



MOUNTAINS TO SEA CONSERVATION TRUST (MTSCT) SAFETY MANAGEMENT PLAN (SMP)

Version 14 – September 2025

This Safety Management Plan and associated appendices was approved by Top Management and Mountains to Sea Conservation Trust’s Chairperson.

The performance of the MTSCT Safety Management System is reviewed at least annually against the safety goals and objectives.

Version 14 – September 2025, replaces version 13 (October 2024)

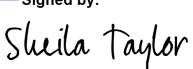
Date approved	23rd September 2025
By Chairperson	Sheila Taylor
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1 | Safety Management System Documents

Versions and amendments can be found in [Appendix 12](#).

2 | Introduction and purpose

This Safety Management Plan (SMP) has been prepared to enable Mountains to Sea Conservation Trust to achieve its goals in a safe manner and to comply with health and safety and any other relevant legislation. Our Safety Management System (SMS) is made up of this safety management plan, safe operating procedures, safety tools and forms and most importantly, a strong safety culture.

This plan covers the overarching and policy aspects of the Mountains to Sea Conservation Trust's (The Trust's) health and safety responsibilities. Specific operational aspects of The Trust's programmes and projects are contained in separate programme manuals, role descriptions, standard operating procedures and policies.

It is the Trust's intention that all independent contractors/employees and programme and Regional Coordinators are familiar with this plan and undertake their work and role/s accordingly.

Much of the Trust's credibility is based on outstanding safety standards. Its aim is to maintain this exceptionally high safety record and to continually improve safety management and procedures.

The Experiencing Marine Reserves and Whitebait Connection SOP manuals can be found at www.mountaintosea.org.nz/health-and-safety

WBC Programme Coordinators

Only the EMR programme is subject to the Adventure Activity Regulations. Some aspects of the appendix items may only be relevant to EMR (snorkel) coordinators.

Note:

On Monday 4 April 2016, the New Health and Safety at Work Act 2015 (HSWA) came into effect. HSWA repeals the Health and Safety in Employment Act 1992, with immediate effect.

Health and Safety in Employment (Adventure Activities) Regulations 2011: revoked on 4 April 2016, by regulation 20 of the Health and Safety at Work (Adventure Activities) Regulations 2016 (LI 2016/19).

3 | Information about the business

The Mountains to Sea Conservation Trust (The Trust) was incorporated as a charitable trust in 2002.

3.1 Objectives

- Environmental educational strategies, programmes, resources and community engagement activities will be created, fostered and offered to the community;
- Advocate directly within communities and with Government for the establishment of a system of conservation measures and biodiversity protection areas;
- Support and create opportunities for young environmental professionals to work and engage with schools and communities in environmental education and ecological restoration and conservation management;
- Foster and support the pursuit of scientific research, understanding and traditional knowledge of aquatic ecosystems and biodiversity. Ensure that the results of the research are disseminated in the community;
- Provide technical, scientific assistance to the community, schools and environmental advocacy groups for the purpose of furthering the aims of The Trust.

The Northland-based trust was established as a charitable umbrella and support organisation for the Experiencing Marine Reserves (EMR) marine education and Whitebait Connection (WBC) freshwater education programmes. These are leading models in education for sustainability in New Zealand and available nationally.

The Trust sees education as a vital part of society and central to all environmental restoration. Its work involves providing dynamic experiential education programmes that engage schools and communities in conservation and the pursuit of sustainability.

In addition to EMR and WBC, we have developed a range of supporting projects, resources and services such as community guided snorkel days, community events for Seaweed and Conservation week and the Drains to Harbour programme.

The continued development of the Mountains to Sea Conservation Trust brings together an extensive array of professional skills and diverse capabilities. Within our group of trustees there is a balance of experience, scientific, social scientific and educational accomplishment.

We embrace a philosophy of experiential learning and fostering community engagement in education for sustainability and action. Our work is unique in its simple yet powerful principles and robust scientific foundation. Through this we deliver solutions to some of New Zealand's most pressing environmental challenges.

Our suite of programmes/projects

Experiencing Marine Reserves (EMR)

Is a national programme of experiential learning about marine conservation. Our EMR - Te Kura Moana programme empowers schools and communities by providing hands-on experience in the ocean. EMR is a national programme of experiential learning about marine conservation. EMR's independence, professional delivery, marine reserves focus and provision of a range of learning styles make it unique within New Zealand.

www.mountainstosea.org.nz/emr

Whitebait Connection (WBC)

The Whitebait Connection is our well-established national education programme that offers unique learning experiences for schools and their communities in their local freshwater environments. These experiences inspire and link communities within catchments around Aotearoa-New Zealand, promoting a passion for healthy freshwater ecosystems and an active involvement in catchment restoration. The programme focuses on schools as a focal point for communities to come together and see the future of freshwater through the eyes of their children, thereby motivating meaningful learning and long-term behaviour change in both today's and tomorrow's generations.

www.mountainstosea.org.nz/wbc

National Inanga Spawning project (NISP)

Te Kaupapa Mātauranga Toene Inanga ā-Motu /NISP offers opportunities for local decision-making, community involvement, freshwater research and monitoring, to give understanding and inspire and empower community into action.

www.mountainstosea.org.nz/nisp

Drains to Harbour (DTH)

Focuses on local water quality and stormwater pollution sources and results in action to improve these issues.

SHMAK Trainers

Are our experts on the ground who can help you with stream health monitoring! The Stream Health Monitoring & Assessment Kit (SHMAK) provides practical tools and resources for land owners, iwi/hapū, schools and community groups to monitor the ecological health of Aotearoa New Zealand's streams.

<https://mountaintosea.org.nz/wbc#community-based-monitoring>

Community Led Initiatives

Are about supporting local aspirations for Te Taiao. Local marine conservation projects. Community catchment and stream restoration groups.

Wai Connection Project

Consolidates, strengthens and streamlines our existing Mountains to Sea Provider Organisation (MTSPO) network and ensure strategic delivery of our programmes and projects for up to 108 catchment groups/communities from the mountains to the sea across 15 regions of Aotearoa. This includes the provision of 'Catchment Coordinators' who provide direct support to catchment groups, and 'Catchment Connectors' who provide wider community engagement and training.

www.mountaintosea.org.nz/waiconnection

3.2 Operational structure and management

The Mountains to Sea Conservation Trust (MTSCT) is a Person Conducting a Business or Undertaking (PCBU). A PCBU must ensure, so far as is reasonably practicable, the health and safety of workers, and that other persons are not put at risk by its work. This is called the 'primary duty of care'. This means ensuring, so far as is reasonably practicable:

- The health and safety of workers who work for the PCBU (e.g., Employees or contractors, including their subcontractors or workers) while they are at work in the business or undertaking.
- The health and safety of workers whose work activities are influenced or directed by the PCBU while the workers are carrying out the work (e.g., A franchise company whose franchise requirements influence or direct the workers of the franchisee).
- That other persons are not put at risk by the work of the business or undertaking (e.g., a visitor to the workplace, or members of the public who could be affected by a work activity).

The Trust is governed by a group of appointed trustees, which for day-to-day purposes also act as The Trust's executive committee, along with our Poutokomanawa/Co-Directors - senior management (top management). The Mountains to Sea Conservation Trust provides overall support and direction for the range of programmes run by The Trust. The Trust meets once every two months, with Trustees providing general direction, decision-making, specialist support, opportunities for peer review and access to valuable networks for the programmes.

Our Co-Directors and trustees with responsibilities for specific portfolios provide reports on these at each meeting. The Trust reviews all evaluations and reports on the year's delivery from the Co-Directors, National Coordinators and contractors. Trustees review and make recommendations and contributions to programme development and forward planning as a result. They also review the Co-Director's performance and consider the appointment or reappointment of the Co-Directors to a term determined by The Trust. They review the financial records and approve or make recommendations on the accounts for each year. The trustee role is in a volunteer capacity.

All the trustees volunteer their time to help with various events and activities as/when practical. This is particularly important during events with wide public involvement, such as community snorkel days, when their specific expertise in snorkelling and event management come to the fore.

Governance Roles – Trustees

See our website for the current list of trustees
<https://www.mountaintosea.org.nz/about/governance>

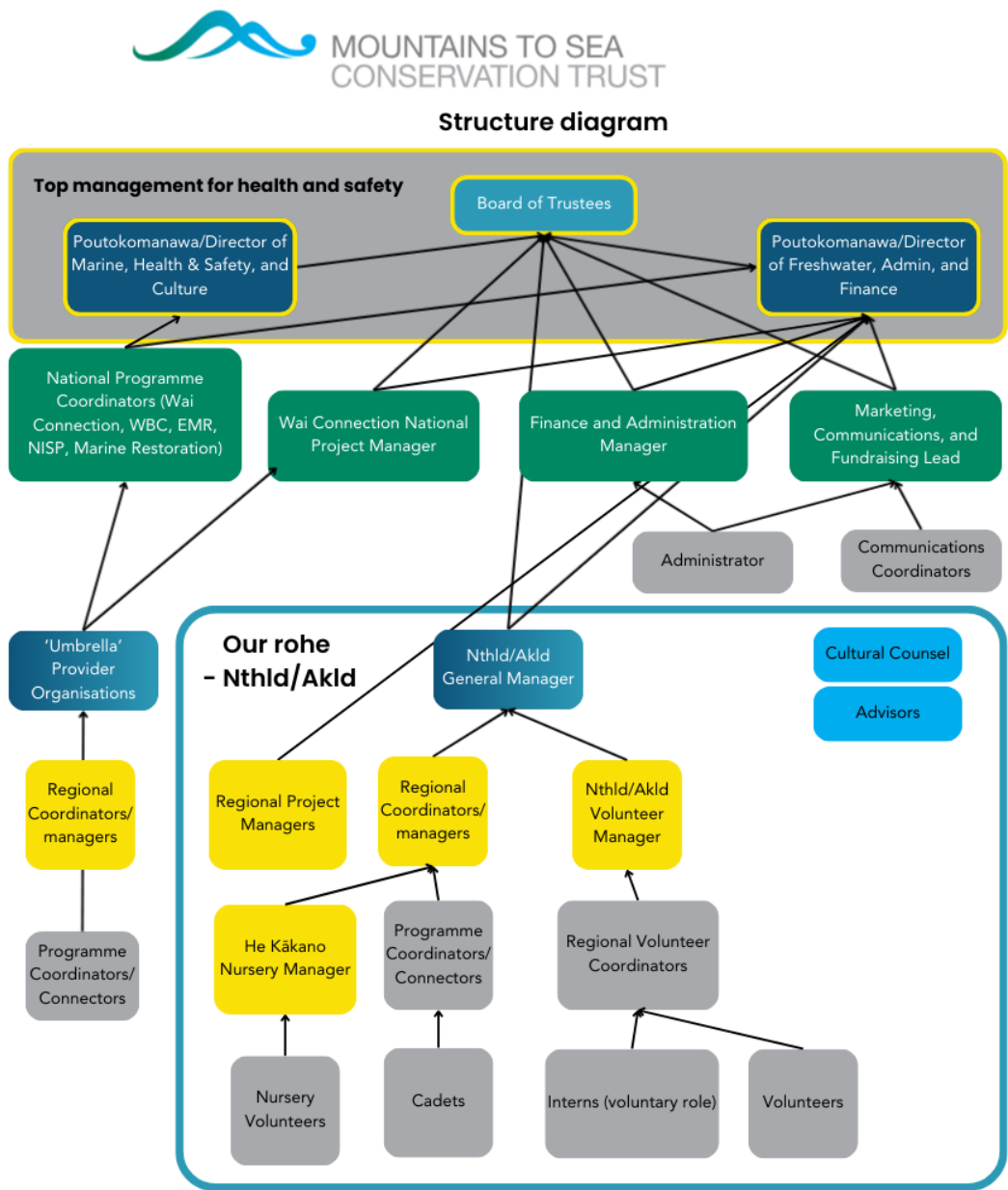


Figure 1. MTS Structure Diagram

3.3 National Expansion

MTSCT started in Northland in 2001, born of the urgent need to develop community awareness of marine and freshwater management issues. We developed dynamic experiential education programmes that engage schools and communities in marine and freshwater conservation. We see education as a vital part of society and central to all environmental restoration.

MTSCT has an organisation agreement with MTSPOs (franchisees), these are separate legal entities. The staff (coordinators, regional coordinators, connectors) of each franchise have a contractual relationship with both MTSCT and the franchise. The contractual relationship with MTSCT is for training and health and safety and the relationship with their provider is financial. Our endorsed coordinator network is trained and monitored by MTSCT. The participants have a contractual relationship (school agreements) with the provider organisation. All snorkelling activities are delivered in accordance to the EMR snorkelling Standard Operating Practices (SOP).

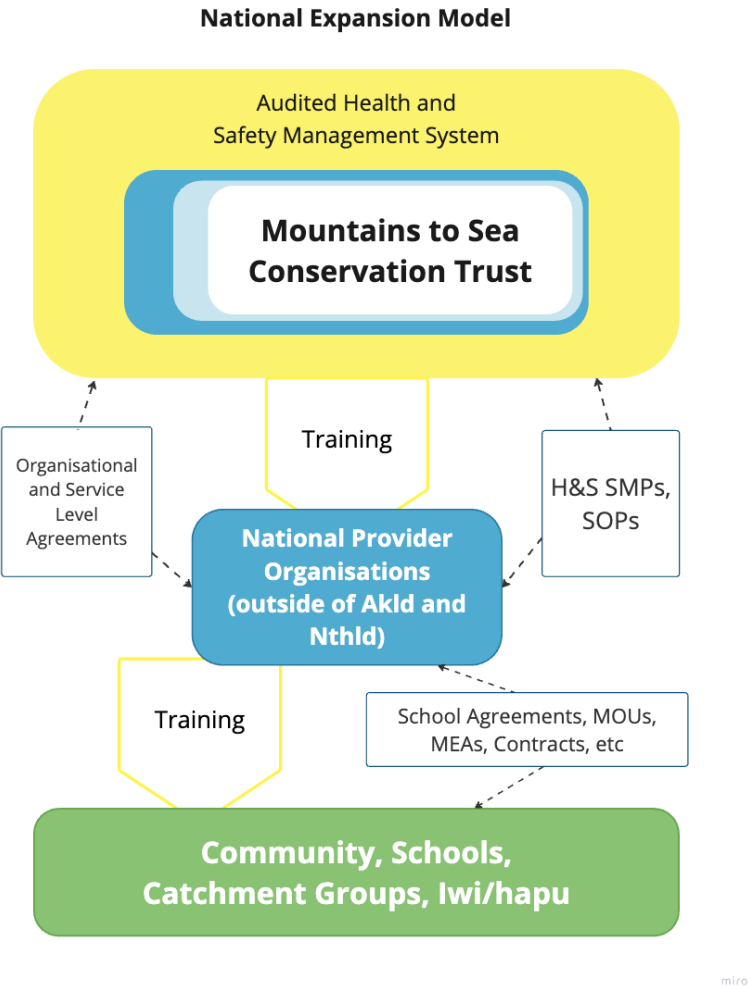


Figure 2. MTSCT franchise concept



Figure 3. EMR & WBC Endorsed Provider logos (2024)

3.4 Description of business

In regards to Adventure Activities

Legal name

Mountains to Sea Conservation Trust

Activities covered by the HSWA (Adventure Activities) Regulations are

Snorkelling

Locations

Kermadec Islands Marine Reserve, Poor Knights Island Marine Reserve, Whangarei Harbour Marine Reserve, Cape Rodney to Okakari Point Marine Reserve (Goat Island), Te Tapuwae O Rongokako Marine Reserve, Te Whanganui A Hei Marine Reserve, Taputeranga Marine Reserve, Kapiti Island Marine Reserve, Tonga Island Marine Reserve and a number of other sites. Refer to our website for further information

www.mountaintosea.org.nz/emr

Trading name

Experiencing Marine Reserves (please note that we do have other programme names, but this is the only programme subject to the Adventure Activities Regulations).

The Experiencing Marine Reserves (EMR) programme is exactly what the name implies. It is about experiencing, first hand, the difference between local beaches and fully protected areas. EMR is a national programme of experiential learning about marine conservation.

EMR's independence, professional delivery, marine conservation focus and provision of a range of learning styles make it unique within New Zealand. Snorkelling enables an insight into the marine world. Even standing in waist deep water looking about with a mask on is an experience!

EMR Snorkelling Objectives

- Experience marine life first hand
- Build water safety & confidence in the real environment
- Encourage snorkelling as a recreational and fun activity
- Instil caring attitudes and passion for the conservation of the ocean
- Encourage emotional connection to marine environment

EMR Programme Coordinators

EMR is delivered by a team of passionate coordinators nationwide. EMR Coordinators/snorkel leaders offer guidance, direction and coordination of classroom exercises and field trips to the ocean. We also provide snorkel equipment, instruction, resources and snorkel risk management. To find out more about our team of Regional and Programme Coordinators please visit our website www.mountainstosea.org.nz/team



Delivery Locations

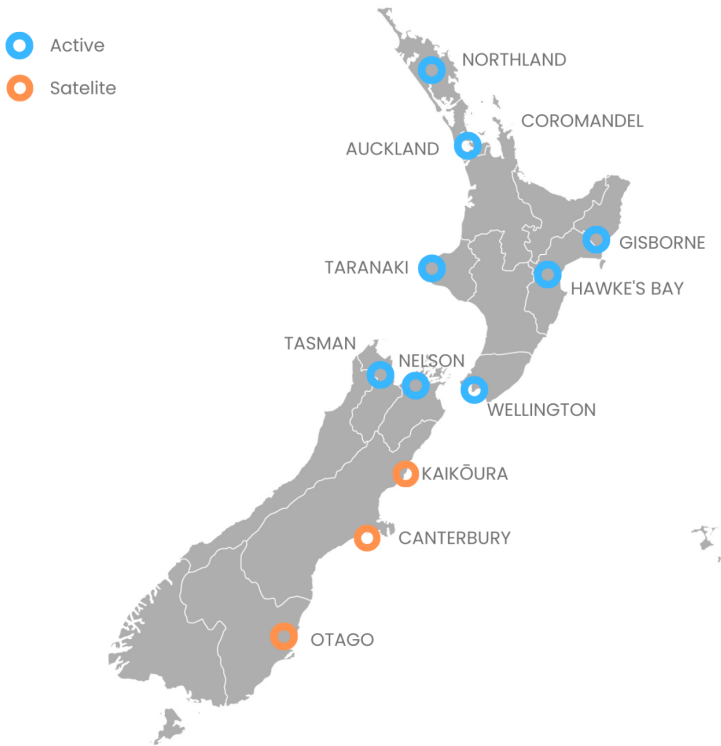


Figure 5. EMR delivery locations

EMR defines satellite regions as areas where MTSCCT deliver events under the direct supervision of an endorsed coordinator in collaboration with a regional organisation, in absence of a provider organisation being established.

Parameters of responsibility

The trust will take all practicable steps to ensure the health and safety of our staff, participants and visitors to the workplace. MTSCCT has specific authority and responsibility for Health and Safety. The trust will ensure that everyone complies with the requirements of our SMS.

4 | Safety Management Plan

4.1 Purpose

This SMP has been prepared to enable Mountains to Sea Conservation Trust to achieve its goals in a safe manner and to comply with health and safety and any other relevant legislation. This SMP helps us achieve our business aims and comply with all aspects of the Health and Safety at Work Act 2015 (HSWA), the HSWA (Adventure Activities) Regulations 2016, and any other relevant legislation. This SMP contains our commitment to prevent notifiable events and continued improvement.

4.2 Content

Our Safety Management System (SMS) is made up of a safety management plan, safe operating procedures, safety tools and forms and most importantly, a strong safety culture. Mountains to Sea Conservation Trust (MTSCT):

The Experiencing Marine Reserves, Whitebait Connection and all programmes of The Trust are committed to the provision of a healthy and safe working environment and will take all reasonably practicable steps to prevent serious harm and ensure the safety of staff, participants and all those we associate with. In particular, we will:

- Establish and insist upon safe practices at all times;
- Continually improve health and safety management;
- Accurately report and record workplace incidents;
- Comply with all relevant safety legislation, regulations and codes of practice;
- Prepare Standard Operation Procedures for the Experiencing Marine reserves, Whitebait Connection and other programmes of The Trust;
- Ensure that only appropriately trained coordinators are involved in the delivery of its programmes;
- Take responsibility for all health and safety procedures, however staff need to be aware of their personal responsibility for safety;
- Invite feedback on, and regularly review safety systems and performance, in order to continuously improve health and safety management;
- Encourage discussion on safety issues and ensure that solutions are sought, achieved, and maintained by: Involving staff in development and annual review of SMS and commitment from all those involved in programme delivery.
- This is achieved via our quarterly delivery team (independent contractors) meetings (minutes circulated to all contractors/Regional Coordinators), bi-monthly trustee meetings, annual national Wānanga conference and via communications by phone, newsletters and email as and when required;

- Operational procedures, particularly those relating to health and safety and good practice, are discussed at delivery team meetings. Notes/minutes are circulated and/or displayed on relevant sections of programme websites;
- Action plans are implemented to sustain The Trust's extremely high reputation for safety.
- Monitor and document it's progress towards achieving this target;
- Stay industry and sector current by;
 - Hosting our annual networking opportunity at the National Mountains to Sea Wānanga;
 - Regular communication with the New Zealand Underwater Association (NZUA);
 - Review and implementation of New Zealand and International standards and guidelines for snorkelling;
 - Regular review of the Education Outside the Classroom guidelines and best practice;
 - Collection of supporting documentation (e.g., Bites and Stings on our website);
 - Review, evaluate and report to top leadership with regards to performance.

Client/participant policies

The success of The Trust's work requires active involvement from students and members of the public in the programmes The Trust currently runs. Participant safety is paramount to maintain trust credibility and develop uptake of our programmes throughout NZ.

Protection of the public

Coordinators/Consultants must ensure the public is not endangered as a result of any activity in which The Trust is engaged. The public must be warned of all activities which carry risk, such as snorkelling and in-stream studies. When activities are underway, every effort must be made to protect the public by the correct use of signs, briefings, protective gear etc. (see sections 3 and 4). For public or special events, event plans are written including RAMS and emergency procedures.

Operating in the field

Full details of programme operations in the field for schools and community groups are provided in the relevant programme manuals. These include information about briefings, supervision and ratios and specific emergency procedures.

Schools are required to complete a school agreement with The Trust prior to involvement in any programme.

A briefing template for field operations (for volunteers and participants) is included in the SOP Manuals. Every contractor/coordinator shall take all practicable steps to ensure:

- Take reasonable care of their own health and safety,

- Take reasonable care that what they do or don't do does not adversely affect the health and safety of others,
- Cooperate with any reasonable policies or procedures the business or undertaking has in place on how to work in a safe and healthy way, and
- Comply with any reasonable instruction given by the business or undertaking so that they can comply with HSWA and the regulations.
- No untrained contractor/coordinator will be permitted to perform any task, operate any equipment, or deal with any substance or material without prior experience (unless closely supervised by someone with such experience).

All contractor/coordinators are to be aware of:

- The hazards they will be exposed to in the workplace, and the hazard controls or procedures to be taken to prevent any harm or damage to themselves, other person(s) and property;
- Dynamic hazards must be captured on the day via the pre-snorkel site assessment and managed on the day by the contractor/coordinator;
- What to do in an emergency;
- Where all necessary safety gear or safety equipment and materials (e.g., first aid kits) are kept.

To ensure that The Trust complies with and maintains this system, the Co-Directors will:

- Be responsible for the MTSCT SMS.
- Ensure new and existing contractors/volunteers read and understand this plan;
- Ensure the plan is available and accessible to all new and existing contractors/programme and Regional Coordinators;
- Review this plan annually or sooner if changes are required;
- Maintain records to ensure all staff/volunteers have read and understood this plan.

The safety of staff, participants and others is paramount. Our staff are expected to take any action required to ensure the level of risk is kept at an appropriate level. Staff are also expected to take full personal responsibility for safety management. For example, in a situation where staff opinions differ, it is expected that the safer course of action will be followed. Safety is an ongoing process. Activity staff are expected to be well versed in risk assessment and management, and to be able to identify and assess risks and act accordingly at all times.

Safety concerns

Staff can raise operational safety concerns with management at any time.

Right to refuse work

The trust recognises our contractors' right to refuse to work if they believe it is likely to cause them serious harm. The contractor must inform management of their reasons for refusal and shall enter into discussions in an effort to resolve differences in good faith.

Complaints/feedback

Our complaints policy is on our website. MTSCT also has an on-line safety complaints/feedback link to trigger review of SMS mountainstosea.org.nz/health-and-safety

Participant complaints are received via our programme websites, participant evaluation forms and any other way of communication to the Programme/Regional Coordinator or Co-Directors or direct to the Chairperson. Staff complaints are received via programme reports, communications or direct to the Chairperson. Refer to our detailed complaints policy. The complaints procedure is also advised on the volunteer form. All complaints are investigated, responded to and dealt with by top management. Complaints may trigger the review of the SMP or relevant SOP.

4.3 Leadership and Management

Top leadership commitment

Officers must exercise due diligence to make sure that MTSCT complies with the duties of a PCBU and its health and safety duties. They must exercise the care, diligence and skill a reasonable officer would exercise in the same circumstances, taking into account matters including the nature of the business or undertaking, and officer's position and nature of their responsibilities.

In many organisations it is not practical for officers to be directly involved in the day-to-day management of health and safety. However, they are still required to take reasonable steps to:

- Acquire and keep up to date knowledge of work health and safety matters.
- Gain an understanding of the nature of the operations of the business or undertaking of the PCBU and generally of the hazards and risks associated with those operations.
- Ensure that the PCBU has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking.
- Ensure that the PCBU has and implements processes for complying with any duty or obligation of the PCBU under HSWA.

- Ensure that the PCBU has appropriate processes for receiving and considering information regarding incidents, hazards, and risks and for responding in a timely way to that information.
- Verify the provision and use of the resources and processes referred to above.

The Mountains to Sea Conservation Trust Chairperson and trustees have the ultimate accountability for health and safety by:

- Maintaining a constant interest in health and safety matters, including by requiring and reviewing regular reports on safety performance, collected via end of season Regional Coordinator programme reports;
- Have an understanding of the activities and hazards and risks associated with the activities;
- Ensuring that the importance of effective safety management and conformance to the safety management system is communicated to staff, participants, contractors and relevant other parties;
- Providing resources to establish, implement, maintain and continually improve the safety management system;
- Verify the provision and use of those resources;
- Ensuring that Mountains to Sea Conservation Trust complies with the HSWA, the HSWA (Adventure Activities) Regulations (and other relevant) legislation;
- Working with the Co-Director (marine) to set and achieve specific health and safety goals and objectives (these will take into account: hazards and risks, technology and usage options, financial, operational and business requirements, and the views of staff and relevant other parties);
- Involving staff in the development, implementation and review of health and safety goals, objectives, policies and procedures;
- Incorporating health and safety as an element in position descriptions and as a measurable outcome of an individual's performance appraisals;
- Expecting all staff to share the responsibility for meeting health and safety requirements and maintaining ongoing accountability through the roles and responsibilities with regards to health and safety defined below;
- Working with the Co-Directors and National Coordinators to recruit staff with the relevant qualifications/competency, and safety related attributes, for their role.

For information on the trustee governance role – refer to the Board charter

5 | Legislation, standards, codes of practice and guidelines

5.1 Annual Safety Calendar

An 'Annual Safety Calendar' provides an overview of all the regular safety actions that need to be undertaken, while an 'Annual Safety Improvement Plan' (part of the annual safety report) helps to guide the development of the SMS.

Annual Safety Calendar

Management will plan for the following safety actions each year:

- Staff induction – new staff;
- Staff training – new and returning staff;
- Regular safety communication (safety updates, safety meetings etc);
- Emergency response practice;
- Equipment checks;
- Safety reviews - activity based, post programme &/or post season (as below);
- Annual review of SMS (as below);
- External safety audits (as below);
- The development of an Annual Safety Improvement Plan.
- Maintenance and review of SMS
- There is a process to ensure continual improvement of the SMS and safety outcomes.

In particular the Trust will ensure:

- The performance of the SMS is reviewed at least annually against the safety goals and objectives.
- There are scheduled internal reviews of adventure activities.

Review

This review should take into account findings from audits, reports from technical experts, and analyses and recommendations from specific reviews, including incident reviews.

- Where available, collated data and information from the sector is considered, including Adventure Activity Reviews.
- Adventure Activities are also reviewed when prompted by:

- Audit findings;
- Proposed changes to the activity, sites, or hazards;
- Changes to the environment;
- Changes to key staff;
- Incidents and emergencies;
- Changes in legislation (including local bylaws), standards, guidelines, codes of practices or similar information.

As part of contractors'/coordinators' training and induction, contractors/coordinators will work through this plan so they are familiar with its contents. Procedures for recording and reporting incidents, hazard identification and control and emergency procedures will be discussed thoroughly. As this plan is for a growing organisation with diverse work programmes and locations, management predicts that changes may need to be made during its work. Therefore, the safety plan will be discussed at each trust bi-monthly meeting. This will help increase safety awareness and encourage identification of new hazards. If a new significant hazard should arise during operations, management will establish the procedures required to control the hazard. Contractors/coordinators will also be asked to provide feedback and raise any concerns or questions about operational policies, procedures, manuals etc.

This is achieved via our quarterly delivery team (independent contractors) meetings, bi-monthly trustee meetings, annual national Wānanga conference, and via communications by phone and email as and when required.

Legislation and Regulation

MTSCT will comply with all relevant legislation (including local bylaws), standards, activity safety guidelines, codes of practice, and similar information that is relevant to the safe management of their adventure activities including any ancillary services. Additionally, volunteers and contractors will regularly be asked for feedback on health and safety/risk management procedures. MTSCT will seek internal and external input from marine professionals and technical experts by a team identified by MTSCT such as (but not limited to) freediving and equipment expert Darren Shields and suitably qualified EMR Regional Coordinators.

MTSCT will systematically identify statutory documents: (but not limited to)

- Monitor Worksafe and NZ Legislation updates by subscribing to newsletters and updates
- Monitor the Support Adventure website and subscribe to the newsletter
- Monitor local authority bylaws,
- Seeking advice from Technical Experts team for changes in legislation

- Subscribe to New Zealand Underwater Association and Water Safety newsletters.

Other organisations and legislations to review annually: (but not limited to)

- Ministry of Education - Education Outside the Classroom (EOTC) guidelines;
- Adventure Activity Regulations (2016);
- Maritime NZ;
- Safe Ship Management;
- Land Transport NZ.

Technical Experts

The Trust will engage appropriate Technical Experts (including within the processes described above) to inform the development of the SMS. Current appointed technical advisors are Darren Shields and Zoe Studd. We also seek specialised experts in areas such as health and safety, first aid, rescue and dangerous marine animal behaviour for specialised training at annual Wānanga and/or team meetings.

Darren Shields

Darren is suitably qualified due to his experience as a free diver in New Zealand including, 6 times NZ Spearfishing Champion, his extensive knowledge of our operation and as a snorkel equipment seller for more than 20 years. Darren gives specialty advice for equipment and attends snorkel excursions to give external input on safety management. See more on Darren here https://www.youtube.com/watch?v=Qi_DHCcPvYg

Zoe Studd

Zoe is an experienced EMR Regional Coordinator and is a trained teacher and Dive Instructor. Zoe is our internal technical expert, with a role in reviewing all EMR snorkelling SOPs and MTSCT SMS.

Specific parts of the safety management system are reviewed in the event of any significant incident. Revisions and updates are communicated to all relevant staff before the activity resumes and the most recent and active SMS document is located on our websites.

Communication

Safety information is provided to participants via our programme website, programme itineraries, site specific RAMS, emergency procedures, permission forms and school agreements. On the day of the snorkel/event safety information is communicated in the form of briefings with regards to the different roles on the day, all participants, supervisors and shore watch positions for example. Businesses that work together will likely share health and safety duties in relation to the same matter. These are known as overlapping duties. Overlapping duties of care will be communicated via our school provider contracts, event plans and MOU's.

Health and Safety Committee (HSC)

A health and safety committee is appointed annually.

The main functions of an HSC are to:

- Make it easy for the business and workers to cooperate on ways to ensure workers' health and safety at work
- Assist in developing standards, rules, and policies or procedures for work health and safety
- Make recommendations relating to work health and safety
- Carry out other tasks that are agreed between the business and the committee.

Health and safety representatives (HSR)

An HSR is a worker who has been elected by the members of their work group to represent them in health and safety matters. Any business can choose to have HSRs and they are a well-established way to support worker engagement and participation. HSRs are elected by a work group, which is a defined group of workers who work for the PCBU.

Child Protection Policy

We have updated our Child Protection Policy, as a result, we've clarified our guidelines for all WBC and EMR Coordinators around Child Protection training and expectations. We also need all Regional Providers to identify who their Regional Child Protection Lead (CPL) is. A Child Protection Lead (CPL) needs to be able to observe programme delivery on the ground (hence needing one per region with an overall CPL for our organisation). All CPL's need some baseline training to upskill and check their own systems are sufficient (ideally you will have a CPL that is involved in both EMR and WBC delivery or you might have to have separate CPL representing a programme each). All CPL's must register for a FREE online 'Child Protection in Play, Active Recreation and Sport' course.

CPL's meet once every six months and keep any concerns in a central location (MTSCT Restricted Access Google Drive). See appendix.

Safety Feedback

Safety feedback is gathered from the school teacher evaluation forms and via evaluation at community events. The EMR school agreement (see appendix) outlines the complaints procedure found on our website. MTSCT also has an on-line safety complaints/feedback link to trigger review of SMS found here: mountaintosea.org.nz/health-and-safety

MTSCT top management will review the complete safety plan annually, taking into consideration any feedback from contractors/coordinators, new legislation or industry standards that may have an impact on any policy or procedure in the plan.

5.2 Safety goals and objectives

Our Goal

Our goal is to achieve a NIL SERIOUS HARM injuries record during our operation. Serious harm means death, injury that consists of or includes loss of consciousness, a notifiable injury or illness as defined in section 23 of the Health and Safety at Work Act 2015.

The Mountains to Sea Conservation Trust is committed to maintaining a safe and healthy working environment for the safety and health of its contractors/coordinators and other persons in the workplace. (Contractors/coordinators are defined as any MTSCT member, or any person associated with that member, volunteers and any other person(s) engaged in work for the MTSCT programmes).

Health and safety is everyone's business and everyone – volunteers and contractors - are expected to share in The Trust's commitment to avoid all accidents and incidents which may cause personal injury, property damage or loss of any kind.

Every consultant/coordinator is expected to act safely at all times to ensure their own welfare and that of others in the workplace.

When establishing safety objectives, MTSCT have considered:

- Hazards and risks;
- Technology and usage options;
- Financial, operational and business requirements;
- The views of staff and relevant other parties.

Safety objectives

The following safety objectives have been identified as part of our Annual Safety Improvement Plan:

Objective 1	Peer appraisals are happening in all regions	Each regions produces evidence
Objective 2	Collect regional feedback on H & S systems and safety culture	Survey to be produced to test regional H & S understanding of roles
Objective 3	Continue to provide useful webinars	More webinars delivered. Example ideas include seal behaviour , rescue techniques , wellbeing, farm related safety, quick reference, spearfishing awareness
Objective 4	local historic risk for tsunami and	Examples of updated RAFS

	evacuation (tsunami zone awareness on RAF 1)	
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Table 2. Safety Objectives

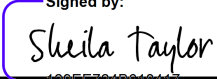
Date approved	06/10/2025
By Chairperson	Sheila Taylor
Signed	Signed by:  129EE724B018417...

Table 3. Safety Objectives Signed by Chair

5.3 Roles, responsibility and authority (leadership and operational teams)

Responsibilities

The Mountains to Sea Conservation Trust recognises the importance of clear responsibilities and accountability for maintaining a safe workplace. Employers, employees and contractors all have obligations under legislation, including general health and safety responsibilities. More detail is provided in specific programme SOP manuals and role descriptions

All roles fall under either management/leadership, governance (trustee board), operational (delivery team) or administration. We note that there is overlap between some of these roles.

Samara Nicholas has overall responsibility for health and safety management systems within The Trust.

Senior Leadership

Poutokomanawa/ Co-Directors (formerly programme director)

This is equivalent to a chief executive officer position shared between two people. Co-Director/Poutokomanawa work together to advance the interests of ‘Mountains to Sea’ while allowing strategic influence over our 2 main brands - WBC and EMR.

Specifically, the Co-Directors have responsibility for overall management and direction of all programmes, each have a marine or freshwater focus but work together to align and streamline as much as possible. Our Co-Directors report directly to the MTSCT trustee board and are responsible for regular reporting to TOP MANAGEMENT (the combination of the trustee board and co-directors). The Co- directors work closely with the National

Coordinator (at times the role of the Co-Director and National Coordinator may be amalgamated) and Deputy National Coordinators and are responsible for developing strategy and key relationships at a national and/or international level where appropriate.

Our Poutokomanawa/ Co-Directors

Samara Nicholas (Marine Lead) is Co-Director responsible for health and safety management systems within The Trust and is required to have qualifications and experience relevant to the oversight (and where it occurs, delivery) of aspects of The Trust's work for which he/she is responsible. Samara Nicholas is the Co-Director responsible for leading an annual review of the Safety Management System (SMS) with the safety management committee prior to the AGM and for leading annual committee reviews of the hazard identification plan.

Marine Lead

- Conducting police vet
- Health and Safety management for The Trust including:
 - Require Incident reporting and review
 - Annual review of SMS
 - Preparing information for audit every three years
- Marine lead making every effort to ensure that Experiencing Marine Reserves Programme meets all its obligations under the HSWA Act, the HSWA (Adventure Activities) Regulations and other relevant legislation
- Ensuring compliance with the requirements of the Safety Audit Standard of Adventure Activities
- Maintaining up-to-date information on changes to health and safety legislation, regulations, codes of practice and standards
- Reviewing, evaluating and reporting on the performance of the SMS
- The marine Co-Director has the responsibility to ensure that the MTSCT SMS complies with the safety audit standard
- National child protection officer for the programmes
- The Co-Directors are responsible for developing and implementing the SMS and ensuring that it plays an integral part of day-to-day operations
- Providing leadership and direction in matters of health and safety
- Establishing, monitoring and achieving overall health and safety goals and objectives
- Developing staff commitment to achieving excellent health and safety standards
- Ensuring that staff understand health and safety management relative to their position(s)

- Ensuring that staff receive appropriate training, and are involved in the continual development of the SMS
- Ensuring that staff are promptly informed of any changes to operational policies and procedures
- Monitoring staff performance in relation to assigned safety responsibilities and delegations
- Ensuring that any complaints or concerns raised regarding safety are dealt with according to our process
- Ensuring that hazard management processes identify significant hazards and result in appropriate controls
- Ensuring that all incidents are accurately recorded, reported and properly investigated to identify and address multiple and underlying causes and managed in accordance with legislation
- Ensuring that systems are in place and in order, and all staff can respond to potential emergency situations
- Arranging regular review, and external audit of safety management and emergency response systems

Refer to SOP programme manuals for EMR and WBC for details of all operational roles

Operational Roles – in relation to H & S

National Programme Coordinators

- Developing relevant SOPs and hazard ID for programmes and projects of the trust
- Staff appraisal, evaluation and monitoring
- Reviewing incidents and contributing to the Co- directors (marine lead) annual review of health and safety
- Regular reporting to top leadership on safety performance;

Programme Coordinators

Programme coordinators must have completed the 'Training/Induction Checklist' and documentation, including the Health & Safety Declaration.

Regional Coordinators

These Regional Coordinators would be the main contact for the region, are the safety representatives and are administered under the regional provider organisation. Regional Coordinators have responsibility of reporting and evaluating to National Programme Coordinators. This includes incident reporting and ensuring that regional internal H & S

meetings take place. They must ensure the completion site safety checklists and safety/event plans and internal meetings as required for their area.

* Regional Managers may also be appointed (including the H & S functions of Regional Coordinators). These Regional Managers may have increased administrative responsibilities described on a case-by-case basis in their individual independent contracts.

The programme and Regional Coordinators are responsible for ensuring the effective implementation of the SMS including:

- Take reasonable care of their own health and safety,
- Take reasonable care that what they do or don't do doesn't adversely affect the health and safety of others,
- Cooperate with any reasonable policies or procedures the business or undertaking has in place on how to work in a safe and healthy way, and
- Comply with any reasonable instruction given by the business or undertaking so that they can comply with HSWA and the regulations.
- Encouraging everyone to take a personal responsibility for safety.
- Ensuring that a strong focus is retained on hazard management out in the field.
- Ensuring that supervisors perform relevant safety tasks and complete safety processes (including hazard identification, intentions, equipment checks, incident reporting and so on).
- Ensuring that safety is discussed pre-, post- (and regularly during longer) programme(s).
- Monitoring and supporting staff to operate at/above 'current good practice' standard in the field, and giving feedback where appropriate.
- Ensuring that safety performance is a part of annual review and regular appraisal processes.
- Coordinating staff training & professional development for volunteers.
- Providing adequate support and resources so that safety systems and standards are maintained and improved.
- Adhere to all safety management policies and procedures.
- Take such care as is reasonable and in accordance with sound professional practice.
- Take full responsibility for safety management, and take any action required to ensure the level of risk is kept at an appropriate level.
- Take all practicable steps to identify, assess and manage hazards.

- Report any unsafe work conditions, practices or equipment as soon as it is practicable.
- Report all incidents to the Co-Director marine lead as soon as practical, and formally in writing (via the incident form) within five (5) days of incident occurrence.
- Report any notifiable events to Worksafe and the Poutokomanawa (marine lead)
- Assist in the investigation and incidents with the objective of introducing measures to prevent recurrence.
- Ensuring overlapping duties of care have been discussed and recorded

Volunteer responsibilities

- Take reasonable care of their own health and safety,
- Take reasonable care that what they do or don't do doesn't adversely affect the health and safety of others,
- Cooperate with any reasonable policies or procedures the business or undertaking has in place on how to work in a safe and healthy way, and
- Comply with any reasonable instruction given by the business or undertaking so that they can comply with HSWA and the regulations.

6 | Staff induction and training

6.1 Introduction

This section identifies the policies and procedures we use in relation to staff recruitment, competency, induction, training, supervision, monitoring and records.

6.2 Staff policies

- Staff will be competent to do their job or be supervised by a competent person;
- Staff will be inducted before they take responsibilities for others;
- Staff and participants will have ready access to someone with suitable and current first aid competence;
- Expectations of professional standards and personal presentation will be set by management and reinforced;
- Staff have the authority to halt an activity if a hazard threatens the safety of any person associated with the activity;

6.3 Roles and recruitment

A role description will be developed for each role. This describes the purpose, safety responsibilities, required knowledge, skills and experience required for each role.

Safety roles and responsibilities are communicated to ensure clear understanding of who is responsible at any given time for each aspect of ensuring the safety of every person associated with the activity.

Recruitment

The Trust aims to help develop skills and competencies over time which will continue to support its work. This relates to all the skills The Trust requires, including those practical skills involved in experiential education and environmental protection.

Suitably qualified and experienced people are therefore selected for work on the basis of their technical expertise as well as their ability to teach and mentor others.

Before they are engaged, potential staff/coordinators are safety checked in accordance to MTSCCT most recent Child Protection Policy

Checks required for new children's workers (recorded on staff personnel file)

- identity verification
- interview
- police vetting
- reference checks
- employment verification check
- seeking information from relevant professional organisations
- a risk assessment that considers the specific child safety related risk

Recheck every 3 years (recorded on staff personnel file)

- Identity - any names changes
- seeking information - from relevant professional organisations
- police vet
- assess risk

Induction, competence and training records are maintained through the forms included in the appendix. All training for all programmes will be documented and stored on file (google drive). Details of renewal and revalidation requirements for each staff member are recorded, such as first aid renewal. National Coordinators monitor validity and renewal of first aid qualifications and reminders to update qualifications are communicated as part of annual review of H & S.

The Co-Directors and National Coordinators evaluate competence and training needs of each Programme Coordinator on an annual basis. Systematic, practical appraisal exists for all consultants/coordinators. Feedback is given that highlights strengths and areas requiring development.

National Coordinators will assign consultants/coordinators to activities using a schedule to ensure the consultants/coordinators deployed are suitably qualified and/or experienced. Emergency procedures are practised at least annually. In-water rescue is practised as part of the prerequisite snorkel instructor course and rescue training is also delivered as part of our annual National Marine and Freshwater (Mountains to Sea) Wānanga Conference. Assignment of consultants/coordinators

The scope of work and tasks etc. is included in independent contracts.

All Regional Coordinators will have signed a Health and Safety contract and additionally a Contract for Service if applicable (see example in appendix).

Competency

Staff competency is established through:

- Valid qualifications;
- Attestation of competency and sufficient experience;
- And/or through observation and skills assessment.

There is a level of minimum skills requirement related to health and safety management for the Co-Directors and National and Regional Programme Coordinators as follows:

Clear understanding of the geographical areas The Trust operates within
Sound understanding of health and safety legislation and its implications for The Trust
Basic First aid certification and from 2022 must include unit standards 6401 (Provide first aid), 6402 (Provide basic life support) and 6400 (Manage first aid in an emergency situation)
Fit and healthy – medical letter
Demonstrated teaching experience
Demonstrated field experience with students and adults
Sound marine and freshwater biodiversity/conservation knowledge
SSI Snorkel Instructor or NZQA 28391 & 28436 (formally 8296 and 4383) or existing divemaster/scuba instructor

Table 4. Co-Directors role - minimum competency

Sound knowledge of the geographical areas the programme operates within in their region
Sound understanding of health and safety legislation and its implications for the programme
Basic First aid certification and from 2022 must include unit standards 6401 (Provide first aid), 6402 (Provide basic life support) and 6400 (Manage first aid in a emergency situation)
Fit and healthy – medical letter (EMR)

Demonstrated teaching experience
Demonstrated field experience with students and adults
Sound marine and freshwater biodiversity/conservation knowledge
SSI Snorkel Instructor or NZQA 28391 & 28436 (formally 8296 and 4383) or existing divemaster/scuba instructor or PADI Basic Free Diver (with EMR in water management training)
EMR or WBC SOP training

Table 5. Programme Coordinators - minimum competency

In addition to the above it is highly recommended that the EMR National Coordinator also has the following qualifications.

Snorkel or SCUBA certificate from a recognized dive trainer agency
Relevant instructor qualifications - this could include NAUI Skin Diving Instructor or equivalent
Swimming and rescue skills – this could include Surf Life Saving Certificate (Bronze medallion), NAUI Skin Diving Instructor (swimming and rescue component), SCUBA training to Rescue Diver level or equivalent
NZU Mini-dippers training

Table 6. Recommended qualifications for EMR National Coordinator

It is recommended that the EMR Regional Programme Coordinators also have the following qualifications

Swimming and rescue skills – this could include Surf Life Saving Certificate (Bronze medallion), NAUI Skin Diving Instructor (swimming and rescue component).

Table 7. Recommended qualifications for Regional Programme coordinators

6.4 Induction and onboarding

Inductions will be conducted by the National Programme Coordinators or a senior team member.

Prior to commencement of programme delivery, all Programme Coordinators are trained by the National Programme Coordinators (see training checklist in appendix), including attesting thorough understanding of the SMS document before taking on any responsibility of others. For the Experiencing Marine Reserves programme, this also includes a snorkel course. The requirements of this course are extensive and include practical assessment of snorkelling skills and teaching, rescue practice and preparing detailed written snorkel plans.

Ongoing training for all Regional Coordinators including familiarisation with new safety procedures, SOPs and all documents relevant to their role, contributing to SMS development, review of hazard register, technical expert advice, professional development (including specialised workshops and training by external experts) and practising emergency scenarios is achieved at the annual Mountains to Sea Wānanga Conference.

Onboarding Checklist

Google Account Creation and Google Drive Induction

The National Coordinator will create a MTSCT Google account and email address for new coordinators and communicate with them on how to set up and login to their new account and set up a signature at the bottom of their emails. New coordinators should be inducted on how to use our Google Drive and be given access to all of the files required for their role including programme manuals. They should also be inducted to Google Calendar and how the team uses it - including how to add other team members' calendars.

Supplier Form (contractors to MTSC)

New contractors will need to complete a supplier form for Xero prior to submitting their first invoice.

Send Invoice and Reimbursement Form Templates (contractors to MTSC)

New contractors should be sent the latest versions of the invoice and reimbursement form templates and be familiar with the use of these documents. Managers should ensure that contractors know the correct job codes for the projects they are working on. New coordinators should also be aware of invoicing processes and when invoices should be submitted. These can be found in Monday.com under the 'Admin Info and Templates' Board.

Monday.com Orientation (contractors to MTSC)

Invite the new contractor to Monday.com by going to 'Invite members' and adding their new mountains to sea email address.

Send the new contractor the following email with the subject line

'[READ FIRST] Welcome to Mountains to Sea Conservation Trust!'

Kia ora!

Welcome to Mountains to Sea Conservation Trust, we're excited to have you here :)

Before anything else, please watch this video here:
https://www.youtube.com/watch?v=qyJ_YVClo94&t=17s

Follow along and complete the steps BEFORE accepting any invites from us or doing anything else.

You'll also be getting another email titled [[monday.com](https://www.monday.com)] "Name" has invited you to Mountains to Sea's [monday.com](https://www.monday.com) account, please do not open it yet.

Watch the above video first as this will show you how to setup your account for our system

Ngā mihi, Coordinator Induction Checklist

When a new coordinator joins the team they will need to complete all endorsement criteria and training checklists.

Health & Safety Induction

New coordinators must be inducted on health & safety policies and procedures including the Safety Management System (SMS) and Standard Operating Procedures (SOP). They should become competent with pre-site risk assessment forms and risk assessment forms and complete examples of these documents prior to endorsement. They must also fill in the Health and Safety Declaration form.

Uniform

When a new coordinator joins the Northland/Auckland team the National Coordinator will order them uniform through Hotprintz. Ensure to send through sizing guides for each uniform item so the correct sizes are ordered. [Link to proof of designs and size charts](#)

PPE

New coordinators should have access to and be familiar with the PPE required to undertake their role. This includes but is not limited to a high vis jacket, hat, a throw rope, waders, wetsuit for EMR. It is recommended that coordinators participate in wader and kayak safety training through Outdoor Education New Zealand (OENZ).

Values

New coordinators should be oriented on the core values of MTSCT that guide our work and the way we interact with our stakeholders.

- Collaboration
- Empowerment and innovation
- Honoring Te Tiriti O Waitangi
- Integrity and aroha
- Fun and passion
- Community centred conservation
- Connecting people to te taiao
- Let our mahi tell the story
- Pono
- Open source

Reporting

New coordinators should be inducted on the reporting requirements for projects they may be involved in or leading. They should also be inducted on how to contribute to the national reporting template for their region.

Police Vetting

 2025 MTS Information - Police Vetting for Applicants.pdf

 2025 MTSC Police Vetting Policy.pdf

All new coordinators are required to be police vetted due to the nature of the trust's work involving vulnerable communities. The inductor will send police vetting forms to the Health & Safety lead (Samara Nicholas) and sight two forms of identification. Files associated with police vetting (police vetting forms & licence images) must not be kept on file. Existing coordinators should be police vetted every three years.

First Aid Certification

A requirement of endorsement for all coordinators is to undertake first aid training compliant with the unit standards 6400, 6401 and 6402. If a new coordinator does not have all of the listed unit standards they will need to be completed prior to endorsement. A copy of the coordinator's first aid certificate will need to be kept on file and sent to the National Coordinator. To maintain an endorsed status coordinators must keep their first aid certification up to date.

Facebook and Newsletter Welcome and website profile

All new contractors should be asked if they are OK with having a welcome published on our FB page and newsletter and a profile created on our website. Check content with them before posting/publishing and request a picture or take one of them to use.

Assign a Mentor

Assign the new contractor with a mentor so they know who they can go to and learn from. Ensure they have sufficient time to shadow an existing contractor to learn the ropes, get inducted and feel confident and competent in their role.

Performance Review (contractors to MTSC)

Let the contractor know that there will be an annual performance review and who will conduct it. Let them know it's a chance to check in and get feedback. Set a date in the calendar for it.

6.5 MTSC Staff Code of Conduct

Mountains to Sea Conservation Trust (MTSC) promotes the following codes of conduct to all staff members (including MTSC volunteers) involved in any way with the organisation, particularly those responsible for activities involving participants under the age of 18 years. These codes of conduct highlight the principles and values of MTSC and are the core principles of participant welfare and our [Child Protection Policy](#).

As a staff member involved in any way with the MTSC the following standard of behaviour is expected.

- ☐ Respect the rights, dignity and worth of others.
- ☐ Be ethical, considerate, fair and honest in all dealings with other people and organisations.
- ☐ Be professional in, and accept responsibility for your actions.
- ☐ Make a commitment to providing quality service.
- ☐ Be aware of MTSCT standards, rules and policies.
- ☐ Understand the possible consequences of breaching MTSCT participant welfare and our Child Protection Policy.
- ☐ Immediately report any breaches of the MTSCT participant welfare and our Child Protection Policy to the Poutokomanawa/co-directors
- ☐ Not volunteering for any safety sensitive tasks when adversely affected by drugs, alcohol or other substances or have a medical condition that may impact on your ability to abide by the Code.
- ☐ Not working when feeling unwell or showing symptoms of COVID-19, or having a medical condition that may affect your ability to perform your role
- ☐ Refrain from any form of abuse towards others.
- ☐ Refrain from any form of harassment toward others.
- ☐ Refrain from any form of discrimination toward others.
- ☐ Refrain from any form of victimisation toward others.
- ☐ Ensure that any physical contact with a participant is appropriate to the situation and that it is necessary.
- ☐ Provide a safe environment for the conduct of activities in accordance with any relevant MTSCT policy.
- ☐ Show concern and caution toward others that may be sick or injured.
- ☐ Be a positive role model.

6.6 Staff training and supervision

Regular and/or pre-season staff training includes practical skill development, and training in risk management, safety management systems and emergency responses. Records are kept of all training (including induction).

Regional Coordinator Training Checklist – Safety Policy

All staff must:

- ☐ Report all accidents to Co-Director (marine) National Coordinator, include all near misses, whether or not these accidents involve injury; as part of national meetings and regional online reports
- ☐ Complete site safety checklists and safety plans as required. Practise safe work methods including adherence to safety plans and the proper use of safety equipment.
- ☐ Field Trip Plans and emergency procedures
- ☐ Base plans on the SOPs and templates provided. Communicate with the Co-Director for comment. You must discuss local emergency response procedures in your annual internal H & S meetings
- ☐ Safety Equipment – see equipment lists.
- ☐ Swimming Ability – have the ability to swim confidently in open water the distance of 200 metres.
- ☐ Local Conditions Knowledge – make sure you always know the area above and below tide mark; knowledge of area essential to develop appropriate safety plans.
- ☐ First Aid Certificate and from 2022 must include unit standards 6401 (Provide first aid), 6402 (Provide basic life support) and 6400 (Manage first aid in an emergency situation) please send the National Coordinator a copy of this for the records.
- ☐ Medical letter – you should have this on record from an Open Water Dive course. A statement from your doctor saying you are fit to lead snorkel excursions is adequate (EMR)
- ☐ Driver's licence
- ☐ Teaching Experience/Ability
- ☐ SSI Snorkel Instructor or NZQA 28391 & 28436 or existing divemaster/scuba instructor. PADI (basic) freediver or AIDA Introduction to freediving (with EMR in water management) (EMR)
- ☐ Biodiversity Knowledge – upskill yourself with facts from books, be fully aware of marine reserve benefits and other types of marine protection.

Process for appointing new members of the coordinator team

- ☐ Interest and CV received
- ☐ Volunteer experience encouraged;
- ☐ Police Vetting;

- ☐ Interview - Discuss competency around required tasks;
- ☐ Communication skills;
- ☐ Group management;
- ☐ Technical skills;
- ☐ Water confidence;
- ☐ Understanding of weather patterns;
- ☐ Empathy;
- ☐ Following instructions;
- ☐ Safety consciousness;
- ☐ Approachability;
- ☐ Assertiveness.
- ☐ Approved by Mountains to Sea Conservation Trust (Co-Directors).
- ☐ First Aid certification and medical check.
- ☐ Attend Mountains to Sea Conservation Trust annual Mountains to Sea Wānanga, including SOP training;
- ☐ Induction to MTSCT, SMS, WBC SOP and EMR Snorkelling SOPs.
- ☐ Shadow an existing coordinator (if possible)
- ☐ Training checklist complete.
- ☐ Appraisal from MTSCT or local safety officer in the region.
- ☐ Ongoing training – professional development annually at Mountains to Sea Conservation Trust annual National Marine and Freshwater Wānanga.

Coordinator Endorsement Criteria

- ☐ Completed police vet form and achieved satisfactory safety check (including vetting)
- ☐ Attend Mountains to Sea Conservation Trust (MTSCT) National Marine & Freshwater Wānanga within one year of endorsement (when equivalent regional training provided) and then once every three years
- ☐ Signed the most recent MTSCT Health & Safety Contract.
- ☐ Completed the training checklist
- ☐ Completed annual H & S requirements (e.g., H & S quiz)
- ☐ National reporting

- ☐ Google drive induction

6.7 Staff records

Staff competency is recorded via snorkel instructor training records and follow up appraisals. Individual staff records will include copies of:

- ☐ Information regarding staff contacts (including next of kin) and medical information;
- ☐ CV and qualifications (including first Aid);
- ☐ Competency information (including attestations and competency checklists) that clearly indicates which roles they have been assessed as competent to perform (snorkel instructor records);
- ☐ Induction checklist, including Safety Management System sign off;
- ☐ Records of staff training – attendance at annual Wānanga

6.8 Fit for work and caring for yourself

Fit for work means that a staff person is physically and mentally able to perform their tasks competently and in a manner that does not compromise the safety or health of themselves or others. Fitness for work can be impaired by fatigue, illness, psychological and emotional issues, and alcohol and drugs.

The trust will ensure that staff are aware of these hazards, and when issues are developing, know how to recognise the relevant symptoms in themselves and in others. We remind our team to take regular breaks, stay hydrated and have adequate sun protection.

The trust will ensure that staff are aware of the responses expected of them, and understand that they are expected to intervene if something is compromising any staff member's ability to perform their role safely.

6.9 Volunteers

All volunteers interested in undertaking work for The Trust are required to complete our online volunteer form (you may be asked to re-sign volunteer terms on the commencement of your volunteer opportunity). This outlines their particular area of interest and requests information about their background experience and/or relevant qualifications with regards to The Trust's programmes. The main areas of experience and expertise needed relate to experiential education on land, in fresh water bodies and the ocean. We remind all our team to take regular breaks, stay hydrated and have adequate sun protection.

Volunteers with the EMR programme in safety sensitive in water roles are required to have the following minimum skills:

- ☐ Strong swimmers (can swim at least 200m continuously);
- ☐ Fit and healthy;
- ☐ Have snorkelling experience;
- ☐ Free from influence of drugs and alcohol;
- ☐ Ability to assist the leader in the management of the group in the water in normal and emergency situations

7 | Risk and hazard management

7.1 Risk and hazard ID and assessment

The identification and management of hazards in a systematic manner is a legislative requirement under the Health and Safety at Work Act (HSWA). The Safety Audit Standard further details what is required.

Hazard management is about identifying how someone could be harmed in the workplace and putting effective measures in place to prevent that harm occurring. An organisation's ability to identify and control hazards is critical to safety performance.

Policies

- Hazards are identified, assessed and controlled;
- Staff are involved in the hazard management process;
- Hazards and control measures are constantly monitored, and regularly reviewed (e.g., through annual review of the Safety Management System);
- All staff, participants and visitors will have the necessary safety clothing and equipment;
- All equipment is fit for purpose;
- All hazards and the hazard controls will be regularly assessed.
- Identify hazards both systematically and dynamically. This is achieved through the use of our hazard register/risk management form, RAMS and SOPs, as part of briefing/debriefing processes, as agenda items at operations or safety meetings and our annual Wānanga.

The systematic part of identifying hazards should use a variety of methods such as:

- Inspecting sites physically and/or consulting with other users;
- Reviewing standard operating procedures;
- Reviewing the Adventure Safety Guideline (ASG) for dive;
- Reviewing past incident reports and ‘lessons learned’, both internally within the operation and externally within the sector (such as PADI reports and Dive New Zealand magazine);
- Internet search
- Seeking input from snorkel/dive technical advisors

7.2 Risk management measures

There are four steps to Hazard Management:

1. Identifying hazards	Identifying what could cause injury or harm to a person, such as swell, marine life or cold weather.
2. Assessing hazards	Assessing whether the hazard is significant and the likelihood and degree of injury or harm occurring to a person if they are exposed to a hazard.
3. Controlling each hazard	By taking all practicable steps to eliminate or minimise the effect of, significant hazards. Controls may reduce the significance of a hazard or the likelihood of it causing harm to staff, participants or others.
4. Monitoring the effectiveness of the hazard controls	It is important to regularly review these steps when the work environment changes, new technology is introduced, or standards change.

Table 8. Hazard management measure steps

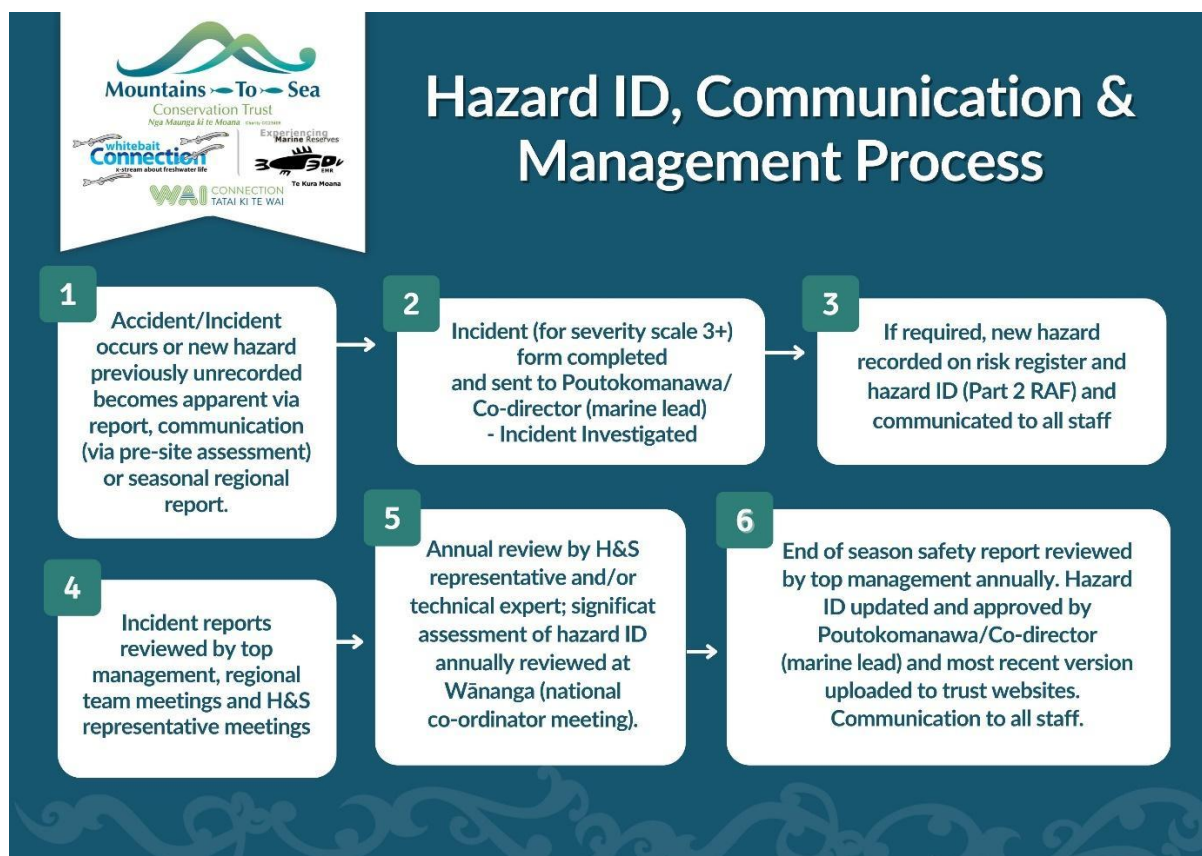


Figure 6. Hazard ID, communication, and management processes diagram

Above is an example of a hazard register and plan for eliminating or mitigating hazards generally and for specific programmes is attached in the appendix. Hazard management ID is found as part of our RAFS in the relevant programme SOP manual and for snorkelling. A technical expert or team of experts will be identified annually for involvement in identification and assessment of hazards. In particular contractors/coordinators must:

- Adopt a responsible attitude to the safety of themselves and others.
- Before starting an unfamiliar task, seek immediate instruction from the Co-Directors or National Coordinator
- Remove hazards where appropriate and report unsafe work conditions and practices to team leader, supervisor or manager
- Wear appropriate protective clothing where necessary and wear it correctly
- Use appropriate protective equipment or devices correctly
- Use correct appliances and equipment for a task and report defective items for repair or replacement at the same time ensuring seriously defective equipment cannot be used
- Undertake only approved and appropriate activity management practices

- Notify the Poutokomanawa/co-director (marine lead) for any new hazards identified so that these are incorporated into the Hazard ID and all contractors/coordinators informed
- Staff running any activity have the authority to cease an activity for any safety reason
- Be aware of the Safety Management System and related activity SOPs, emergency and evacuation procedures

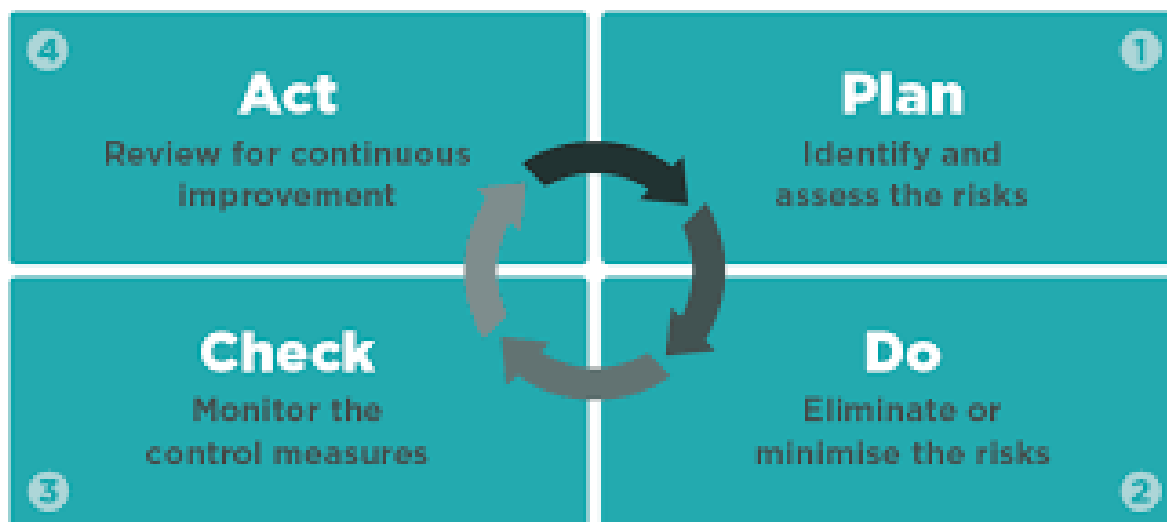


Figure 7. Risk control diagram

Activity Equipment

The trust makes sure activity equipment is fit for purpose by:

- Choosing fit for purpose equipment;
- Regular and thorough inspections;
- The National Programme Coordinator is responsible for the inspection process and reporting to top management.

Monitoring and review of hazard management

We ensure hazard controls are effective and new hazards are identified by:

- Regularly checking activity areas;
- Regularly inspecting equipment;
- Seeking information from participants and interested parties;
- Reviewing incidents;
- Keeping up to date with good practice;

➤ Internal field reviews of activities.

The trust meets to discuss and review hazard management and safety issues with Programme Coordinators at quarterly delivery team meetings and regional internal meetings. The details of these meetings are reported to top management for consideration in their decision-making at The Trust's bi-monthly meetings. The regions have regional internal H & S team meetings

 2025 MTS Regional Internal H&S team meeting - Template

7.3 Risk sensitivity matrix

MTS – Activity Risk Sensitivity Matrix – guide only

The H & S representative committee designed the matrix below to help assess the type of paperwork required for all the different types of activities we do as a trust.

 2025 MTS Risk Sensitivity Matrix.pdf

7.4 Natural Hazards General Assessment

In relation to our snorkelling activities, we have identified natural hazards and assessed each of these according to the table below. Our incident record shows very little hazard risk in relation to natural hazards previously.

General Risk Assessment – Natural Hazards

Natural Hazard	Presents a Serious Risk?	Controls / Technical Advice
Storm - High winds, extreme hot and cold weather, lightning strikes, heavy rainfall, hailstorm, thunderstorm.	Yes – quite possible, incl: Strong winds Swell Heat & cold effects Lightening	SOP's to include: - Monitor MetService / Windy, incl as part of pre-site - Clear operating parameters through pre-site assessment Em Response Plan includes evacuation & shelter from storm
Flooding / water surge	Possible – due to tsunami or rogue wave	Site Specific SOP's to include: - Understand local tsunami threat & advisory systems (NEMA) - Signs of tsunami Em Response Plan includes evacuation
Rockfall or Landslip	Maybe - depends on site, & more likely on beach	Site Specific SOP's to include: Identify potential rockfall/landslide hazard and avoid (eliminate)
Earthquake	Unlikely &/or difficult to predict.	Em Response Plan includes evacuation & where to
Volcanic Activity	Possible at some sites	Site Specific SOP's to identify if threat at specific site (GNS) If so, develop trigger pts & monitor Em Response Plan includes evacuation & where to

Wildfire	Unlikely, could impact group on beach	Site Specific SOP's identify if serious risk, & if so: • monitor fire risk (FENZ), • act accordingly (ie/ fire bans etc) Em Response Plan includes evacuation & where to
Snow Avalanche / Ice Fall	Nil	Nil

Table 9. General Risk Assessment – Natural Hazards



Figure 8. How we communicate risk .

8 | Drugs and alcohol

8.1 Introduction

This section outlines our management of drug and alcohol-related risks in our adventure activity. All endorsed contractors/coordinators of the MTSCT programmes: Experiencing Marine Reserves and Whitebait Connection are expected to complete a satisfactory police vet and safety check from September 2021 prior to commencement of delivery of the above programmes.

8.2 Policy

We will operate a workplace free of impairment from drugs and alcohol.

8.3 Risk Assessment

Snorkelling is determined as a safety sensitive task.

Activity Risk

- We've assessed our activity level of risk as low
 - We snorkel only
 - We snorkel in favourable conditions
 - We use body boards as floatation devices
 - We snorkel with safe ratios

Workforce risk

- We've assessed our workforce risk as low
 - We operate as a team, utilising the skills of our community to increase our supervision system
 - We vet all our contractors prior to commencement to determine any possible history of problems with drugs and alcohol.
 - Most of our team are volunteers before they become contractors, so are well known prior to appointment
 - MTSCT has been in operation for 20 years and has never had any alcohol or drug related incidents.
 - Surveillance and monitoring is in place, as our Programme Coordinators are under the constant scrutiny of teachers, parents and other team members
 - In the information provided to the schools/parents, we notify them that the school should provide adequate adult 'supervisors' to comply with EMR's ratio requirements. These supervisors need appropriate skills to supervise a

group of students in the water. Appropriate skills are defined in the snorkel guidelines as being able to assist and supervise the students in-water and are expected to be confident swimmers, fit and healthy and free from the influence of drugs or alcohol.

8.4 Assessment Conclusion

Impairment due to drugs and alcohol is a minor hazard in the organisation and its programmes.

8.5 Procedures & Staff Responsibilities

The MTSCT policy is to operate a workplace free of impairment from drugs and alcohol. This will involve staff:

- Avoiding drugs and alcohol during working hours; (Note: With prior approval, staff may drink alcohol at social events in designated areas. Staff are responsible for remaining in a condition to be able to get home safely and for ensuring they're not in breach of this policy on their return to work).
- Carefully managing their alcohol consumption in evenings before working, particularly when scheduled to perform a safety-sensitive task, or when they could be required to do so at short notice;
- Disclosing any increase or potential increase in the drug and alcohol hazard to the Poutokomanawa – Co-Director marine lead or MTSCT Trust chairperson;
- Monitoring each other, particularly when taking medication and after drinking alcohol the previous evening;
- Bringing concerns to the attention of Poutokomanawa – Co-Director marine lead immediately;
- Standing down from safety-sensitive roles if there is doubt about the amount of drugs or alcohol consumed the previous evening;

8.6 Impairment in one's ability to work safely

It is the responsibility of all contractors/coordinators to identify concerns about an individual's immediate ability to perform their job and take appropriate steps. Where necessary, they will advise the Co-Director who will investigate any staff member who is suspected of breaching this policy, pending investigation and a decision on appropriate consequences including potential disciplinary action.

8.7 Administration of the policy

If contractors/coordinators or any MTSCT member, or any person associated with that member, volunteers and any other person(s) engaged in work for the MTSCT programmes arrive at the workplace and you have reasonable cause to suspect that they are under the influence of alcohol or drugs, the Co-Director shall immediately remove him/her from the safety sensitive activity of snorkelling to a shore-based role. If there is any doubt about whether they are, or are not impaired, we will err on the side of caution and remove him/her from any safety sensitive role.

Unexpected circumstances can arise when an off-duty contractor/coordinator is requested to work. It is the contractor/coordinator responsibility to refuse the request and ask that the request be directed to another person if the member feels unfit due to the influence of alcohol or other drugs.

Contractors/coordinators who are prescribed medication are expected to ask their doctor if the medication will have any potential negative effect on job performance. They are required to report to the Co-Directors if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment, and provide appropriate medical verification on any restrictions in performance of their duties.

If a contractor/coordinator believes the Co-Directors or other senior MTSCT member is in violation of this policy, they are encouraged to get a second opinion where possible. They are also expected to notify the MTSCT chairperson.

In support of those who may have developed or are developing chemical dependence, all contractors/coordinators or any MTSCT member, or any person associated with that member, volunteers and any other person(s) engaged in work for the MTSCT programmes, are required to document and report any violations of this policy. Any contractor/coordinator not complying with this is enabling the dependence. Enabling behaviour leads to ongoing health and safety concerns for an addicted individual and those around him or her.

The trust will communicate well with each other and expect our policy to be easy to enact without further documented procedures.

Managing the drug and alcohol hazard with clients

The trust will not permit a person to participate in snorkelling if we believe the person is affected by drugs or alcohol such that they may be a hazard to themselves or others.

8.8 Disciplinary Procedure

The disciplinary procedure will follow a four step progression:

1. Investigate suspicion or complaint
2. Removal from safety sensitive tasks
3. Warning with 1 week suspension
4. Termination on contract

8.9 Reviewing our policy

The MTSCT policy is to review our hazard assessment annually as part of H & S review. If the drug and alcohol hazard has increased in significance, we will revise our policy to ensure that the hazard is managed.

9 | Emergency preparedness and response plans

9.1 Introduction

This section sets out how we prepare for and respond to an emergency. The purpose of our structured emergency preparedness and response plan is to:

- Preserve life and property, and prevent further loss in an emergency situation;
- Provide guidance so we know what to do in an emergency situation.

9.2 Emergency policies

- Potential emergency situations will be identified;
- Responsibilities and procedures to be followed in an emergency will be identified;
- Contractors/coordinators are involved in the development of emergency procedures;
- Adequate first aid supplies are available to all employees and participants;
- All staff receive training and information in relevant emergency procedures;
- In the event of an emergency, management is to be informed as soon as practicable;
- Management has sole authority for communication with the media.

9.3 Emergency procedures

Emergency Procedures - coordinators/consultants, volunteers and/or participants

 2025 MTS Emergency Procedures.pdf

Emergency 'In water' procedure

As outlined in the following diagrams

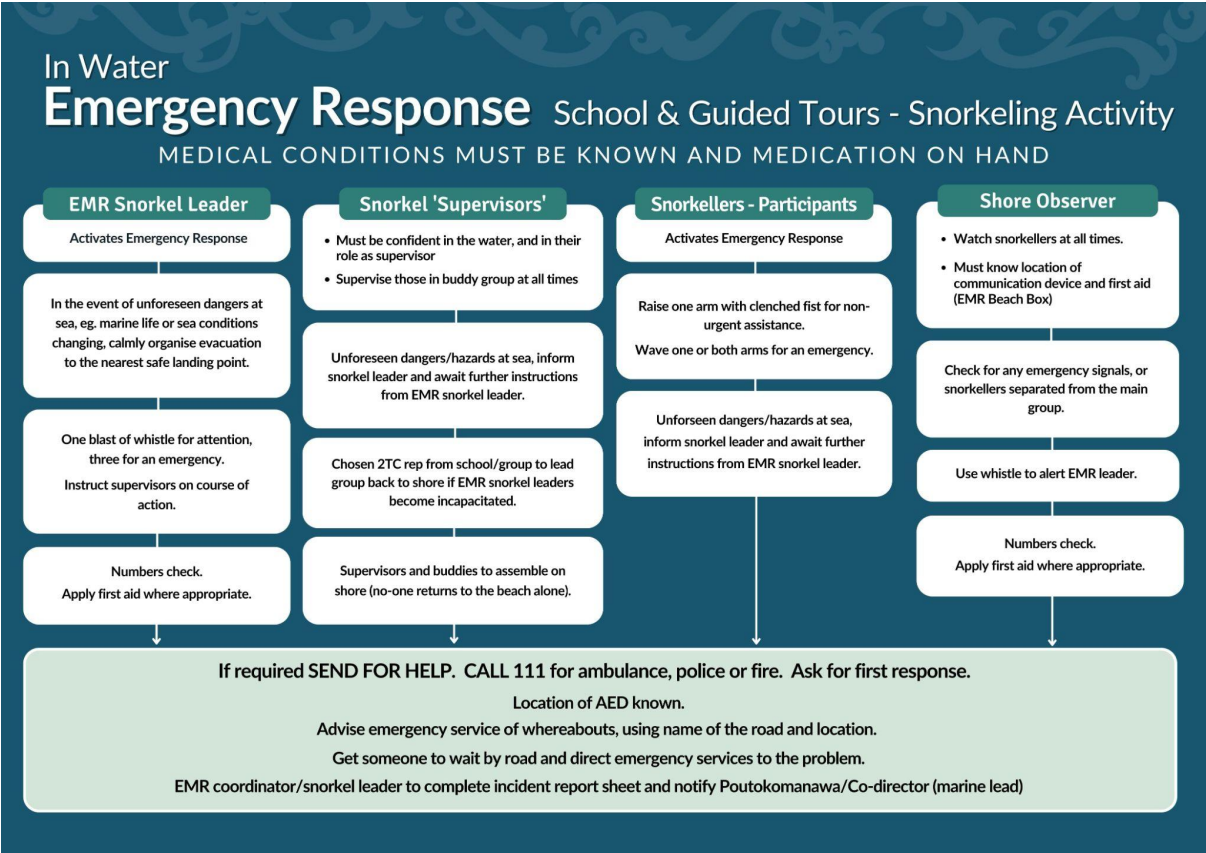


Figure 9. In water emergency response procedure – schools and guided tours

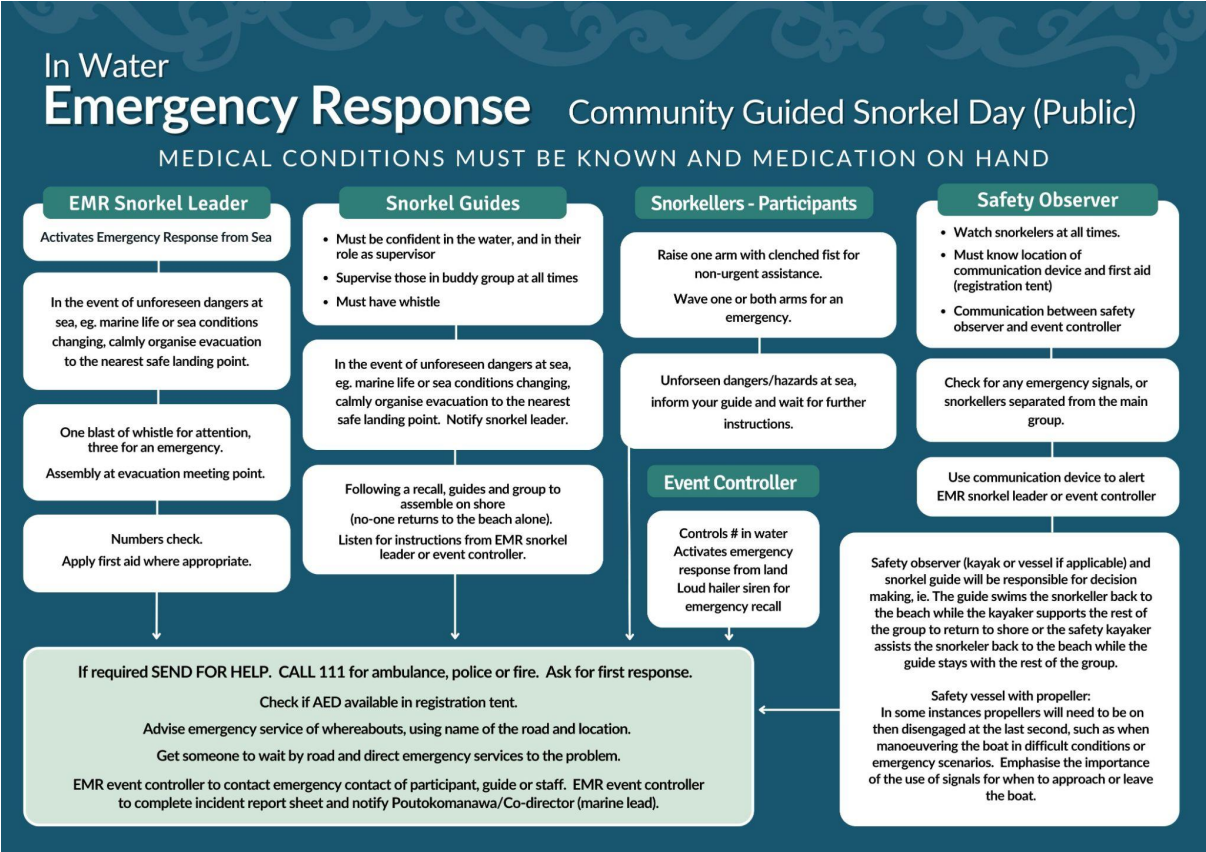


Figure 10. In water emergency response procedure - community guided snorkel day

9.4 Emergency preparedness

Emergency response plans will be known by staff and are made available to participants and other relevant parties.

It is the responsibility of Event and Snorkel Coordinators to carry appropriate safety equipment), mobile phone/or know the location of nearest landline, and up to date weather information

Staff requirements will be reviewed with SMS annual reviews, led by the Co-Director (marine lead).

Objective

To look after the wellbeing of, and provide support to, the people involved (participants, staff and others), to respond professionally and to protect our reputation and brand.

1. Secure the safety of all participants by securing the site
2. Stabilising the situation and accounting for all staff and participants
3. Assigning responsibility and authority for implementing the plans (see emergency procedures diagram), including who must notify emergency services and when;
4. Rescue or evacuation of people involved in the activity

9.5 Emergency training

All new staff will receive emergency procedures information as part of their induction.

Emergency training happens at our annual wananga, including practising scenarios. This training is recorded and evaluated. Emergency procedures will be reviewed after training, practice and actual emergency events. Activity specific emergency procedures are practised at least annually based on scenarios and recorded in team meeting minutes. Emergency preparedness in the regions is recorded via regional internal H & S meetings. Dedicated emergency preparedness team discussion/training via zoom will happen at least annually

The Co-Directors will debrief and review the emergency situation, preferably on site and within 24 hours. This debrief is separate from any investigation into the cause of the emergency situation.

An external support group provides support and counselling (including critical incident stress debriefing if required) to staff, participants and families. Top management will deal with difficult and upsetting situations. They should be provided with/have access to counselling during and after the incident.

Following the incident, it is important to openly acknowledge the contributions of people involved, and both management and staff should be supported to develop realistic return to work strategies.

9.6 Media response

Where any incident occurs, how we deal with the media can have significant repercussions on subsequent investigations into the cause of the incident, determination of liability etc.

When working with school groups, the principal should respond on the schools behalf and the chairperson is to respond to the media on behalf of MTSCCT.

9.7 MTSCCT Internal Communication and Escalation Plan

Process for Internal Escalation

When a matter arises that requires escalation, outside of Health and Safety Matters, in the first instance contact your direct line manager for input and assistance. As required Managers can escalate the matter to their Direct Line Manager.

All Health and Safety Matters Level 3 and above must be escalated to your Direct Line Manager and Poutokomanawa (marine lead).

Process for Board Escalation

Urgent/critical matters requiring Board Escalation are managed via Poutokomanawa using the following steps:

1. Communication by Poutokomanawa to the Chair via phone call first then text. The identifying code to be used is "Urgent Response Required" followed by information on the emergency or critical matter.
2. If a response is not received within an appropriate amount of time, relative to the emergency situation then Poutokomanawa will progress to contacting the Deputy Chair and then any other Trustee, if contact is unable to be made in a timely manner.
3. If contact cannot be made (e.g., no response), the authority to respond/act reverts to Poutokomanawa

10 | Incident Management

10.1 Introduction

This section is about reporting, recording and investigating incidents. The intent of an incident process is to identify improvements that can be made to prevent a recurrence. There may also be a legislative requirement.

10.2 Incident policies

- Incidents and near misses (free lessons) of the 1 and 2 severity ranking will be reported and recorded via the pre-site assessment form
- All accidents, incidents and near misses of the level 3 and above on the severity scale must be notified verbally to the Poutokomanawa/Co-director (marine lead) as soon as practical, and formally in writing (via the incident form) within five (5) days of incident occurrence. Report any notifiable events (see definition below) to Worksafe, the Poutokomanawa/Co-director (marine lead) and Qualworx
- All Accident and Incident reviews will be conducted within 7 days.
- All medical emergencies, evacuations, fires, and other incidents of a serious nature occurring on public conservation land or falling within Department of Conservation management must be reported immediately to the relevant Department of Conservation area or field office (see <http://www.doc.govt.nz> for details). Any such emergency or incident occurring on land/property under other tenure must be reported immediately to the relevant land owner or manager.
- All accidents, incidents and near misses of 3 and above on the severity scale must be recorded on the Accident / Incident database.
- All notifiable events must be reported to the regulator (WorkSafe) by calling 0800 030 040. A notifiable event form can be found here <http://forms.worksafe.govt.nz/notifiable-event-notification>
- All notifiable events must also be reported to Qualworx
- Consider if the trust insurance provider should be notified

10.3 Severity ranking scale

 2025 MTS Incident Severity Scale.pdf

Incident Severity Scale

Severity ranking 3 + need to have an incident form completed. Severity ranking 6 + need to be reported to Worksafe

Severity Ranking	Impact on participation	Injury	Illness	Social or Psychological damage	Environmental damage	Equipment damage
1	Minor/ short term impact on individuals without a large effect on participation in activity	Splinters, insect bites, stings	Minor irritant	Temporary stress or embarrassment	Littering	Minor cost
2		Sunburn, scrapes, bruises, minor cuts	Minor cold, infection, mild allergy	Temporary stress or embarrassment with peers	Minor damage to environment that will quickly recover	>\$50
3		Blisters, minor sprain, minor dislocation. Cold/ heat stress	Minor asthma, cold, upset stomach, etc	Stressed. Beyond comfort level. Shown up in front of the group.	Scorched campsite, plant damage	>\$100
4	MEDIUM IMPACT on individual/s that may prevent participation in the activity / programme for a day or two.	Lacerations, frostnip, minor burns, mild concussion mild hypo/ hyperthermia Sprains & hyper-extensions, minor fracture	Mild flu, migraine	Stressed, wants to leave activity, a lot of work to bring back in.	Burnt shrubs, cut live branches, washed group dishes in stream, etc	>\$500
5			Flu, food/hygiene related diarrhoea/ vomiting	Distressed, freezes on activity, requires 'emotional rescue', does not want to participate again.	Walked through sensitive ecological area destroying some plant life, toileting close to water course	>\$2000
6	MAJOR IMPACT on individual/s that means they cannot continue with large parts of the activity/ trip/ programme.	Hospital stay < 12 hours fractures, dislocations, frostbite, major burn, concussion, surgery, breathing difficulties moderate hypo/ hyperthermia Hospital stay > 12 hours e.g. arterial bleeding, severe hypo/ hyperthermia, loss of consciousness	Medical treatment required, hospital stay < 12 hours e.g., serious asthma attack, serious infection, anaphylactic reaction	Very distressed, leaves activity and requires on site counselling, unwilling to participate in activity ever again.	Destroyed/ killed some example of flora/fauna	>\$8000
7			Hospital stay > 12 hours e.g., infection or illness causing loss of consciousness, serious medical emergency	Therapy/ counselling required by professional	Killed, destroyed or polluted small area of environment	>\$20,000
8	LIFE CHANGING effect on individual/s or death.	Major injury requiring hospitalisation e.g. Spinal damage, head injury	Major illness requiring hospitalisation e.g., heart attack	Long term counselling/ therapy required after incident	Killed example of protected species	>\$50,000
9		Single death	Single death	Post-traumatic stress disorder, changed profession because of incident, Suicide because of incident	Fire or pollution etc resulting in area of wilderness being destroyed Major fire or pollution causing serious loss of environment or life	>\$250,000
10		Multiple fatality	Multiple fatality			>\$1,000,000

Figure 11. Severity ranking scale

10.4 Notifiable events

Under the Health and Safety at Work Act 2015 (HSWA) you must notify us when certain work-related events occur. Deaths, injuries or illnesses that are unrelated to work are not notifiable e.g.:

- A diabetic worker slipping into a coma while at work
- A worker being injured driving to work, when that driving is not part of their work
- Injuries to patients or rest home residents that are triggered by a medical reason (e.g., Injuries from a fall caused by a stroke)
- A worker fainting from a non-work-related cause.

A notifiable event means any of the following events that arise from work:

- a) The death of a person; or (must contact Worksafe immediately)
- b) A notifiable injury or illness; or (must contact Worksafe)
- c) A notifiable incident. (Must contact Worksafe ASAP and Qualworx)

A notifiable illness or injury is an illness or injury requiring the person to have immediate treatment (beyond first aid).

Change to threshold for notifying an injury or illness to 'An injury sustained or illness acquired by a person in connection with an adventure activity that requires, or would usually require, the person to have medical treatment within 48 hours of the injury/illness being sustained'

Follow the link for the detailed meaning of a notifiable illness or injury
<http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976868.html>

A notifiable incident means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure.

New notifiable incidents, that need to be declared to WorkSafe:

- a natural hazard that, taking into account the hazard's type, severity, and other distinguishing features, is not a hazard routinely encountered during the ordinary course of the adventure activity;
- a situation where safety-critical equipment used to provide an adventure activity fails or malfunctions while in use; or is defective and at significant risk of failure or malfunction while in use.

See the full definition
<http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976877.html>

For snorkelling, an example of this could be the collapse or partial collapse of a structure, e.g., cliff above the snorkelling site

Level 6 and above on the incident severity scale is a notifiable event.

What you must do immediately after a notifiable incident

STEP 1: Preserve the site

The person who manages or controls the workplace must take all reasonable steps to ensure that the site of the notifiable incident is preserved and not disturbed until a WorkSafe Inspector authorises you to do so.

Ensure safety and wellbeing of existing group.

The site may only be disturbed if:

- You need to remove an injured person
- To remove a deceased person
- It's essential to make the site safe or minimise the risk of someone else being hurt or killed
- Directed to do so by the police
- Permitted by WorkSafe or a WorkSafe Inspector.

To ensure the site is not disturbed:

- The work set-up should not be changed
- Any plant, substances or other things involved in the incident should stay where they are
- Work that could interfere with the site should stop. Work may continue in other parts of the workplace
- No alterations should be made to the plant, vehicles, or structures involved.

STEP 2: Notify WorkSafe New Zealand

If a serious workplace incident occurs, then:

- You must notify Worksafe as soon as possible after you become aware that an incident has occurred.
- The notification must be made even if Emergency Services attend.
- Only one notification is required for each notifiable incident.
- If there are multiple businesses involved with the work, then one of the businesses should be nominated to contact WorkSafe.

Note that all businesses are responsible for making sure that the notification is made by the nominated business.

STEP 2: Keep records

You must keep records of all Notifiable Incidents for at least five years from the date of the incident.

Incident review

- Poutokomanawa/Co-Director (marine lead) is to review all accidents/incidents, including near misses, with The Trust and agree on any hazard management changes required as soon as possible or within one month;
- Incidents will be investigated including:
 - understanding the underlying causes;
 - identifying improvements to the SMS
- Incident and accident data is regularly analysed and the findings measured against existing health and safety targets and standards and identify any trends as part of an annual review;
- Incidents resulting in serious harm or a notifiable event will prompt a review of the SMS;
- There will be an external review of the SMS after a notifiable event;
- Inform all consultants/coordinator of the outcome of the accident/incident investigation, i.e., new hazard identified and the hazard controls for it.



Figure 12. Incident reporting procedure

11 | Document Control

11.1 Introduction

- We will ensure our safety management system (SMS) documents are readable, identifiable and traceable to our activities. In order to achieve this our SMS documents will be:
- Identified by a footer that states the name of the organisation, version number, the page number
- Periodically reviewed by the Co-Director (marine lead) annually and revised where necessary
- Signed off as adequate by the chairperson (top management)
- SMS documents are filed under documents, MTSC Trust, health and safety under the current year as a folder name and updated on trust websites (old policies to be deleted from websites).
- Any out of date policies to be deleted or stored in 'out of date' folder (for reference to procedure developments over time).
- Current and available at <https://www.mountainstosea.org.nz/health-and-safety> under - about us - health and safety
- Protected from unauthorised changes via uncontrolled word docs only being accessible to National Coordinators and Poutokomanawa and backed up to multiple places within the Google Drive and Monday.com
- Removed from circulation each year and moved to an unaccessible archive - checks completed to ensure old forms are not in circulation.
- Archived copies and other safety-related records should be kept for five years at trust head quarters or via digital storage in [Monday.com](https://www.monday.com) and Google Drive.
- Updated SMS policies to be communicated to all (Contractors/coordinators are defined as any MTSC member, or any person associated with that member, volunteers and any other person(s) engaged in work for the MTSC programmes).
- Most recent version of SMS to be on programme websites and stated on page 1 of this SMP
- Controlled by Co-Director (marine lead) as to how and where.
- NOTE: Once printed, documents are uncontrolled.
- H & S documents are available to our team via google drive
- Master SMP and updates are also stored in a private folder in our google drive under 'National Development'

12 | Continual Improvement

12.1 Introduction

SMS Improvement Actions and Trials

Funding for monitoring and evaluating safety performance via internal visits/audits has been maintained. Refer to the internal audit report. We will continue to develop our online evaluation system.

Northland and Auckland have now purchased AED for public events. Expert external training is offered at the wānanga.

Translating some of the resources in Mandarin. Recording of briefing for high risk activities in Te Reo and Mandarin
Continue to Implement H & S updates and amendments communication using online google quiz - now compulsory for coordinator endorsement status.
Work towards a online pre-site assessment for technical fieldwork
Continue to Increase training opportunities for our volunteers and include rangatahi/taitamariki/youth.
Develop more operational and activity specific SOPs as need arises
Continue to use incident and free lesson recording and responding in Monday.com
Continue to produce H & S crew newsletters
Continue to use Docusign for contracts and new H & S agreements
Record discussion around trigger points for internal H & S meetings
Practise Tsunami evacuation if snorkelling in a Tsunami zone
Translate key field emergency scenarios (and steps) into a more manageable field guide to support field staff in the event of an emergency situation in the field
Further develop MTS crisis support and communications (internal escalation plan)
Identify some new technical advisors to review hazards assessment annually

Table 10. SMS improvement actions and trials

There will be an Annual review of the safety management system, including:

- Review of policies and procedures in line with any organisational changes;
- Checking for ongoing compliance to new and changing legislation, standards, codes of practice, good practice guidelines and similar;
- Checking for changes in current good practice;
- Reviewing the effectiveness of hazard management processes;
- Analysing incidents and any incident trends;
- Reviewing emergency procedures;
- Reviewing health and safety goals and targets, and developing action plans to support improved safety performance (Annual Safety Improvement Plan as part of our annual safety report).

Mountains to Sea Conservation Trust will ensure that:

- Reviews are conducted by people with current competence in the activity;
- Opportunities for improvement are identified;
- Outcomes are communicated to staff and other relevant parties;
- Actions arising from reviews are implemented.

Management planning will include:

- Staff induction for new staff;
- Staff training for new and returning staff;
- Regular safety communication (safety updates, safety meetings etc).
- We recognise the need to continually improve health and safety systems and performance. We use the processes in this section to support our focus on continual improvement and to ensure compliance to, and/or identify opportunities to improve, the safety management system.
- The continual improvement processes should be conducted through:
 - Internal reviews of adventure activities;
 - Reviews of incidents;

12.2 Internal reviews of the SMS

When we conduct internal SMS reviews and maintenance, we will ensure that:

- Reviews are conducted by people with current competence in the activity;
- The performance of the SMS is reviewed annually against stated safety goals and objectives
- Opportunities for improvement are identified;
- Takes into account findings from audits, reports from technical advisors and/or technical experts, and analyses and recommendations from specific reviews, including incident reviews
- Outcomes are communicated to staff and other relevant parties;
- Actions arising from reviews are implemented in the most practical way possible.

12.3 Internal review of Adventure Activities

These are scheduled as part of our annual SMS review and/or when prompted by:

- Audit findings
- Proposed changes to the activity provided (including sites used) that may change the hazards or seriousness of the risks or hazards
- Changes to the environment where the activities are conducted;
- Changes to key staff
- Incidents and emergencies
- Changes in legislation, standards, activity safety guidelines, codes of practises or similar information
- Identification of new relevant hazards or risks
- Technical advisors may assist in the review of activities

12.4 External audit

External reviews of the safety management system are conducted on a regular basis 3 yearly or as directed by a regulatory body and/or following a serious incident through an Accredited Adventure Activity Auditor.

Appendix 1 | Terms and Definitions

Competent person	Person who is able (through knowledge, training and/or experience), to perform an assigned task.
Notifiable event	A notifiable event means any of the following events that arise from work: The death of a person; or (must contact Worksafe immediately) A notifiable injury or illness; or (must contact Worksafe) A notifiable incident. (Must contact Worksafe ASAP)
Hazard and Significant Hazard	A hazard is anything that does or could cause harm, and includes a situation where a person's behaviour may be an actual or potential cause or source of harm to themselves or to another person (for example, due to the effects of fatigue or drugs and alcohol). A significant hazard is one that does or could cause serious harm, or harm from prolonged exposure, or harm that does not usually occur or become apparent until later.
Incident (or accident)	Event that caused or could have caused harm to any person. Note: An incident that did not cause harm is also called a 'free lesson', 'close call', 'near-accident', or similar.
Injury	Harm or damage to a person.
MTSCT	Mountains to Sea Conservation Trust.
Must and Should and Will	'Must' refers to requirements that are essential for compliance with the SMS. 'Should' refers to matters that are recommended. 'Will' refers to requirements that are essential for compliance with the SMS.
Policy	Intentions and direction of the operator as formally expressed by the top leadership.
Principal	A person who engages any person (other than as an employee) to do work for gain or reward.
Procedure	How the organisation implements the policy.
Risk Management	A process of identifying and managing risks in order to prevent an accident, incident or loss.

Safe	(a) In relation to a person, means not exposed to any hazards; and (b) In every other case, means free from hazards, - and “unsafe” and “safely” have corresponding meanings.
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Table 11. Terms and definitions

Appendix 2 | Legislation

Relevant legislation to snorkelling (but not limited to):

- Health and Safety at Work Act 2015 (HSWA)
- Health and Safety at Work (Adventure Activities) Regulations 2016
- Adventure Activities Amendment Regulations 2023
- Adventure Safety Guideline (ASG) for dive
- Accident Compensation Scheme - Injury Prevention, Rehabilitation, and Compensation Act 2001
- Hazardous Substances and New Organisms - Hazardous Substances and New Organisms Act 1996
- Transport - Land Transport Act 1998, Land Transport Management Act 2003, The Land Transport Management Amendment Act 2004, Transport (Vehicle and Driver Registration and Licensing) Act 1986, Transport Services Licensing Act 1989, Transport Accident Investigation Commission Act 1990
- Maritime Safety - Maritime Transport Act 1994, Local Government Act 1974, Safe Ship Management
- Health - Health Act 1956, Health and Disability Commissioner Act 1994
- Environment - The Conservation Act 1987, National Parks Act 1980, Walking Access Act 2008, Reserves Act 1977, Marine Reserves Act 1971, Resource Management Act 1991
- Local Government Legislation - Local Government Act 2002, Local Government Act 1974, Bylaws
 - Navigation Safety Bylaw 2017 NRC
- Fire - Forest and Rural Fires Act 1977, Fire Service Act 1975
- Civil Defence Emergency Management Act 2002
- Snorkelling Good practice guide version 1 2020
- NZQA 28391 Snorkel dive in Open water and 28436 Instruct and assess client snorkel dives in open water
- Ministry of Education – Education Outside the Classroom (EOTC Guidelines)
- Maritime New Zealand (MNZ) guidelines for commercial swimming operations.

- Workplace Health and Safety Queensland; recreational diving, technical diving and snorkelling code of practice 2011.
- Safety Audit Standard (SAS)
- Vulnerable Children Act 2014 Children's Act 2014 Crimes Act 1961 (Section 195A)
- Crimes Amendment Act (No 3) 2011 Films, Videos, and Publications Classifications Act 1993 Health and Safety at Work Act 2015
- Oranga Tamariki Act 1989
- Privacy Act 2020

Appendix 3 | Police Vetting

 2025 MTSCCT Police Vetting Policy.pdf

Appendix 4 | Contract for Services – example H & S wording for contract

HEALTH AND SAFETY

- The Contractor shall take all practicable steps to ensure the safety of all personnel of the Trust, the Contractor, and third parties in connection with the performance of the Services.
- The parties will cooperate, consult and coordinate so far as is reasonably practicable with each other and any other person who has Health and Safety obligations relating to the services to enable them to comply with their obligation under the legislation.
- The Contractor will ensure it has proper systems and documentation of its own to meet its obligations under the Health and Safety at Work Act 2015. The Contractor will provide a copy of its documentation to the Trust.

The Contractor shall:

- Adhere to safety requirements (as per 'standards' in the EMR/WBC role description and SMP available via www.mountainstosea.org.nz/health-and-safety) and adapt appropriate Risk Management and Emergency Procedures to suit the area. Risk management and safety will be a priority and will be carefully reviewed and approved by the school involved before any field exercises. Agree to bring the Risk Management plan to the attention of all trustees, volunteers, employees & assistants involved in the programme prior to undertaking any field exercise.
- Ensure compliance with the Health and Safety at Work Act 2015, its amendments and all other relevant Health and Safety law and any relevant regulations, and Codes of Practices. Ensure compliance with the reasonable directions of the Trust regarding Health and Safety.

- Comply with the Trust's safety requirements and adapt appropriate Risk Management and Emergency procedures to suit the contractor's geographical range. Risk management and safety will be a priority and will be carefully reviewed and approved by the school involved before any field exercises. In addition, the contractor shall:
- Effectively implement risk management planning for the contractor's geographical range. Incidents and near misses (free lessons) of the 1 and 2 severity ranking will be reported and recorded via the pre-site assessment form
- All accidents, incidents and near misses of the level 3 and above on the severity scale must be notified verbally to the Poutokomanawa/Co-director (marine lead) as soon as practical, and formally in writing (via the incident form) within five (5) days of incident occurrence. Report any notifiable events to Worksafe, the Poutokomanawa/Co-director (marine lead) and Qualworx
- The contractor will provide, and wear where necessary, safety equipment and clothing and use safely and correctly at all times.
- Provide a summary of safety performance on an annual basis.
- Notify the National Coordinator of any new hazards identified.
- The Contractor agrees that it is aware of and familiar with the requirements listed above and their application or implication in respect to the performance of the Services.
- Should the Contractor fail to meet the requirements detailed above, the Contractor's failure shall constitute a breach of this Contract, which may lead to suspension or discontinuance of the Contract. The Trust shall also be entitled to suspend immediately the performance of any part or all of the Services at the Contractor's expense for such period as is necessary and until the Contractor has remedied the failure.
- Declaration: In signing this independent contract the contractor agrees to having read and understood the Mountains to Sea Conservation Trust Health and Safety Management Plan (2024) and understands their obligations to local Health and Safety as their responsibility. The Contractor also understands that this agreement is subject to the provisions of the Health and Safety at Work Act 2015 and any other relevant legislation.
- In the case of subcontracting professional services to add value to the work of the Trust, the subcontractor shall have, in operation, a written safety procedure which is of a standard compatible to the Trust's own safety and environmental policy and which recognises and compliments the Trust's commitment to health and safety. The subcontractor must provide a copy of this safety procedure to the Trust.

Appendix 5 | Trailer Policy

For coordinators/contractors/trustees who will be towing/storing MTSCT trailers.

Before you tow:

- Make sure you have your own third-party vehicle insurance and your vehicle is suitable for towing the trailer (load, towbar rating etc.). The 'wet weight' of the trailer is estimated to be a maximum of 750kg. More information on towing can be found [here](#)
- Ensure that you read those parts of the [NZ Road Code pertaining to towing trailers](#)
- Please make sure you familiarise yourself with this policy

Before moving off with your trailer:

- Check that you have lifted the stands and the pin is securely in place
- Check that you have connected your trailer to your tow bar
- Check that the lock pin is in place and locked down so that trailer cannot pop off tow bar
- Check that you have fitted your D pin shackle with chain
- Connect your lights and make sure they are working

When driving your trailer:

- Ensure that you read those parts of the NZ Road Code pertaining to towing trailers and note the maximum speed for a light vehicle towing a trailer on the open road is 90 km/h. Warning – Be aware of the reduced stopping distance of the vehicle due to the weight of the trailer
- Make sure you follow the road rules - Coordinators are liable for all fines incurred while towing the trailer

Care of trailer

- Make sure your trailer is kept locked (tow pin and trailer contents) and secure at all times
- Regularly clean your trailer with freshwater (once a week when in use and before storing your trailer, mild detergent can be used to remove any mould and this should be removed regularly)
- When storing the trailer for long periods, cover the trailer with a tarpaulin to protect the canvas and signwriting from UV degradation, and keep an eye out for pests and carry out pest control if needed, e.g., rats, mice & ants might move in

Report any problems with the trailer to the Regional Coordinator.

Operational Policy – Trailer Policy

Approved by Mountains to Sea Conservation Trust – Co-Directors/Poutokomanawa

EMR Trailer Training

Before training:

- Coordinator reads through and familiarises himself/herself with the [MTSCT trailer policy](#) document.
- Coordinator to provide evidence of full driver's licence.

Coordinator is able to demonstrate:

- Knowledge of road rules when towing a trailer (speed and weight limit, load distribution, following distance, length of safety chain)
- Correct connection of trailer to vehicle
 - Safety Chain hooked up with D-shackle
 - Lock pin in place and locked
 - Electronics connected and checked
 - Jockey Wheel up
 - Trailer stands are up and secured
 - Load is secured and loaded correctly; all sides tied down
- Correct parking of trailer
 - Secure (and level) parking spot
 - How to put stands down (EMR) and adjust jockey wheel for secure storage
 - Disconnection of safety chain and electronics
- Knowledge of trailer care and tyre pressure
- Desirable: Demonstration of trailer backing

Scenarios to be discussed:

- Secure storage of trailer (long term and overnight)
- Parking options and planning for on-site delivery (e.g. Goat Island, Maitai Bay, Reotahi) - safety cones?
- Safe loading of trailer
- Insurance and accidents

It is the coordinator's responsibility to make sure the vehicle towing the trailer is safe and suitable for towing the EMR trailer (towball rating, towing capacity, rated safety chain and shackle)

Safe towing guidelines from NZTA

<https://www.nzta.govt.nz/resources/roadcode/about-driving/towing>

Safe towing guidelines

- Refer to the car manufacturer's recommendations before towing a trailer, in particular the weight limits recommended.
- Refer to the loading limits for the tow bar you are using.
- Be aware that overloading and uneven loading of car trailers can seriously affect a car's handling.
- When driving a light vehicle (for example, a car or light truck), you must not tow more than one trailer or vehicle at a time.
- You must be able to see behind the towed trailer or vehicle. If you can't see behind with your rear-view mirrors, you may need to fit a special mirror.
- There must be no more than 4 metres between your vehicle and the trailer or vehicle it is towing.
- The maximum speed for a light vehicle towing a trailer on the open road is 90 km/h.
- The maximum speed for towing a motorcycle is 30 km/h.
- You must not tow a motorcycle unless it is mechanically disabled.
- At night, the back of the trailer/towed vehicle must show a red light.
- If you're towing a disabled vehicle at night, its headlights must light up the towing connection.
- Remember, you will be slower and less stable than other traffic when towing. Check behind often to see if other vehicles are held up behind you.
- If the road is winding or narrow and vehicles can't pass you, stop at a safe place and let them pass.
- Leave more space than usual between your vehicle and the one in front, so that others can pass you.
- Remember that the added weight behind you means you will need more space to stop.
- Increase your **following distance** from two seconds to four seconds.
- The towing connection and safety chain or cable that holds the trailer/vehicle must be secured safe and strong.
- If you are towing another vehicle without a rigid towing system, eg with a rope or a strop, the maximum allowable speed is 50km/h.
- If you are towing another vehicle with a rigid towing connection the maximum speed is 90km/h.

Figure 13. Safe towing guidelines

Appendix 6 | Complaints Policy

POLICY FOR COMPLAINT HANDLING

1. Introduction

1.1 Purpose

The purpose of this document is to provide an avenue through which staff, participants and volunteers, and their managers, can resolve work-related complaints as they arise. This policy is intended to ensure that we handle complaints fairly, efficiently, effectively and in keeping with our organisational principles.

This policy also provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

1.2 Policy

This policy applies to all staff (paid and volunteer), contractors and our governing body, receiving or managing complaints from the public and clients made to or about us, regarding our products, services and staff, or our complaint handling process. Mountains to Sea Conservation Trust will establish mechanisms to promote fast and efficient resolution of workplace issues.

Staff and volunteers should feel comfortable discussing issues with their manager or contract supervisor in accordance with the procedures outlined below. All formal avenues for handling grievances will be fully documented and the staff/volunteer's wishes will be taken into account in determining the appropriate steps and actions. No staff will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to paid contractors and to volunteer workers.

1.3 Organisational commitment

This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented:

Who	Commitment	How
Poutokomanawa/ Co-Director (senior management) or chair	Promote a culture that values complaints and their effective resolution	Report to the governing body on our complaint handling. Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. Encourage staff to make recommendations for system improvements. Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.
Programme/Region al Managers (may include Poutokomanawa/C o-Director or chair)	Demonstrate exemplary complaint handling practices	They identify, prevent and address potential problems before they become formal grievances Treat all people with respect, including people who make complaints. Assist people to make a complaint, if needed. Comply with our policy and associated procedures. Provide regular feedback to management and/or the governing body on issues arising from complaints. Provide suggestions to management on ways to improve our complaints management system. Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.
All staff	Understand and comply with our complaint handling practices.	They attempt to resolve any issues through their immediate supervisor and/or senior management (Poutokomanawa/Co-Directors) through internal processes at the earliest opportunity. Treat all people with respect, including people who make complaints. Be aware of our complaint handling policies and procedures. Assist people who wish to make complaints access our complaints process. Be alert to complaints and assist staff handling complaints to resolve matters promptly.

Table 12. Organisational commitment

2. Terms and Definitions

Complaint

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

As well as complaints being made directly to our organisation, remember that some complaints (or at least negative comments) may be made on social media.

We also take complaints regarding Health and Safety through our programme websites

Complaint handling/management system.

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

Grievance

A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

Policy

A statement of instruction that sets out how we should fulfil our vision, mission and goals.
Procedure.

A statement or instruction that sets out how our policies will be implemented and by whom.

Impartiality.

The 'investigator' of the complaint is not the person/s being complained about. There is no predetermined result of enquiry or outcome.

3. Guiding principles & values

To be effective our complaint handling system is modelled on our principles and values of:

- fairness
- accessibility
- responsiveness
- efficiency
- integration into organisational culture
- least disruption to our commitment and responsibility to our participants and funders



Figure 14. Handling complaints

3.1 Facilitate complaints

People focus

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.
- No detriment to people making complaints
- We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

Anonymous complaints

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

Accessibility

We will ensure that information about how and where complaints may be made to or about us is well publicised, on our website (if available). We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g., advocate, family member, legal or community representative, member of Parliament, another organisation).

3.2 Respond to complaints

Early resolution

Where possible, attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

When appropriate we may offer an explanation or apology to the person making the complaint.

Responsiveness

We will promptly acknowledge receipt of complaints.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

Fairness and objectivity

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

Responding flexibly

Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

3.3 Manage the parties to a complaint

Complaints involving multiple agencies

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of our service providers.

Empowerment of staff

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

our ability to do our work and perform our functions in the most effective and efficient way possible the health, safety and security of our staff, and our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about any internal or external review options available to them (including any relevant Ombudsman or oversight regulatory bodies).

The three levels of complaint handling

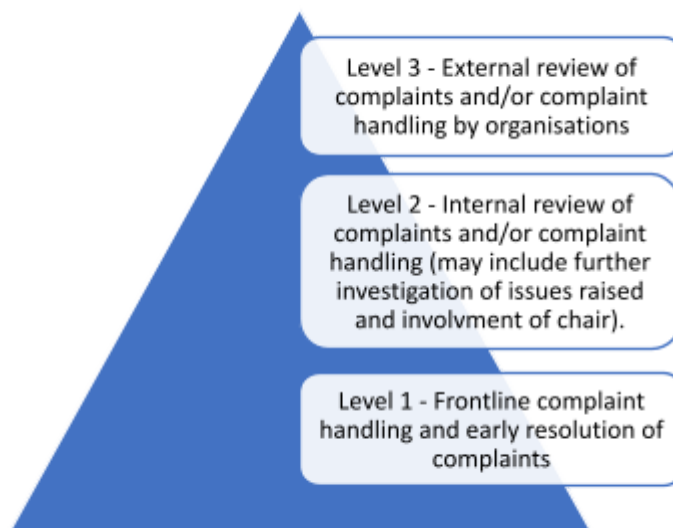


Figure 15. Complaints review process

Level 1

We aim to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Level 2

Where this is not possible, we may decide to escalate the complaint to senior management (Poutokomanawa/Co-Directors) and/or Chairperson within our organisation. This second level of complaint handling will provide for the following internal mechanisms: assessment and possible investigation of the complaint and decision/s already made, and/or facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Level 3

Where a person making a complaint is dissatisfied with the outcome of our review of their complaint, they may seek an external review of our decision

4 Accountability and learning

4.1 Analysis and evaluation of complaints

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by management and the governing trustee board.

We will run regular reports on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to our Co-Directors, management and to our governing trustees, at least annually.

4.2 Monitoring of the complaint management system

We will continually monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints
- identify and correct deficiencies in the operation of the system, and
- monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

4.3 Continuous improvement

We are committed to improving the way our organisation operates, including our management of the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaint management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

4.5 Procedure for complaint handling

Introduction

When responding to complaints, staff (paid and volunteer) act in accordance with this complaint handling procedures as well as any other internal documents providing guidance on the management of complaints.

Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below



Figure 16. Complaint handling procedure

1 Receive

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier/number to the complaint file.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information, and
- Any additional support the person making a complaint requires.

2 Acknowledge

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g., email, letter) for communicating with the person making a complaint.

3 Assess and investigate

3.1 Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control.

Listen to the complainant. Obtain a chronology of events (who, what, why, when, how etc).

We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.
- Provide the complainant with plenty of time to ask questions.
- If deemed necessary, provide the staff/volunteer with a written summary of the meeting and clarification of the next steps to be taken

3.2 Investigating the complaint

After assessing the complaint, we will consider how to manage it. We may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

4 Determine outcome and provide reasons for decision

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

5 Close the complaint: document and analyse data

5.1 Document

We will keep records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes

5.2 Analyse data

We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager, Co-Directors or the Chair.

The Importance of Impartiality (refer to our definition)

It is critical to ensure that the person responsible for carrying out an investigation is impartial. The investigator must not have a vested interest in the outcome of the matter. Staff will often consider that senior management is not sufficiently impartial because of their involvement and role in the workplace. If such a concern is raised, it's important to consider:

- whether the use of an external investigator is necessary to ensure impartiality;
- whether any conflicts of interest need to be disclosed (e.g., if any individuals are friends outside the workplace); and
- whether the investigator has handled any previous disciplinary matters.

If there is the possibility that a person's contract will be terminated if the allegations are proven as part of an investigation, then you should consider the use of an external investigator to ensure that your investigation and the process followed will stand up in any potential court proceeding.

Approved by Trustees: Olly Ball, Vince Kerr, Geoff Butturini, Eden Hakaraia, Manuel Springford, Matt Keen, Hilton Leith.

Appendix 7 | Organisation Agreement

New Zealand 'Organisation Agreement' with Mountains to Sea Conservation Trust

Background

Our work started in Northland in 2001, born of the urgent need to develop community awareness of marine and freshwater catchment management issues. We developed dynamic experiential education programmes that engage schools and communities in marine and freshwater conservation. We see education as a vital part of society and central to all environmental restoration.

We have continued to grow rapidly, taking on the challenges of a national expansion of our core programmes Experiencing Marine Reserves (EMR) and Whitebait Connection (WBC) and a wider span of activities. National expansion is based on a non-profit franchise concept, we have a Mountains to Sea (MTS) provider network throughout Aotearoa. Established brands of the Mountains to Sea network include EMR, WBC and Wai Connection.

By partnering with other providers, NGO's or environmental organisations whose strategies, values and goals align, MTSCCT has expanded its reach outside of it's origins of Northland since 2005 to create a network of organisations actively working together to provide mobilise community and iwi/hapū led action for local marine and freshwater environments through provision of Education for Sustainability (EfS) initiatives that are aligned with local community values and aim to empower. The range of organisations that are 'Mountains to Sea Provider Organisations' (MTSPOs) include other non-for-profit (NFP) Trusts, Māori led Trusts and environmental consultancies.

The impact that this has on the MTSPOs themselves is that their capacity and capability can be accelerated through the support from MTSCCT in the shape of training, resources, seed funding, national Mountains to Sea wānanga and endorsement of programme coordinators in a coordinated national approach that offers flexibility and autonomy for place based and adaptive decision making processes. Coordinators are connected to a national network. Resources can be shared easily and pooled to make for greater impact. The network encourages a culture of sharing, collaboration and evolution.

The impact that this has on different catchments and regions is that our approach can be coordinated and avoid unnecessary duplication. Our Theory of Change model and MTS ecosystem can be replicated successfully in any region where it is invited. We have seen this impact take the shape of a school programme turning into a hapū being inspired and empowered into creating a rahui in their rohe and then being supported to build their own capacity and capability to monitor the impacts of this action, create their own Trust and receive their own funding to sustain the mahi into the future. We have seen it take the shape

of an inanga spawning survey in one river turn into a 7 year region wide project of whitebait habitat restoration being supported by other local NGOs, regional council, tangata whenua and community to implement actions across catchments that improve water quality, habitat and community ability to engage in catchment issues.

We have seen it take the shape of the development of a community based freshwater monitoring training course turn into the training of over 20 trainers from every region of New Zealand and support over 20 catchment groups to initiate and implement their own monitoring and restoration plans.

We work to strategically invest our efforts into the regions where it is needed the most. Our team of MTSPOs and Programme Coordinators and Connectors across New Zealand form the fabric of a powerful network that empowers communities with science-based education, experiences, coordination, restoration support and fostering wider community support and action.

Our programmes and projects help to motivate communities to take action within their catchments by highlighting the threatened biodiversity within it, showing what actions will have the biggest impact and connecting them to other groups, regional councils and local hapū/iwi.

The relationships that are strengthened and developed through this work are built on collaboration and empowerment of tangata whenua and community as well as strategic forward planning and thinking. Stages are incorporated into regional strategies to help with regular reflection, adaptive management and recalibration if required. The end goal is sustainability and having the model of locally based organisations delivering the project locally whilst strengthening local relationships fosters this.

This is an agreement between:

Mountains to Sea Conservation Trust
(“MTSCT”)

Address:	Rockell Rd, RD1 Hikurangi, Whangarei
Mobile:	021 036 2019
Email:	info@emr.org.nz
Website :	www.mountaintosea.org.nz

And:

.....
.....
(the “Organisation”)

Address:

Phone:

Email:

Timeframe

This agreement is valid for 3 years from date of signing and is renewable upon agreement of both parties

Choose the MTS brand that this agreement is relevant to:

- ☐ Experiencing Marine Reserves (EMR)
- ☐ Whitebait Connection (WBC)
- ☐ Wai Connection

MTSCT (including EMR, WBC and Wai Connection) agrees to:

1. Provide use of the MTSCT brands - the right to use the relevant brand name and logo on all programmes and documentation.
2. Provide access to the programme, training, events, wānanga/conference and resources e.g. RAFS, Manual, forms, video clips, images.
3. Provide health and safety documentation and Standard Operating Procedures (SOPs), including adventure activity accreditation for snorkelling (EMR).
4. Provide training, including use of our Safety Management System (SMS) and SOPs for the organisation representative regional coordinator and/or contractors.
5. Assist with the development of expected outcomes.
6. Co-create regional strategy documents.
7. Where applicable, provide funding assistance for the cost of programme delivery, snorkel, water testing and safety equipment.

8. Assign responsibility to the region's endorsed coordinators for ensuring the programmes are delivered in accordance with the MTSCCT SMS and SOPs and comply with the Safety Audit Standard.
9. Regular 'on the ground' internal visits to monitor programme delivery and H & S uptake and ensure MTSCCT programmes are being delivered in accordance with MTSCCT SMS including SOPs.
10. Meet in person or virtually at least once a year to discuss MTS programme progress, including work planning and evaluation of programmes. The parties will also maintain regular communication via telephone calls & e-mail messages. The National Coordinator will have direct communication with the person responsible for delivery of the programme (the regional and/or programme coordinator/s), as well as the provider organisation.

The Organisation agrees to:

1. Maintain the MTS brand names and acknowledge whenever possible.
2. Ensure the MTS brands are promoted on all programme documentation; a minimum requirement is to display the relevant endorsed provider logo. Please tag relevant Facebook page (e.g. facebook.com/emr.mtsct) every time events are created.
3. Ensure new coordinators are signed off by MTSCCT Co-Directors/Poutokomanawa before training commences.
4. Ensure their MTS programme coordinator/s and any contractors are fully trained by MTSCCT and endorsed by the MTSCCT SMS and SOPs, including but not limited to a) thoroughly read and understood the MTSCCT SMS b) Discussed and understood any parts of the SMS with the National Coordinator or Co-Directors/Poutokomanawa that are not initially clearly understood c) Ensure that all coordinators or contractors are fully trained in MTS Standard Operating Procedures for the activity they will be leading (e.g. snorkelling or water monitoring) and are able to adopt appropriate risk management and emergency procedures for their local areas and completed the required Health and Safety contract.
5. Regularly monitor your endorsed programme coordinators to ensure they are delivering MTSCCT programmes in accordance with MTSCCT SMS including SOPs.
6. Accept all liability when your endorsed programme coordinators are not following the MTSCCT SMS or SOPs.
7. All associated marketing (posters, event pages and event documentation) for activities associated with the MTS brands will acknowledge and display the relevant endorsed provider logo as a minimum requirement.
8. Event plans must clearly identify the SMS being used for the event.
9. If the provider organisation is also an Adventure Activity operator, event documentation will reflect how we will cooperate and coordinate activities, so far as is reasonably practicable, to meet our shared H&S responsibilities, any snorkelling promoting the EMR brand must conform with the EMR Standard Operating Procedures (SOPs for snorkelling), Mountains to Sea Conservation Trust Safety Management System (SMS) and Safety Audit Standard and be delivered by a fully trained EMR endorsed coordinator.
10. Ensure that regional coordinators complete their annual reporting obligations to MTSCCT, including evidence of health and safety documentation and photographic

evidence. Provide website stories at the end of each delivery season via email to the National Coordinator.

11. Meet in person or virtually at least once a year to discuss MTS programme progress, including work planning and evaluation of programmes. The parties will also maintain regular communication via telephone calls & e-mail messages. The National Coordinator will have direct communication with the person responsible for delivery of the programme (the regional and/or programme coordinator/s), as well as the provider organisation.
12. Vest in the Trust all further ideas, innovations or concepts that develop from the MTS brands. Should either party contribute resources that are not generated through MTS brands, parties will acknowledge their separate ownership and their contribution.
13. Develop a regional strategy document for MTS programmes in our region, including ideas for future funding sources. Include in the document a plan to enable affordability for participation of less privileged/lower decile schools/groups.
14. Be responsible for making regional funding applications. Regularly communicate new funding and partnerships (especially funding partnerships that may have reputational risk) in your region to your national coordinator/s and/or via national meetings between MTSCCT and the provider organisations.
15. Make every effort to source appropriate funding assistance through local sources for programme delivery (co-funding).
16. Partner with the local Department of Conservation and any other regional providers in our area. In the case that the organisation is the Department of Conservation, it is expected that partnerships be made with local stakeholders and/or relevant conservation groups.
17. Ensure the MTS programme/project regional coordinator takes reasonable care to tailor the programme to meet local needs, while carefully maintaining the key concepts of the MTS programmes (including the retention of brand names).
18. Ensure the MTS programme/project coordinator/s take's reasonable care to coordinate and deliver the MTS brands/programme with passion and knowledge.
19. Ensure that your coordinator/s inform the schools about the organisation's responsibilities and the school's responsibilities (School/group Responsibility Agreement) with regard to planning, risk management and risk communication.
20. Ensure that your coordinator/s addresses any overlapping duties of care (when working with other organisations) in programme and event documentation.
21. Recognise that use of the MTS resources are intended for educational and non-profit purposes. The MTS resources are protected by copyright, but can be reproduced in their entirety for educational non-profit use (open source).
22. Ensure that any school, regional coordinator or contractor has signed the relevant documentation, prior to delivery of any programme or services.
23. Ensure the availability for attendance of regional coordinator/contractors at the annual trust wānanga initially and every three years once trained as a minimum, to maintain endorsement status.
24. Obtain appropriate insurance for your organisation/entity, including general (public) liability and statutory liability as a minimum.
25. Follow all operational policies of MTSCCT.

The Organisation will use fully trained and endorsed coordinators (by MTSCT) that must:

1. Comply with MTSCT programme SOPs, role descriptions and SMS 2022 (most recent version available via the EMR and WBC websites) and adapt appropriate site-specific risk management and emergency procedures to suit the local area.
2. Ensure that risk management and safety will be a priority and will be carefully reviewed and approved by the school involved before any field exercises.
3. Agree to bring the SMS to the attention of all trustees, volunteers, contractors & assistants involved in the programme prior to undertaking any field exercise.
4. Ensure compliance with the Health and Safety At Work Act 2015, its amendments and any relevant regulations, and Codes of Practices.
5. In addition, the Organisation's MTS programme/project coordinators must:
 - a. Effectively implement risk management planning for the area
 - b. Report all incidents to the poutokomanawa/co-director (marine lead) as soon as practical, and formally in writing (via the incident form) within five (5) days of incident occurrence. Report any notifiable events to Worksafe and the poutokomanawa/co-director (marine lead)
 - c. Provide a summary of safety performance on an annual basis (via coordinator report).
 - d. Notify the poutokomanawa/co-director (marine lead) of any new hazards identified.
 - e. Complete the requirements to maintain endorsement status

MTSCT reserves the right to:

1. Review this agreement on an annual basis, with the agreement only renewable by agreement of both parties.
2. Monitor the organisations safety and performance; and
3. Terminate the agreement should the Organisation breach any term of the agreement by providing 1 month's notice in writing or by email. The Organisation may reply in writing within 1 month with remedies with regards to the termination letter. In the event the Organisation replies proposing remedies, MTSCT shall, within 1 month of receiving the Organisation's reply, respond confirming termination (effective immediately or as otherwise notified) or continuation of the agreement. Upon the termination of the agreement all MTSCT property in the possession of the Organisation shall be immediately surrendered to the MTSCT, including all equipment used by the provider organisation in the delivery of the MTS programmes/projects, this includes, but is not limited to, wetsuits, flippers, mask, snorkels, banners, flags, trailers, shade tents, white boards, boogie boards, stream testing kits, fish monitoring nets and water monitoring equipment. This includes equipment donated by MTSCT as well as any gear purchased from funding during the term of this agreement specifically for the delivery of MTSCT programmes/projects. All the above equipment will be returned to MTSCT (or their representative) at the termination of this agreement.

In addition to above and in specific to EMR, the Organisation agrees to:

1. Work with MTSCT to provide Adventure Activity Accreditation status for all types of coordinators (Regional and Programme Coordinators and Catchment connectors) with the scope and endorsed status for snorkelling.
2. Provide the opportunity for regional representatives to attend the annual Poor Knights competition trip (subject to continued funding)
3. All EMR snorkelling, including 'once off' snorkel experiences are to be run in accordance with the EMR Standard Operating Procedures (SOPs for snorkelling), Mountains to Sea Conservation Trust Safety Management System (SMS) and Safety Audit Standard.
4. Ensure that the Organisation has an appropriate 'service contract' if your EMR regional coordinators are getting paid, the 'service contract' or amendment notice or regional organisation and coordinator contract, must include that 'All snorkelling operations are to comply and be run in accordance with the Experiencing Marine Reserves (EMR) Standard Operating Procedures (SOPs for snorkelling), Mountains to Sea Conservation Trust Safety Management System (SMS) and Safety Audit Standard'
5. Ensure the EMR regional coordinator incorporates the EMR concept (information, experience and action) in the programme and curriculum delivery e.g. incorporate an introduction to marine species, investigation of local unprotected area and marine reserves and action project such as presentation of experience or research to the local community (Note: local and marine reserve investigations may take place in intertidal (without getting wet) or subtidal area or by research in the classroom).
6. Ensure the EMR coordinator/s encourages the schools involved to inform the school and wider community about marine conservation and EMR experiences and encourage them to take action within the community, incorporating any local marine conservation initiatives or by holding a marine conservation event e.g. Marine conservation information evening, with special guest speakers. See EMR action examples on www.emr.org.nz

In addition to above and in specific to WBC, the Organisation agrees to:

All WBC instream, including 'once off' experiences are to be run in accordance with the WBC Standard Operating Procedures and Mountains to Sea Conservation Trust Safety Management System (SMS).

1. Ensure that the Organisation has an appropriate 'service contract' if your WBC Regional and Programme Coordinators and Connectors are getting paid, the 'service contract' or amendment notice or regional organisation and coordinator contract, must include that 'All WBC outdoor operations are to comply and be run in accordance with the WBC Standard Operating Procedures and Mountains to Sea Conservation Trust Safety Management System (SMS).
2. Ensure the WBC coordinator/s incorporates the WBC concept (information, experience and action) in the programme and curriculum delivery e.g. incorporate an introduction to freshwater and whitebait, investigation of two local freshwater environments and action projects such as community planting day, presentation of experience or research to the local community.

3. Ensure the WBC coordinator/s encourages the schools involved to inform the school and wider community about freshwater conservation and WBC experiences and encourage them to take action within the community, incorporating any local freshwater/catchment conservation initiatives or by holding a freshwater conservation event e.g. Freshwater conservation information evening, with special guest speakers. See WBC action examples on our website.

In addition to above and in specific to Wai Connection, the Organisation agrees to:

1. Use of Wai Connection logo on all aspects of project delivery.
2. Partnership with Regional Council including working alongside their local Regional Catchment Coordinator to undertake regional needs assessment.
3. Partnership with tangata whenua in areas where project/programme delivery occurs.
4. All Wai Connection outdoor experiences are to be run in accordance with the relevant MTS Programme SOPs and Mountains to Sea Conservation Trust Safety Management System (SMS) or clearly state the H & S system to be used in the event plan.
5. Ensure that the Organisation has an appropriate 'service contract' if your Wai Connection Regional and Programme Coordinators and Connectors are getting paid, the 'service contract' or amendment notice or regional organisation and coordinator contract, must include that 'All Wai Connection outdoor experiences are to be run in accordance with the relevant MTS Programme SOPs and Mountains to Sea Conservation Trust Safety Management System (SMS)
6. Ensure the Wai Connection Regional Coordinator incorporates the project key steps in the delivery including:
 - a. Where best to focus - identifying key catchments.
 - b. Defining the problem - gathering current data and knowledge to empower.
 - c. Filling the gaps and knowledge sharing.
 - d. Making connections and effecting change.
7. Ensure the Wai Connection coordinator/s incorporates the programme concept (information, experience and action) in the programme and curriculum delivery of any MTS branded programmes e.g. WBC and EMR.
8. Ensure the Wai Connection coordinator/s encourages the schools involved to inform the school and wider community about catchment conservation and experiences and encourage them to take action within the community, incorporating any local catchment conservation initiatives or by holding a public event e.g. Catchment conservation information evening, with special guest speakers.

Signed: (Organisation) Date:

Name:

Signed: (MTSCT) Date:

Name:

Please send a signed copy (retain one copy for your organisation) of the completed agreement to:

Mountains to Sea Conservation Trust - Experiencing Marine Reserves (EMR) programme
Rockell Rd, RD 1 Hikurangi, Whangarei 0181
Phone (09) 433 8205 Email info@emr.org.nz

The Mountains to Sea Conservation Trust has assigned responsibility to _____
(coordinator name) in the _____ region for ensuring the programmes are delivered in accordance with the MTSCT programme SOPs, role descriptions and SMS 2022 (most recent version available via the EMR and WBC websites).

MTSCT agrees to provide:

- ☐ Access to the programme, training, events, wānanga and resources e.g. RAFS, Manual, forms, video training clips, images.
- ☐ Health and safety documentation and Standard Operating Procedures (SOPs), including adventure activity accreditation for snorkelling (EMR).
- ☐ Training, including use of our Safety Management System (SMS) and SOPs
- ☐ Access to Poutokomanawa and/or national coordinator to assist with any problem solving
- ☐ Evaluation and monitoring of Health and Safety conduct
- ☐ General (public) and statutory liability insurance cover for direct contractors of MTSCT delivering MTSCT programmes.

Coordinator agrees to:

- ☐ Initial safety check and police vetting (every 3 years)
- ☐ Provide national coordinator with details of relevant qualifications and CV, copies of completed first aid course, drivers licence (if applicable) and for EMR medical clearance to lead snorkelling excursions and rescue (every 3 years)
- ☐ Comply and provide all snorkelling in accordance with the EMR Standard Operating Procedures (SOPs for snorkelling), SMS and best practice standards.
- ☐ Undertake a drug test if deemed necessary by the MTSCT chairperson due to behaviour suspected as a result of drug or alcohol influence/abuse or as part of an investigation following a workplace accident/incident
- ☐ Complete required information for end of season reporting
- ☐ Attend MTSCT National Marine & Freshwater Wānanga within one year of reaching all other endorsement criteria, when equivalent regional training provided and then once every three years
- ☐ Respond to communication relating to health and safety
- ☐ Allow access to MTSCT email account on completion of your role
- ☐ Ensure you have your own medication for any medical conditions.
- ☐ Ensuring adequate insurance coverage, including 3rd party vehicle insurance when towing a MTSCT trailer

Where the contractor is contracted by a Provider Organisation (not MTSCT), a contractor shall ensure they have insurance coverage, general (public) liability is required, 3rd party vehicle insurance if towing and statutory liability insurance is recommended. The contractor may seek coverage by their Provider Organisation or arrange their own insurance.

In signing this documentation, I agree to having read and understood the Mountains to Sea Conservation Trust's (EMR) Safety Management System (SMS), associated policies and SOPs

(2022 and updates) and understand my obligations to local health and safety. I agree to maintain the high standards in which I have been trained. I also understand that this agreement is subject to the provisions of the Health and Safety at Work Act 2015 and any other related legislation.

Signed:		(coordinator)	Date:	
Name:				
Signed:		(MTSCT)	Date:	
Name:				

This form is to be retained on the personnel file. On completion of signing via docusign, a copy will be sent for your records.

EMR medical declaration

Please circle if you have any of the following:

Asthma Allergies Disabilities Seizures of any type Epilepsy Heart condition
Diabetes

Other (please specify)_____

Have you had any major injuries (breaks or strains) or illness in the last six months that may limit your participation in any activities?

Yes No

If yes please state injury/illness

Are you currently taking medication?

Yes No

If yes please state ailment and medication/s

Are you allergic to any of the following?

Insect bites/stings/jellyfish	Yes	No
Other allergies	Yes	No

If yes to insect bites/stings what happens during an allergic reaction?

What treatment is required?

Appendix 9 | Child Protection Policy

Child Protection Policy 2022

The Mountains to Sea Conservation Trust (MTSCT) www.mountainstosea.org.nz and its programmes 'Experiencing Marine Reserves' www.emr.org.nz and the Whitebait Connection www.whitebaitconnection.co.nz are committed to the safety and wellbeing of children. This policy applies to all contractors/coordinators, defined as any MTSCT member, or any person associated with that member, volunteers and any other person(s) engaged in work for or delivery of the MTSCT programmes, referred to here on as 'our team'. When working with schools, our Child protection Policy is implemented in conjunction with the schools policy.

We do not define ourselves as a children's worker. A children's worker works in, or provides a regulated service and their work involves regular or overnight contact with a child or children. However, we do regularly engage with children during our school delivery and public community engagement events and have developed this policy as a result of the Vulnerable Children Act 2014.

This policy recognises 'our teams' responsibility to promote safe practices and well-being as well as to protect children and young people from harm, abuse and exploitation while participating in or associated with MTSCT operations and activities. The purpose of this policy is to:

- Protect all children and young people, whatever their culture, disability, gender, language, racial origin, socioeconomic status, religious belief and/or sexual identity, from all forms of harm.
- Respect and promote the rights and feelings of children and young people.
- Raise awareness of the importance of our role in maintaining the safety, welfare, and interests of any child and young person that staff or volunteers come into contact with, through their work.
- Promote and implement appropriate procedures to safeguard the well-being of children and young people and protect them from abuse.
- Provide guidelines, training, support and supervision to staff and volunteers to adopt best practice to safeguard and protect children and young people from abuse and to reduce risk to themselves.
- Identify procedures for staff and volunteers to follow, should a suspected case arise or an accusation be made about inappropriate behaviour by any person, by providing training, support, and guidance to staff and volunteers.
- Work in partnership with children and young people and parents/caregivers along with other organisations and agencies to promote the welfare, health and development of children and young people.
- Regularly monitor and evaluate the implementation of this policy and procedures.

Introduction

All staff and volunteers who come into contact with children and young people and families in their work, including those who do not have a specific role in relation to safeguarding

children and young people, have a duty to safeguard and promote the welfare of children and young people. All staff and volunteers must comply with this policy and the attached Appendices

Definitions

The following definitions apply to this policy

Child – any child or young person aged under 17 years, and who is not married or in a civil union.

Child Abuse - the harming (whether physically, emotionally, or sexually), ill treatment, abuse, neglect, or deprivation of any child or young person. Forms of Child Abuse Emotional abuse occurs when a child or young person's emotional, psychological, or social wellbeing and sense of worth is continually battered. Neglect is the persistent failure to meet a child or young person's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development. Physical abuse can be caused from punching, beating, kicking, shaking, biting, burning, or throwing the child or young person. It can also result from excessive or inappropriate discipline or violence within the family. Sexual abuse includes acts or behaviours where an adult, older, or more powerful person uses a child or young person for a sexual purpose.

Child protection – activities carried out to ensure that children and young people are safe in cases where there is suspected abuse or neglect or the risk of abuse or neglect.

Oranga Tamariki - also known as the Ministry for Children is the government department responsible for the well-being of children and young people, specifically children and young people at risk of harm, youth offenders and children and young people of the State.

Safeguarding - the action that is taken to promote the welfare of young people and protect them from harm as well as help manage the risk of unsuitable persons entering the children and young people's workforce.

Safety check - means verifying identity and gathering information through application forms, face to face conversations, police vetting, and reference checks.

Whistleblowing – is the term used when a person passes on information concerning wrongdoing via an open, transparent and safe working environment where people feel able to speak up.

Vetting - means the formal process of obtaining checks from another agency, e.g., the Police vetting service, criminal record checks.

Defining child abuse

Child Abuse

The Children, Young Persons and their Families Act, 1989, defines child abuse as "...the harming (whether physically, emotionally, sexually), ill-treatment, abuse, neglect, or

deprivation of any child or young person”. The definitions set out below provide some indicators of abuse and these should not be seen as an exhaustive list or as a checklist.

Physical Abuse

Physical abuse is a non-accidental act on a child that results in physical harm. This includes, but is not limited to, beating, hitting, shaking, burning, drowning, suffocating, biting, poisoning or otherwise causing physical harm to a child. Physical abuse also involves the fabrication or inducing of illness.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. This can include a pattern of rejecting, degrading, ignoring, isolating, corrupting, exploiting or terrorising a child. It may also include imposition of age or developmentally inappropriate expectations. It also includes seeing or hearing the ill treatment of others.

Sexual Abuse

Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities (penetrative and non-penetrative, for example, kissing, touching, masturbation, molesting, sexual assault) as well as non-contact acts such as involving children in looking at or production of images of sexual activities and sexual behaviours.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, causing long term serious harm to the child's health or development. It may also include neglect of a child's basic or emotional needs. Neglect is a lack: of action, emotion or basic needs.

Related document, policies and procedures

Children's Act 2014 Crimes Act 1961 (Section 195A)

Crimes Amendment Act (No 3) 2011 Films, Videos, and Publications Classifications Act 1993

Health and Safety at Work Act 2015

Oranga Tamariki Act 1989

Privacy Act 1993

Policy Recruitment and Training

All new MTSCT staff (coordinators not volunteers), whether permanent or seasonal (coordinators and Regional Coordinators in the role of delivering our programmes to schools and communities), who are likely to interact with children and young people are required to undergo police vetting and safety checks prior to confirmation of their appointment. Refer to appendix 1. Existing MTSCT are to be re-checked every 3 years (including police vet). Samara Nicholas is the national child protection officer.

We require all our Regional Providers organisations to identify who their Regional Child Protection Lead (CPL) is. A Child Protection Lead (CPL) needs to be able to observe programme delivery on the ground. All CPL's need some baseline training to upskill and check their own systems are sufficient (ideally you will have a CPL that is involved in both EMR and WBC delivery or you might have to have separate CPL representing a programme each). All WBC/EMR staff are required to sign (via your annual Health and safety mandatory quiz or signing the document direct) a 'Code of Conduct' and be rechecked including police vet every three years.

We require all identified CPL's register for a FREE online 'Child Protection in Play, Active Recreation and Sport' <https://sporttutor.nz/pages/description.jsf?menuId=1104#/users/@self/catalogues/1834747/courses/1890609/description?menuId=1104&locale=en-GB#/?dashboardId=1815579> as a minimum requirement or there is a slightly higher level webinar with Safeguarding Children direct called Recognising & Responding to Child Abuse and Neglect for a fee. We strongly recommend the 1.5 hours long 'Child Protection in Play, Active Recreation and Sport' online course for all EMR and WBC Coordinators.

CPL's meet once every six months and keep any concerns in a central location (MTSCT Restricted Access Google Drive).

We strongly recommend the 1.5 hours long 'Child Protection in Play, Active Recreation and Sport' online course for all EMR and WBC Coordinators. It's free and can be done at any time.

All Regional Coordinators will receive child or young person protection training appropriate for their role and operational level.

Roles and Responsibilities of Staff and Volunteers

Our team is aware of their 'duty of care' which precludes any inappropriate contact with children. When working with schools our team also agrees to adhere to the schools 'Child Protection Policy'. The overall supervision of students getting changed into their wetsuits and or other equipment is the responsibility of the school. The school is responsible for making sure any of our activities (snorkelling or stream investigation for example) are not in breach with the schools Child Protection Policy.

Volunteers are not required to be vetted unless, MTSCT makes a risk assessment on the event/programme and MTSCT has identified it would be best practise to do so (Poor Knights Annual Trip).

It is the responsibility of all staff and volunteers to be vigilant, have knowledge and awareness of the indicators of neglect, potential or actual abuse, and to report any concerns, suspicions or allegations of suspected abuse immediately and ensure that the concern is taken seriously and reported.

Allegations and Complaints

Any allegation or concern that a child or young person may have been harmed or abused must be taken seriously and dealt with sensitively and promptly.

Any allegation or concern that a staff member or volunteer may have behaved in a manner that has harmed or abused a child or young person must be taken seriously and dealt with sensitively and promptly.

In situations where a staff member or volunteer is alleged to have caused harm or abuse to a child or young person, and where an investigation is initiated, or likely to be initiated by the NZ Police and/or Oranga Tamariki, the staff member or volunteer will be temporarily suspended until an outcome has been achieved. Suspension is not punitive but a safety measure for both the staff member or volunteer and the child or young person.

In the case of an allegation where the NZ Police and/or Oranga Tamariki are not involved, the staff member or volunteer may be required to undertake alternative duties to avoid direct contact with children and young people until an outcome has been achieved.

Procedures – Recruitment and Training

Procedures – When working with school groups, if our team have concerns of abuse, they are to inform the teacher or Designated Person(s) for Child Protection in charge on behalf of the school/group, so the issue can be dealt with in conjunction with the schools 'Child Protection Policy'. We will regularly discuss this policy at our annual training wananga and will review our policy every three years.

The process of filling staff and positions requiring contact or interaction with children and young people should include:

- a. having written role descriptions
- b. following up on referees
- c. interviewing preferred candidate/s
- d. undertaking safety checks of the preferred candidate/s

In addition to the pre-selection safety checks, the child or young person protection process must include subsequent monitoring and training of staff and volunteers in order to:

- a. ensure that staff and volunteers are working safely and effectively with children and young people
- b. identify and respond to any unacceptable behaviour or practices
- c. enable staff and volunteers to analyse their own behaviour and practices against MTSCS Safeguarding
- d. respond in a positive way to concerns raised about any staff or volunteer behaviour, e.g., via training to improve practices.

RESPOND RECORD CONSULT REPORT/MONITOR

This approach should be implemented at all times.

Respond

If there is an immediate risk of harm to the child or young person, emergency medical treatment is needed, or a crime against a child or young person has been committed, staff or volunteers should call 111 and inform MTSCT Co-Directors. If an allegation is against a MTSCT Co-Director, inform the MTSCT chairperson.

If a child or young person makes a disclosure, react calmly and show that you are listening and concerned.

Take what the child or young person has said seriously and allow the child or young person to continue at their own pace, without interrupting.

Do not give assurances of confidentiality but explain that the information will need to be passed on to those that need to know. Tell the child or young person what will happen next and offer reassurance that the issue will be taken seriously.

Keep questions to an absolute minimum, only to establish and clarify what the child or young person is saying and not to investigate; this is the role of the NZ Police and/or Oranga Tamariki.

MTSCT supports 'whistleblowing' for the protection of a child or young person. MTSCT will support staff or volunteers who report any behaviour or practice that may contravene this policy and/or pose a possible risk to children or young people.

Record

When allegations or disclosures occur, make a comprehensive record of what was said and done. The record should include the following:

- a. a verbatim record of the child or young person's account of what occurred, in their own words, which should not include the assumptions or opinions of others. This record could be used later in a criminal trial and needs to be as accurate as possible.
- b. a description of any visible injury.
- c. the date, time, and place of the alleged incident, of the conversation, and any other potentially useful information.

Transfer all notes to Report Form keeping all original notes attached to the form, as they may be needed as evidence.

Following an allegation or disclosure, MTSCT National Child Protection Officer must be informed as soon as practicable, detailing what has happened and what (if any) actions have been taken in response to the incident.

Never work alone, nor investigate, nor question an alleged offender or contact the child or young person's family without prior approval from Oranga Tamariki and/or the NZ Police, and only in consultation with MTSCT's National Child Protection Officer.

Report/Monitor

Once an Incident Report Form has been submitted to the National Child Protection Officer, they will assess whether a Report of Concern should be made to Oranga Tamariki and/or the NZ Police. The National Child Protection Officer will seek guidance from Oranga Tamariki and/or the NZ Police as to what further actions MTSCT and/or the club are permitted to take,

if any. Where permitted, the National Child Protection Officer will advise all parties of the process and progress, which may include one or more of the following:

- a. informing parents, staff, volunteers and any organisation responsible for the child or young person.
- b. talking to the child or young person.
- c. contacting the alleged offender.

MTSCT will not enter into any settlement agreement where a child or young person's safety and/or protection is a concern, i.e., where a settlement agreement contradicts a culture of safeguarding and child protection.

In the instance a child, young person and/or the alleged party leaves MTSCT, while a complaint is in progress or where a complaint arises after their departure, the National Child Protection Officer in consultation with the trustees and relevant authorities shall determine what actions will be taken to uphold the intent of this policy.

MTSCT's Safeguarding Code of Conduct

MTSCT and its staff recognise that the welfare of children and young people is paramount, and will ensure that staff and volunteers;

1. Are familiar with, and understand their safeguarding responsibilities.
2. Promote best safeguarding practices for staff, volunteers, children and young people.
3. Are supported to meet MTSCT's safeguarding expectations.
4. Adopt and demonstrate safeguarding as a shared responsibility.
5. Are responsible for their own actions and behaviours, to ensure safe practices at all times.
6. Practices and behaviours are in accordance with MTSCT's safeguarding policies and procedures, making certain any breaches are openly recorded and reported.
7. Are supported by having a code for children and young people. This is their version of their responsibilities and behaviour towards staff, volunteers and other children or young people.
8. Are supported by having a code for parents/caregivers. This is their version of their responsibilities and behaviour towards staff and volunteers, as well as children or young people in their care.
9. Recognise that this Code of Conduct relates to every child and young person, and applies to every staff member or volunteer no matter their position or seniority.

Staff and Volunteers must:

1. Staff only commence MTSCT duties upon completion of all safer recruitment elements including police vetting.
2. Immediately notify the National Child Protection Officer, as soon as practicable, of any changes relating to known or possible criminal charges/convictions during their employment.
3. Recognise that safeguarding is both an individual and shared responsibility amongst all staff and volunteers to uphold practices and behaviours befitting of their role/s as trusted providers of MTSCT services, including but not limited to;
 - a. Always operate in the best interests of children and young people.

- b. Carry out a risk assessment to identify any potential risk to children, young people and staff, and identify appropriate control measures to mitigate the risks.
 - c. Promote an inclusive culture across all areas of diversity.
 - d. Represent the MTSCT programme brands, uniforms and branded equipment
 - e. Complete the required Safeguarding training appropriate for their role.
 - f. Ensure that all communication, behaviour and actions with or around children and young people is positive, and appropriate to their age level of development.
4. Operate in the line of sight and sound of others at all times.
5. Comply with all statutory regulations and MTSCT policies, procedures and practices in regards to reporting any concerns or noncompliance issues, in a timely manner.
6. Obtain written parental or caregiver consent prior to:
7. Overnight stays and/or sleeping arrangements.

Staff and Volunteers must not:

1. Leave children and young people unattended or alone with unauthorised adults.
2. Use their position of trust for any purpose that would be of detriment to a child or young person or their family.
3. Undertake any form of sexual engagement or behaviour in the presence of, between or with any person, particularly those under 18, while accessing or providing MTSCT services, including contact and/or non-contact behaviours.
4. Perform any conduct that may question motivation and/or intentions or be open to perceptions of grooming. This includes but is not exclusive to:
 - a. Giving of personal gifts.
 - b. Encouraging out-of-service/social contact and/or taking a child or young person to out-of-service facilities, e.g., personal home, etc.
 - c. Being secretive or encouraging secrecy amongst others.
 - d. Demonstrating favouritism or exclusion towards children and young people.
5. Initiate or participate in any unnecessary, unwanted or inappropriate physical contact, e.g., boisterous games, personal care (when the person is capable of self-care), unnecessary affection, etc.
6. Use behaviour management outside of organisational requirements, including but not exclusive to:
 - a. Any form of physical punishment/discipline or degrading treatment.
 - b. Any form of emotional abuse including threats, references to diversity differences, withdrawal of care and/or necessities, etc.
7. Attend work in the possession of/under the influence of drugs or alcohol.

MTSCT's Children & Young Persons Safeguarding code of conduct

MTSCT recognises that the welfare of children and young people is paramount, and will ensure that staff and volunteers encourage children and young people to:

1. Value each other, parents, caregivers, staff and volunteers, and advise them that they may be asked for their views and feedback.
2. Include all children and young people and encourage them to value and embrace differences throughout the MTS activities they are involved in.
3. Abide by the rules to keep them safe, such as keeping out of prohibited areas, not leaving the site or programme without staff permission, adhering to restricted access to certain areas, e.g., bathrooms, changing rooms, etc.

4. Behave appropriately towards each other, staff, volunteers, parents and caregivers.
5. Expect that behaviour falling outside of expectations will be addressed and what this may look like, e.g., time out, phoning parents or caregivers.
6. Take care of themselves and others. Be safe.
7. Tell someone if they or someone else is being treated unfairly or differently and/or if they are worried about someone.

MTSCT's Parent & Caregivers Safeguarding code of conduct

MTSCT recognise that the welfare of children and young people is paramount, and will ensure that staff and/or volunteers inform parent and caregivers that they:

1. And their child's voice is valued, and they may be asked for their views and/or feedback.
2. Must be contactable or nominate an emergency contact who will be available at all times while their child or young person is involved in MTSCT operations or activities.
3. Should tell someone if they or someone else is being treated differently to this or other MTSCT Codes of Conduct, and/or if they are worried about someone.
4. Are expected to behave in accordance with MTSCT's Code of Conduct at all times.
5. Are expected to behave appropriately and compassionately towards others, including should they be dissatisfied, e.g., a. Remembering staff and volunteers are people too, and some may be young staff or volunteers. b. Not raising voices/using inappropriate language towards staff or volunteers, particularly in the vicinity of children and young people. c. Knowing that any conduct that is or perceived as being, abusive, racist, sexist, bullying, harassing, threatening, etc. is not permitted and may result in service exclusion.
6. Along with MTSCT, are expected to promote inclusivity and will undertake all reasonable steps to accommodate any special needs where practicable and where resources permit.
7. Are encouraged to support the actions taken by staff or volunteers to address inappropriate behaviours that may breach MTSCT's Code of Conduct and also how they may be managed, e.g., a. For children and young people: immediate strategies such as time out, etc. as well as Behavioural Management Plans that incorporate parent or caregivers' involvement and agreement. b. For children and young people and adults: serious concerns (e.g., illegal behaviour, danger, harm towards self or others, persistent failings to comply, etc.) may result in temporary and/or permanent exclusion.
8. Are required to abide by MTSCT's operational and/or activity requirements
9. Are required to abide by all MTSCT's policies, procedures and practices at all times, including refraining taking, sharing or storing images of children and young people, other than their own, noting:
 - a. MTSCT will create opportunities for imagery to be taken safely.
 - b. How breaching imagery requirements may place others at risk, e.g., from family violence, etc.
10. Remember that safeguarding is a shared responsibility

Contacts

If you, or a child or young person you know is in immediate danger call:

POLICE ON 111

Need to talk? We're here for you. Call freephone:

Ministry for Vulnerable Children 0508 326 459 Lines open 24/7, or email us at contact@mvcot.govt.nz

After 5pm and on weekends social workers are only available for emergency situations, but we still urge you to call so we can assess your needs.

Operational Policy

Approved by Mountains to Sea Conservation Trust – Co-Directors/Poutokomanawa
National Child Protection Officer - Samara Nicholas 29 September 2022

Appendix 1

Checks required for new children's workers (recorded on staff personnel file)

- identity verification
- interview
- police vetting
- reference checks
- employment verification check
- seeking information from relevant professional organisations
- a risk assessment that considers the specific child safety related risk.

Recheck every 3 years (recorded on staff personnel file)

- Identity - any names changes
- seeking information
- police vet
- assess risk

Appendix 10 | MTSCT Staff Code of Conduct

Mountains to Sea Conservation Trust (MTSCT) promotes the following codes of conduct to all staff members (including MTSCT volunteers) involved in any way with the organisation, particularly those responsible for activities involving participants under the age of 18 years. These codes of conduct highlight the principles and values of MTSCT and are the core principles of participant welfare and our [Child Protection Policy](#).

As a staff member involved in any way with the MTSCT the following standard of behaviour is expected.

- Respect the rights, dignity and worth of others.
- Be ethical, considerate, fair and honest in all dealings with other people and organisations.
- Be professional in, and accept responsibility for your actions.
- Make a commitment to providing quality service.
- Be aware of MTSCT standards, rules and policies.
- Understand the possible consequences of breaching MTSCT participant welfare and our Child Protection Policy.
- Immediately report any breaches of the MTSCT participant welfare and our Child Protection Policy to the Poutokomanawa/Co-Directors
- Not volunteering for any safety sensitive tasks when adversely affected by drugs, alcohol or other substances or have a medical condition that may impact on your ability to abide by the Code.
- Not working when feeling unwell or showing symptoms of COVID-19, or having a medical condition that may affect your ability to perform your role
- Refrain from any form of abuse towards others.
- Refrain from any form of harassment toward others.
- Refrain from any form of discrimination toward others.
- Refrain from any form of victimisation toward others.
- Ensure that any physical contact with a participant is appropriate to the situation and that it is necessary.
- Provide a safe environment for the conduct of activities in accordance with any relevant MTSCT policy.
- Show concern and caution toward others that may be sick or injured.
- Be a positive role model.

Governance Policy - Staff Code of Conduct

Approved by Mountains to Sea Conservation Trust Board of Trustees

Appendix 11 |

MTSCT Privacy Statement

Objective

Describe the potential collection, use, disclose and protection of personal information of individuals.

Introduction

Mountains To Sea Conservation Trust complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see www.privacy.org.nz.

Changes to this statement

We may change this policy by uploading a revised policy onto the website. The change will apply from the date that we upload the revised policy.

This statement was last updated in September 2022.

Who do we collect your personal information from

We collect personal information about you from:

- you, when you provide that personal information to us, including via the website and any related service, through any registration or subscription process, through any contact with us (e.g., telephone call or email), or when you buy or use our services and products
- third parties where you have authorised this or the information is publicly available.

If possible, we will collect personal information from you directly.

How we use your personal information

We will use your personal information:

- to verify your identity
- to provide services and products to you
- to market our services and products to you, including contacting you electronically (e.g., by text or email for this purpose)
- to improve the services and products that we provide to you
- to bill you and to collect money that you owe us, including authorising and processing credit card transactions
- to respond to communications from you, including a complaint

- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests, including defending any claim for any other purpose authorised by you or the Act.

Disclosing your personal information

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information

However, we may disclose your personal information to:

- Another entity within our group
- any business that supports our services and products, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the website or other services and products
- other third parties (for anonymised statistical information)
- a person who can require us to supply your personal information (e.g., a regulatory authority)
- any other person authorised by the Act or another law (e.g., a law enforcement agency)
- any other person authorised by you.
- A business that supports our services and products may be located outside New Zealand (for example, IT and cloud services). This may mean your personal information is held and processed outside New Zealand.

Protecting your personal information

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

Accessing and correcting your personal information

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

In respect of a request for correction, if we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you want to exercise either of the above rights, email us at privacy@whitebaitconnection.co.nz. Your email should provide evidence of who you are and set out the details of your request (e.g., the personal information, or the correction, that you are requesting).

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

Internet use

- While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk
- If you post your personal information on the website's (message board/chat room), you acknowledge and agree that the information you post is publicly available.
- If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

Cookie policy

To enhance your experience on our websites (www.whitebaitconnection.co.nz, www.emr.org.nz, www.mountainstosea.org.nz, <https://howtokit.org.nz/>) we use cookies.

Cookies are small text files that we place in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personal information unless you choose to provide this information to us by, for example, registering at one of our sites.

Once you choose to provide a web page with personal information, this information may be linked to the data stored in the cookie. A cookie is like an identification card. It is unique to your computer and can only be read by the server that gave it to you.

We use cookies to understand site usage and to improve the content and offerings on this site. For example, we may use cookies to personalise your experience on our web pages (e.g., to recognise you by name when you return to our site).

Cookies save you time as they help us to remember who you are. Cookies help us to be more efficient. We can learn about what content is important to you and what is not. We can revise or remove web pages that are not of interest and focus our energies on content you want.

If you want to control which cookies you accept. You can configure your browser to accept all cookies or to alert you every time a cookie is offered by a website's server. Most browsers automatically accept cookies. You can set your browser option so that you will not receive cookies and you can also delete existing cookies from your browser. You may find that some parts of the site will not function properly if you have refused cookies.

Please be aware that if you do not configure your browser, you will accept cookies provided by this website.

You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of the website.

CONTACTING US

If you have any questions about this privacy policy, our privacy practices, or if you would like to request access to, or correction of, your personal information, you can contact us at privacy@mountainstosea.org.nz

Appendix 12 | Version Table

Version	Amendments made	Approved by	Date
1.	Complete rewrite and re-format (Samara Nicholas)	Hilton Leith	16 Jan 2015
2.	Updated emergency procedures and minor wording in document	Hilton Leith	4 Feb 2015
3.	EMR SOP manual – appendix items in SMS Summary of Changes – October 2015 EMR Coordinator Role Description Supervisor rash shirts added to equipment list EMR beach box contents – Adult supervisor forms Details of where school/group is to make payment to (if applicable) Check the number of parents attending prior to the trip. Ensure supervisors are wearing an EMR supervisor rash shirt Snorkelling SOP Added supervisor forms to document checklist Supervisor forms must be completed. However, in the case of wet weather or rushed circumstances, a video declaration can be used. School groups For groups larger than 60, 2 coordinators or 1 coordinator with a suitable trained and experienced assistant must deliver Equipment list Added Supervisor Rash shirts VHF radio operators must have completed a coast guard VHF radio course to use VHF. Supervisor forms to beach box contents Snorkelling SOP Equipment – added supervisor rash shirts and supervisor forms Check in and out form updated Hazard ID update – Seal Encounters – Don't gather together or be aggressive. Pre – snorkel operation risk assessment form. Added to check cell phone reception and modified so only 1 time signature required Coordinator report updated Added section 21 – School agreement Added section 22 – Peer appraisal	Hilton Leith	3 Nov 2015

4.	Complete review (by programme director) and incorporation of new Health and safety at Work Act 2015 Summary of Amendments to SMS (but not limited to) Reference to the new Health and Safety at Work Act 2015 (HSWA) Update role descriptions Update responsibilities New safety objectives New role of Health and Safety Committee and health and safety representatives Removed reference to isolation in hazard management Incident process updated to explain notifiable events Summary of Changes to our Experiencing Marine Reserves (EMR) – snorkelling activity Standard Operating Procedures (SOP) Manual Nov 2015 (but not limited to) New SOP – SOP Quick Reference checklist Updates to pre snorkel operation risk assessment SOP Update to snorkel day event plan template Update to contract for services example Update to emergency response scenarios and RAMS template Update to coordinator training schedule Update to coordinator/school responsibility agreement EMR Full briefing checklist (essential safety info in bold) Updates to snorkelling SOP Update of supervisor/guide checklist Update of H & S contract Update to incident report Update of national agreement Updates to supervisor and volunteer forms Update hazard ID	Approved by Hilton Leith	29 Sept 2016
5.	Reformat of layout of SMS - Updated emergency preparedness section New 'communication' section for overlapping duties of care Minor update to incident review section and document control EMR SOPs Added volunteer/coordinator number to pre-site assessment	Approved by Hilton Leith	19 Sept 2017

	Updated Snorkel Guidelines Health and Safety contract extended to 3 years Updated role description to ensure overlapping duties of care discussed and recorded and new policy Updated RAMS format Updated School agreement Updated national agreement Updated pre-site assessment Updated hazard ID		
6.	SMS now referred to as SMP – all of our H & S is the SMS New appendix of relevant legislation Updated Drugs and alcohol policy, deleted policy appendix Updated trustee and structure information Added responsibility for the SMS to programme director (page 20) Updated annual safety objectives Updated role descriptions – including role of internal regional meetings to Regional Coordinators Updated Incident management and added severity scale Updated Hazard ID (amalgamated document into RAMs) Deleted appendix 2 and other appendixes already in the SOP manual EMR SOP New incident report form Updated role descriptions – including role of internal regional meetings to Regional Coordinators	Vince Kerr and top management	20 Oct 2017
7.	Updated trustee list - page 13 Updated franchise diagram to include Abel Tasman Guardians – page 14 Technical experts now called technical advisors - page 23 Updated safety objectives - page 25 Added Olly Ball's signature - page 26 Added notes about Regional Coordinators also being safety representatives - page 29 Record incident via pre site assessment for level 1 & 2 incident - page 63 Updated continued improvement plan - page 74 Updated risk rating - page 119 EMR SOP Updated risk rating in RAF – RAMS	Olivier Ball and top management	29 Oct 2018

	Updated Snorkel briefing – reactions in relation to seawater? Updated permission form – reactions to seawater? Pre-site assessment - reactions to seawater Supervisor form – checking buoyancy if own gear Added new regional internal H & S meeting template		
8.	Updated trustee list Updated role description (programme director changed to Poutokomanawa or Co-Director) Updated safety objectives - page 25 Updated continued improvement plan - page 74 Vetting policy updated Complaints Policy included EMR SOP: Updated roles EMR Snorkelling SOP – Grading system introduced Supervisor form Check in and out form – option for grading and added In emergency you may be first on the scene at exit point and this may include assisting someone from the water Volunteer form School agreement – updated complaints policy Community Snorkel day roles – added rating system for volunteers	Olivier Ball and top management	26 Sept 2019
9.	Annual safety objectives page 29 Updated roles page 30 Updated staff competency requirements - first aid and EMR snorkel instructor requirements – page 42 Document control - reference to google drive – 79 Continued improvement – page 82 Updated legislation – appendix 2 Vetting Policy - trial volunteer vetting – appendix 3 Child protection policy - appendix 9 Contract for services template – appendix 4 Remove EMR sanitisation policy (keep in EMR SOP instead) Inclusion of COVID 19 Safety plan - appendix 10 Trailer policy updated - appendix 5 Updated RAMS - appendix 12 Experiencing Marine Reserves (EMR) snorkelling activity Standard Operating Procedures (SOP) Manual, September 2019 - now 2020: Updated roles descriptions Added paperwork expectations – keeping for 7 years etc	Top management	23 Sept 2020

	Updated briefing checklist - include COVID 19 and need for sanitisation monitor and care re zippers and cramp for separate adult briefing H & S declaration contract for EMR staff- compulsory to complete quiz for endorsement and introducing phase in requirement for first aid unit standard 6400 (managing emergencies) EMR Snorkelling SOP – reference to covid 19 safety plan, use of pocket masks & staff competency requirements (6400 unit standard in first aid by 2022) No longer require optrex (clean fresh water is advised for saniwise) Updated snorkel guidelines - deleted reference to near drowning - not a term anymore. We will also insert reference to in-water resuscitation, with an endnote for all these procedures, i.e., ANZCOR Drowning Guideline Pre-site assessment - checking school has a full contact list for contact tracing. Asking for information around behaviour and panic Snorkel equipment SOP - pocket masks School agreement – added reference to Covid Safety plan, covid cancellation clause, requirement for sanitisation monitor for level 2 and zero tolerance to bullying Community Snorkel day roles – including written plan for management of medical conditions EMR RAMS Risk Assessment Form Part 1 - added poison centre and 24-hour Healthline (updated date) EMR RAMS Risk Assessment Form Part 2 - New hazards Skin caught in wetsuit zippers Disorderly people Bullying behaviour Moving vehicles and inadequate manoeuvring of a bus lodgement of pebbles WBC SOPs (not subject to Adventure Activity Audit) Updated Kim's address on Organisation Agreement Added GMT tripping hazard to RAF Updated Risk assessment matrix on PSAF to include level 7 risks (i.e., Extreme conditions, difficult adults and early childhood) as well as add year levels correlating to ages. Added role descriptions to 1.1 Role Descriptions for WBC Coordinators: Co-Director,		
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	Deputy National Coordinator, Field Technician, Assistant Coordinator, Specialist Contractor. Updated Section 1.2 'WBC Coordinator Endorsement Criteria and Training Checklist' in relation to: Require online training, National Coordinator endorsement certificate, check fitness ability, minimum drivers license for driving and driving passengers, experience and qualifications. Updated gear list in 1.4 'Expectations of a WBC Coordinator' Add GMT string line to hazard register Added wording around Overlapping duties of care in Section 3.13 'Overlapping Duties – Collaboration and Health and Safety Responsibilities' Updated references to WBC SOP year in Section 4.1 'Organisation Agreement' Updated Section 4.2 'WBC Training Induction Checklist Form' Updated Kim's address on Section 4.3 'Health & Safety Declaration Form' Updated Section 4.4 'WBC SOP – Peer Appraisal' Updated Section 4.5 'School Agreement Form' Updated Section 4.9 'Whitebait Connection Teacher Evaluation – post programme' Added Section 4.17 'Pre WBC field activity operation risk assessment form – for fieldwork and events' Updated Section 4.19 'WBC Programme Complaints Form' (Kim's address and reference to new MTSCT Complaints Policy) Updated Appendix One 'Mountains to Sea Conservation Trust – Annual safety review – September 2019' to most recent objectives. Added Ratio Policy (Section 3.14, page 46) Added Ecosourcing Policy (Section 3.15, page 48)		
10.	Trustee information updated – page 14 Safety objectives updated – page 29 Updated staff competency requirements – page 40 Continued improvement – page 80 Contract for services template – Appendix 4 Inclusion of latest COVID 19 safety plan – Appendix 11 Updated RAMS (added new hazards) – Appendix 13 Drugs and Alcohol policy reviewed – page 47 Emergency Preparedness reviewed – page 66	Top management	23 Sept 2021

	MTSCT Code of Conduct – Appendix 10		
11.	Refer to website for trustee profile information Refer to the board charter on website for information on governance Recruitment info updated page 39 to include safety checking staff Updated info on Child Protection Policy and CPL – page 28 Safety objectives updated – page 29 Continued improvement – page 80 Updated info of who incidents are reported to – 79 Updated Police Vet Policy Added Privacy statement to appendix Updated COVID 19 safety plan	Top Management	29 Sept 2022
12.	Updated structure diagram Updated franchise concept New H & S objectives Additional competency for volunteers - Ability to assist the leader in the management of the group in the water in normal and emergency situations New hazard ID diagram New activity risk sensitivity matrix Removed snorkelling SOP – refer to EMR SOP manual Updated emergency preparedness and response plans Updated continued improvement. Updated organisation agreement (appendix 7) New H & S contract (appendix 8) Risk register now its own document Covid policy removed	Top Management	29 Sept 2023
13	Updated structure diagram Updated franchise concept New H & S objectives Updated continued improvement. Updated notifiable events Added MTSCT Internal Communication and Escalation Plan New Natural hazard assessment	Top Management	17 Sept 2024
14	New H & S objectives Updated continued improvement. Updated Emergency preparedness Emergency Procedures created as standalone document - linked to SMP	Top Management	25 August 2025

Table 17. Table of SMP updates