

OIAD-1150 - Attachment 2 – Summary of Recommendations arising from the ICAM Report

Actions Completed

ID	Action Title	Action Description
534598	Vessel Ops Review - update VOPs & Safety Plan	Ensure a re-review and updating of Vessel Operating Plans and Safety Plans as per Appendix 1 of docCM-3096979 is completed.
534600	Vessel Ops Review - Prompt for VOP and Safety Plan reviews	Consider setting up a recurring Action in Risk Manager to prompt required annual reviews of Vessel Operating Plans and vessel operation Safety Plans.
1055567	Vessel management – allocation of responsibilities	<p>Vessel compliance and documentation is not up to standard.</p> <p>The District is to undertake monthly checks on the documentation and report to Operations Manager.</p> <p>Task assignment is to be provided to staff and reviewed as part of the MOR process to ensure people are complying with all vessel management requirements.</p> <p>District to provide additional staff to support vessel management documentation.</p> <p>Investigation team understands there is a plan in place with Operations Manager and Health and Safety to manage this</p>
1055569	Vessel certificated displayed on office wall	Information on boat/ skipper certification and signoff to be displayed in the Pipiriki office.
1055571	Safety Plan review and staff induction.	<p>Whanganui operational safety plans for Pipiriki operations to be reviewed for content and with the whole team and documented in Risk Manager as a note of who has been inducted.</p> <p>Provide best practice brief on vessel safety to confirm vessel passenger/non-passenger/crew responsibilities and in good and/or restricted visibility.</p>
1055572	JSA/Toolbox Capability refresh	JSA/Toolbox refresh demonstrating best practice for all Whanganui staff. Refresh to undertake each boat trip. Include weather and river conditions operational limits.
1055573	Revise emergency procedures	Review and revise emergency procedures in the VOP and the Safety Plan.
1055574	PPE Review and training use of PPE	PPE review and training of the safety equipment including eye protection, to review the controls and appropriate PPE for the weather conditions.
1055581	Create operating limits for weather and river flow	<p>Create controls for VOP and safety plan which include creation of upper and lower river limits (metres/cumecs) of weather when they can and cannot operate and include weather condition assessment.</p> <p>Socialise limits with iwi, stakeholders and concessionaires operating on the river to allow them to meet our best practice standards.</p>
1055676	Review Whanganui Boat Trip Plans/intentions	All jet boat operations require a trip plan and regular trip reports/check in to DOC base of Operations. Staff to refresh and review Whanganui Office reporting procedures.

1055680	KPI set in MOR's for Vessel Management and Accountability	<p>Ensure regular MOR are occurring.</p> <p>There is a need for a practice note and/or dedicated section in staff MOR that drive vessels and/or are responsible for vessel management on the annual safety plan review, logbooks, JSA/Toolkit, VOC, VOP etc. See DOCCM 6071075</p> <p>All of DOC.</p> <p>Delegated authority to the supervisor to ensure compliance of vessel operation of the district.</p>
1055691	Operational and Development	Operational and leadership office training for leaders/supervisors
1055697	Review of the boat(s) that have had modifications	Immediate review of the boat(s) that have had modifications by an expert, including Wawahia. For compliance and visibility assessment. Vessel suitability Whanganui District and Fleet run a process to test operational suitability of the boats.
1055698	Incident reporting refresher	Staff to be refreshed on the importance of incident reporting, why and how to use Risk Manager and App.
1092499	Vessel management allocation of responsibilities	<p>Vessel compliance and documentation is not up to standard. The District is to undertake monthly checks on the documentation and report to Operations Manager. TA is to be provided to staff and reviewed as part of the MOR process to ensure people are complying with all vessel management requirements.</p> <p>District to provide additional staff to support vessel management documentation.</p> <p>Investigation team understands there is a plan in place to manage this</p>
1055696	Operational Excellence and Monitoring	<p>The Department to implement: Random drug testing % across the organisation at all levels (consistency, and industry best practise).</p> <p>Note: the department has an approved drug and alcohol policy with appropriate provision around reasonable cause for such testing.</p>

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Actions that are in progress

ID	Action Title	Action Description	Status
1055570	Active supervision of staff and operations at Pipiriki	Review current supervision and placement of staff to deliver safe operations and culture shift. Ensure regular team meetings to discuss safety requirements and actions around boat management and work on and around the river.	Review undertaken and structural changes made to the district, however it is subject to ongoing monitoring
1055674	Explore new operation assurance role around training, induction and health and safety	New Operational Assurance Role focussed on training/support/best practice/monitoring to support high quality delivery of staff induction, health and safety for the District Operations Manager and Supervisors.	In progress – regional workflow role being piloted in the CNI region
1055678	River bylaw to be considered	Four Factors: 1. Set standard for vessel operations on the river 2. Work with iwi (Te Awa Tupua) to set standards and limits for operations on the river 3. Need for Bylaw standards on the river authority (WRMC/Iwi) 4. Multiple users/stakeholders/ concessionaire consultation	In progress – this has been raised with NTT, Te Pou Tupua and Horizons.
1055695	Explore the development of a visitor safety plan for the River	In consultation with iwi explore the development of a visitor safety plan for the River in the management of visitors on the river. This plan could explore planning around operational limits on the river, weather events. Maritime NZ rules with DOC in an advisory role.	In progress – as above
1055683	Visitor Safety install signage	Install signage at entry and exit points on the river/campsite/ huts/boat ramps to stay on the true right-hand side of the river kayaking downstream. (true left hand side of the river going upstream) All powered vehicles to give way to non-motorised vessels.	In progress – signage requires concurrence from NTT and Te Pou Tupua.
1055684	Debrief and support to staff health and wellbeing	Debrief of all staff impacted by the incident and where necessary extended to family, independent crisis management professional/ counsellor. Debrief by Operations Manager followed by support by the organisation, more than EAP.	In progress and ongoing.
1055685	Resource to be provided to Operation Manager in development of strategy to support workplace culture change.	Whanganui requires additional ongoing resourcing whilst the district is resetting. This could be administration support. Resource to be freed up so DLT can supervise and lead.	In progress
1055686	Strategy to improve workplace culture on team performance for the District	Create a strategy to unify district and breakdown silos and create a unified cross functional district with a focus on team performance, compliance and delivery	In progress