly and correctly in difficult medical situations.

Mike is a team-player who fosters a positive atmosphere by encouraging others, offering support, being generous with his time and being actively involved in many aspects of his unit.

Coastguard Communications and Incident Management Volunteer of the Year



Peter Kara, Coastguard Nelson

Peter Kara has been a member of Coastguard Nelson for over 10 years, but his dedication to Coastguard goes above and beyond unit level.

In addition to being on the Incident Management team for his own unit, Peter is also a Board Member for the Central Region and Coastguard New Zealand.

But it is Peter's unofficial role as unit mentor that has made an incredible difference to his unit. Peter has brought a large sense of pride and mana to the Nelson unit and has set standards that have been adopted as a way of life.

A prime example of this is how Coastguard Nelson regularly works with other rescue agencies, such as Surf Life Saving and the Police, to ensure that they are one team saving lives at sea.

Being a part of the Incident Management team means Peter is constantly putting the safety and wellbeing of his volunteers at the forefront of rescues.

Peter is a hardworking, considerate and dedicated volunteer who leads by example and always puts others before himself. While he never looks for praise and is a team-player through and through, Peter is the glue that holds the Coastguard Nelson unit together and helps them succeed.

Where funds came from

2%

Interest received and other income

1%

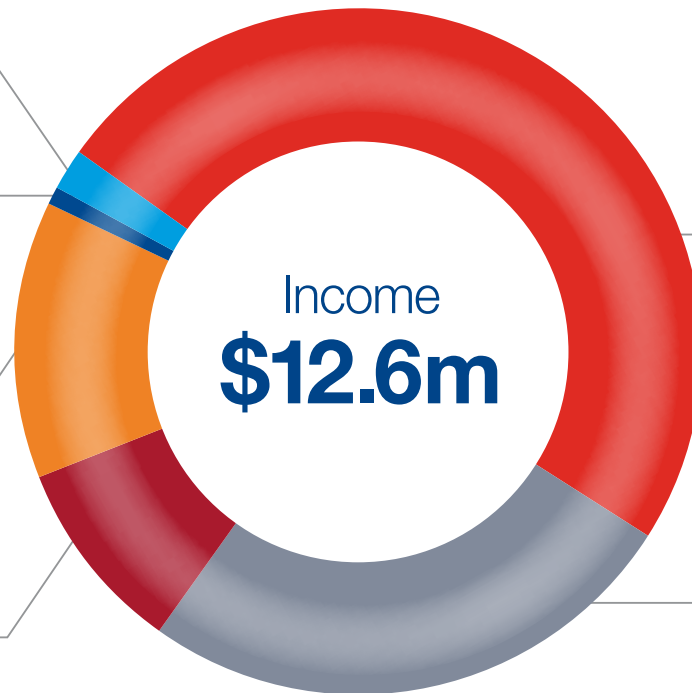
Sale of publications

13%

Donations received

9%

Examination fees



49%

Grants received

26%

Lottery ticket sales

Income
\$12.6m

\$6.91m of a grant from the Lottery Fund for Community Benefit related to the America's Cup has been allocated to capital work in progress until the completion of the funded project. Please see page 10 for details.

How funds were used

2%

Accommodation

3%

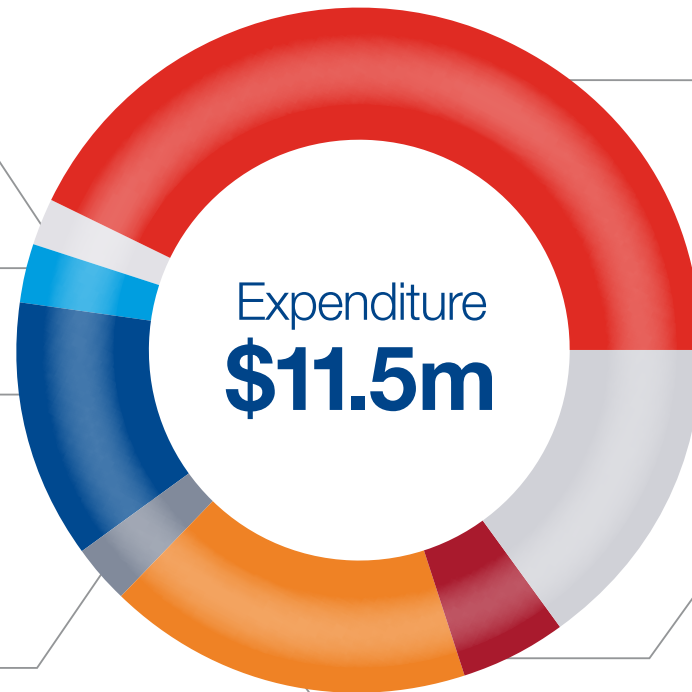
Governance and AGM

12%

Income stream development

3%

Public safety and communications



43%

Support for regions and units

15%

Professional services and other costs

5%

Boating Education services

17%

Direct lotteries expenditure

Expenditure
\$11.5m

A full copy of Royal New Zealand Coastguard Inc and Royal New Zealand Coastguard Boating Education Limited audited financial statements can be found at www.coastguard.nz/about-us/annual-reports or can be provided on request.

Supporting Coastguard regions and units

Sixty three units, four regions, one Coastguard. To ensure our regions and units can continue to save lives in their communities, Coastguard New Zealand provides vital funding for essential services and equipment.



\$1.98m

grants distributed direct to regions to ensure operational success



\$109,300

invested in developing our SharePoint site



\$150,600

spent on Health and Safety to ensure our people are safe home every day



\$185,300

worth of lifesaving equipment funded for units



\$464,400

invested in training our dedicated volunteers



\$264,000

spent on operational costs and replacing Coastguard's vital Search and Rescue tool TracPlus



\$179,600

spend on running Coastguard's NowCasting service to keep NZ boaties abreast of the weather



\$84,700

invested growing and developing our Membership Programme



\$204,300

invested to upgrade Coastguard's National VHF Communications Network



Keith Manch
Director, Maritime NZ

Maritime NZ enjoys a close relationship with Coastguard NZ, and our partnership plays a key role in helping to minimise the number of fatalities and injuries among New Zealand boaties.

New Zealand's search and rescue capability has strengthened over

recent years, thanks to increased collaboration between the Rescue Coordination Centre NZ (part of Maritime NZ) and the New Zealand Search and Rescue Secretariat, improving radio communications networks as well as on-water response capability.

Similarly, collaboration between Coastguard, Maritime NZ and various central and local government organisations - through the Safer Boating

Forum - is stronger than ever. The Forum was set up in 2000 to build awareness, encourage community engagement and share safety messages, and is currently busy planning the 2020/21 national summer boating campaign.

This year, as with previous years, Maritime NZ is backing Coastguard NZ's 'Old4New' lifejacket upgrade campaign. Each year Maritime NZ distributes Fuel Excise Duty (FED) funding, of which Coastguard receives the largest proportion because of its direct engagement with boaties. We've allocated \$80,000 to the next 'Old4New' campaign to help further promote lifejacket usage while removing old and non-fit for purpose lifejackets from the community.

As always, we recognise and highly value the role Coastguard NZ and its professional volunteers play in helping keep New Zealand's boaties safe.

We're looking forward to continuing our work with Coastguard NZ as joint caretakers of New Zealand's maritime playground.



Duncan Ferner
Secretariat Manager, NZSAR

The ethos of voluntary service is a key aspect of our Search and Rescue (SAR) sector - and Coastguard is no exception. NZSAR's sector-wide volunteer study this year showed that for every member of staff at Coastguard there are 35

volunteers. It is a privilege to work with such a large group of dedicated people who give their time so generously to help others.

At the request of Coastguard NZ, we commissioned Volunteering New Zealand to take an in-depth look at the state of volunteering in the SAR sector and challenge us with a set of ambitious recommendations to ensure SAR volunteers continue to have the opportunity to contribute and thrive within the sector.

Working together well is at the heart of successful search and rescue.

Many of you will already be familiar with NZSAR's vision of "one SAR body", which hinges on operating collaboratively within a robust SAR system. Coastguard's support of this vision is unfailingly apparent, year after year. You continue to lend highly-valued assistance to Police, RCCNZ and other search and rescue organisations around the country. You remain actively engaged in joint training exercises, up skilling alongside your peers and sharing your knowledge with other groups.

The launch of the SARdonyx Joint Search and Rescue Operational Information System in May was a highlight for NZSAR. This new data system will demonstrate its worth to Coastguard as it becomes more populated with information.

Another major project that has benefitted from Coastguard's contribution this year is the development of our country's first set of national search and rescue guidelines. Published in September 2019, the guidelines provide a single point of reference and guidance for conducting SAR in the New Zealand Search and Rescue Region.

On behalf of the NZSAR Council - thank you for providing such a vital service to communities across New Zealand.



Phil Twyford
Minister of Transport

Many New Zealanders take for granted the fact that if they get into trouble in the water, Coastguard is there to help them. Few people are aware of the nearly 2000 volunteers that are on-call 24 hours a day, 365 days a year to be there at their most desperate moments.

The amazing work done by Coastguard is epitomised by Wanganui Coastguard Mike Carson, who last year won the Rescue Vessel Volunteer of the Year Award. Mike has been with Coastguard for more than 13 years and has not only saved the lives of surfers, divers and

boaties, he has spent hundreds of hours training his fellow volunteers. Mike's sense of community, commitment to helping people and willingness to share his knowledge and experience with the next generation of Coastguard is inspiring.

I'd like to take this opportunity to thank everyone at Coastguard New Zealand for the crucial work you do - for the thousands of rescues you carry out every year to bring people home safely to their loved ones. You do this freely and give up your own time, and that with your families, to do so.

Coastguard is an invaluable part of our search and rescue community. Your dedication to what you do proudly makes New Zealand amongst some of the best search and rescuers in the world.

New Zealanders love being in and on the water. And thanks to Coastguard, Kiwis can rest assured there are people there to help them when those worst-case scenarios do arise.



1,988 volunteers

291,482 hours dedicated to saving lives

2,899 rescues carried out

6,774 people brought home safely



We would like to thank the incredible people and organisations that make our lifesaving work possible. Here are just some of them:

Individuals and Organisations

A J Smith	Constance Gate	Hugh Farquhar - Estate	Margaret Pidgeon	Richard Scrivener
A S Cleland	Craig M Cooper	Ian Graham	Marjanna Groes - Estate	Robert & Sharon Lovie
Aaron Scott	D P Ryder	Ian Holmes	Mark Balogh	Robert Kelsey
Alan Day	D W Heald	Ian Norton	Mark Caccioppoli	Robert Smellie
Alex Morrison	Dale Fiu	Ian Slater	Mark Herring	Robin Parr
Alistair Hogg	Dale Karauria	J Hall	Mark Langenhofel	Robyn Sherson
Allan Wilson	Damian Kobylinski	Jacqui Sorenson	Martial Villierme	Rodger Corbin
Alton Lucas	Darrall van der Giessen	Jane & Ken Jones	Martin Storey	Roger Graham
Andrew Barker	Dave & Rita Podmore, Phoenix Electrical (2009) Ltd, Hamilton	Janell Milne	Maureen Plested	Roger Marshall
Andrew Cresswell	Dave Ellis	Jim Brambley	Maurice Lex Macken	Roger Spooner
Andrew Goodwin	David Browne	Joe Voordouw	Max McCamish	Ron Lansdowne
Andrew Keaney	Denis Smith	Johan Van Zyl	Michael & Betsy Benjamin	Ron Lawton
Andrew Parker	Denis Wing	Johanna Pansier	Michael Baldock	Ronald Myles
Angela Rhind	Denise Scheurich	John & Gayle Sames	Michael Blewman	Ross Dymock
Anne Goodyer	Diann Landon	John Alexander	Michael Jones	Ross Morrow
Arlaina Pivac	Dianne Sisley	John Beck	Mike West	S F Crowe
B J & M C Fallaize	Doug McLellan	John Bennett	Milton Hope	Sally Wilson
B L Goudie	Earle Adlington	John Clyne	N Dromgool	Sounds Builders Marlborough
Barbara Perry	Eric Holliday, FISH Safety Foundation	John Dodd	Nelda Hazelhurst	Spencer Smith
Barbara Worrall	Erin Houkâmau	John Gray	Nicholas Sibley	Stan Baynes
Barrie Windle	Fisa Pihigia	John Green	Nick Leader	Stan Culpitt
Barry & Shirley Rumble	Fulton Hogan Waikato	John Kearney	Nick Theobald	Stan Thorburn
Barry Smith	G V Hubble	John Mills	Nick Young	Stephen Cairns
Ben Fisher	Gael Milich	John Powles	Nola Breeze	Stephen Wilson
Bernard Dennehy	Garry Klatt	John Quigley	Oliver Hunter	Steve Kirby
Bill Wulf	Gary Bergman	John Warburton	Orman Broadhurst	Stewart Read
Black Steel Mobile Ltd	Gary Greyling	June Bourne	P A Rutherford	Stuart Pryke
Bob Denton	Geoff & Jan Wood	Kay Ward	P Fabian	Susan M Bell
Brent Robertson	Geoff Henderson	Keith Joblin	Pam Renouf	T S Browne
Brian Hogan	Georgia Billings	Kelly Francis	Paul & Judy Armour	TD & EJ Wilkinson
Brian Leicester	Gerry Peetz	Kevin Rijns	Paul Styles	Terry Herbert
Brian Zuppichich	Glenn Kidd	Kevin Ross	Paul Tidmarsh	Tom Findlay
Bruce Farley	Glynn Blackwood	Kim & Angela Campbell	Peter & Doreen Beck	Tony Parker
Bruce McGregor	Graeme Linton	L J Taylor	Peter & Pauline Wallace	Tony Potts, Tutukaka Coast Electrical
Bruce Southwood	Graeme Reidy	Larry Thomas	Peter Jackson	Trevor Morgan
C I Abel	Graeme Watt	Laurel Teirney	Peter Westphal	Trevor Pryde
C I Lucas	Graham Robertson	Lee & Susan Short	Phillip Aydon	Una Catley
Capt. James O'Donnell	Grant Horgan	Leon Everitt	Quality Hotel Parnell	Urenui Boat Club
Carl Rohrbeck	Grant Parkinson	Leonard Heard	R Bartlett	W Caldwell
Carolyn Bilbrough	Grant Ryder	Lester Hayward	R Goodwin	W R Johnson
Carolyn Kidd	Greg & Trish Thomson	Lindsay Stewart	R H K & M A Harding	W Sutcliffe
Chris Atkinson	Hamish Limbrick	Lionel Hoani	R Honings	Wati Marsh
Chris Nipper	Hans Wolvers	Lois Hull	R Morton	Wayne Ellis
Clarry Topia	Heather Fors	Lynnette Warrender	R T & M A Flanagan	Wayne Macdonald
Colin Campbell	Heather Herbert	M Blackwell	Rachel Wright	Wayne Macdonald
Colin Costain	Helen Crawford	Malcolm Ackerley	Redmayne	Wayne Woodruffe
Colken Engineering Ltd		Maldon Whitwell	Richard Austin	
Collin Ludlow		Margaret Hitchcock	Richard Beedie	
Collin Post		Margaret Milligan	Richard Marsh	



Special Recognition: Volunteer Long Service Awards

25 years

Michael Andrews	John Donnelly
Irwin Basil	Michael Drake
Allan Benson	Basil Irwin
Graeme Burt	Andrew King
David Allan Collins	Rachel McKenzie
Allan William Crabb	Gordon Roderick Murray
Peter Dodd	Dorothy Quaife

30 years

Ian William Coard
Michael Cole
Dean Lawrence

40 years

Norman Symons

Life Members

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

Search and Rescue Partners



Major National Funding Partners



Corporate Supporters



Trusts, Foundations and Regional Funders

Our thanks to all the trusts, foundations and funders for supporting our regions and units across the country. Here are just some of them:



Auckland Council
 Auckland Maritime Foundation
 Blue Sky Community Trust
 Dunedin City Council
 Four Regions Trust
 Four Winds Foundation
 Grassroots Trust

Infinity Foundation
 Northland Regional Council
 Oxford Sports Trust
 Pelorus Trust
 Phillip Verry Charitable Trust
 TECT
 The Trusts Community Foundation

The Trusts - Million Dollar Mission
 Transpower Community Care Fund
 Trust Aoraki
 TSB Community Trust
 Waikato Regional Council
 Wellington Community Trust

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Conference Exhibitors 2018

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 Naiad
 Q-West
 RWB Communications
 Tracplus





**It takes a great team
to save lives
at sea**

Coastguard relies on the generosity of people across the country who give their time and/or money to save lives at sea. Every year it takes \$20 million and many volunteer hours to keep Coastguard afloat. It's essential to have this support, as without it Coastguard wouldn't have the equipment, vessels, or training to provide first-class marine search and rescue.

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. Whether you become a volunteer, make regular donations, donate a one-off gift, buy a lottery ticket or leave a gift in your Will, you'll be making a huge difference. You'll keep our boats on the water and our crews trained and ready.

To find out more about how you can help, visit www.coastguard.nz

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