



**MARINE
RESCUE**
NEW SOUTH WALES
Registered Training Organisation

Member Induction

MRNSW Overview



Document Owner

Marine Rescue NSW has prepared this document.

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Introduction

Welcome to Marine Rescue NSW.

By joining our proud organisation you have become one of a team of committed emergency service volunteers dedicated to our mission of saving lives on the water.

There's a role for almost everyone at our 45 units, including:

- Rescue Vessel Crew
- Radio Operator
- Fundraiser
- Trainer
- Administration
- Publicity
- Community Education

We're confident you'll find a role or roles that will enable you to put your existing skills and the new qualifications you'll gain through our professional training programs to good use.

Just as importantly, you'll have the satisfaction of working side-by-side with other like-minded volunteers to give something back to your community.

MRNSW wouldn't exist without the tremendous energy and service of people like you and I thank you for your time, energy and commitment to serving your community.

This 'overview' document is an important part of your formal induction training; it aims to provide you a snapshot of our organisation, how it operates and the opportunities available to you as a member. Throughout your time with MRNSW, support will always be available from your fellow members, Unit Executive and Headquarters personnel.

Welcome to our team.



Stacey Tannos ESM
Commissioner

New Member Process

Key paperwork and expected timeframes

The following documents/forms and activities are required for new or prospective members.

Document / Activity	Process / Details	Timeframe
Membership Application Form (MR 400)	Once submitted to the Unit, the Form will be sent to Headquarters for processing	Processed within 2 weeks once received by HQ
National Police Checking Service Application Form	Police checks are processed by the Australian Criminal Intelligence Commission with previous criminal history being assessed by MRNSW. Any issues are raised directly with the prospective member via Headquarters, not the Unit	Up to 6-8 weeks
Induction Presentation and Base Tour	Conducted by an authorised unit officer with prospective or new members	Mandatory for all new members. May also be delivered to prospective members as an introduction or recruitment initiative
WHS Induction Checklist	Completed by the member with an authorised unit officer	Completed as part of the unit induction
Training Enrolment Form	Completed by the member to register in the Training Management System (TMS)	Completed as part of the unit induction
Trainee Handbook	Provides information about the training process	Provided as part of the unit induction

Activities while awaiting outcomes of membership application and Police check (Crim Trac Pending)

MRNSW Members occupy positions of great trust in our community and organisation. It is for this reason that a criminal record history check is conducted for all new Members. As a pre-requisite to any additional training or activities, new Members must complete the Member Induction Process and Checklist, which includes the WHS items, fitness for duty statement and service obligations. For further guidance, refer to the Standard Operation Procedures (SOP OP01) which can be located on OTTER.

If a Police check report reveals a concerning criminal history, this will be kept in confidence by a select number of authorised personnel at MRNSW Headquarters. The results will form part of the assessment to determine eligibility to become a Member of MRNSW. Only once the Police check has cleared can a 'Provisional Member' begin normal unit and organisational activities.

Provisional Membership

Among other requirements, Provisional Members need to serve a minimum six months before being considered for full 'Regular' membership by the Unit Executive. The requirements and responsibilities of Provisional and Regular Members of MRNSW are set out in the MRNSW Constitution (Part 3), which is available on our corporate database, called OTTER. This can be accessed on line via:

<https://www.marinerescuensw.com.au/about-us/constitution>

After a minimum of six months' service, the Unit Executive must review and consider whether to approve a Provisional Member's transition to become a Regular Member. In its deliberations, the Unit Executive considers:

- Whether all the criteria for becoming a Regular Member under the Constitution have been met
- Whether, in the opinion of the Unit Executive, the Provisional Member will be an asset to MRNSW

The acceptance of a new Regular Member is to be formally recorded in the Unit minutes. If warranted, the Unit Executive may elect to terminate membership or extend the probationary period (setting realistic and fair goals and milestones for the Provisional Member to achieve).

Please note: Provisional Members can start full operational roles once qualified (when a rating is gained).

Please note: Provisional Members are not eligible to vote in either Unit or Board elections.

Our organisation - Volunteers saving lives on the water

Marine Rescue NSW is an essential volunteer emergency service committed to safer boating and saving lives on the water. Marine Rescue Units provide a number of vital safety services to the NSW boating community, including:

- 24/7 emergency Search and Rescue
- Around-the-clock monitoring marine radio for distress calls from boaters in trouble along the NSW coastline
- The State's only Log On and vessel tracking service for recreational boaters, giving them the peace of mind to enjoy their time on the water knowing a responsible rescue service is keeping watch
- Boating safety education and advocacy, including boat and jet ski licence and marine radio courses for local boaters

These vital services are delivered by more than 3,000 volunteer members in 45 units along the NSW coastline and inland waterways. Including the Alpine Lakes, the Murray River and on Lord Howe Island from late 2020. Our dedicated personnel collectively contributed more than 621,000 rostered volunteer hours to frontline duties in the past year (not including the hours contributed to emergency callouts, training, fundraising, community education and unit administration).

In 2018-2019 Marine Rescue NSW volunteers launched 2,732 rescue missions, including 824 in response to life-threatening emergencies. In addition, its Radio Operators handled 261,148 radio transmissions and Logged On 74,930 vessels to monitor their safety on the water.

Marine Rescue NSW operational activities 2018 – 2019	
Life-endangering emergencies	824
<i>People rescued</i>	1,896
Other rescues	1,908
<i>People rescued</i>	4,919
Number of Radio Calls	261,148
Number of Vessels Logged On	74,930
<i>People on board</i>	283,799





Strategic Direction



VISION

(WHAT WE ASPIRE TO)

Provision of a world class volunteer rescue service to prevent injury and death on NSW waterways

MISSION

(WHY WE EXIST)

Saving lives on the water

STRATEGIC OBJECTIVES

(WHAT ARE WE TRYING TO ACHIEVE)

- A motivated and professional volunteer membership, able to meet current and future demands (**OUR PEOPLE**)
- The provision of a world-class 24/7 volunteer-based rescue, communications and safety education service (**OUR SERVICE**)
- A leading volunteer-based emergency service, acting collaboratively at all levels and with our partners and stakeholders (**OUR ORGANISATION**)
- Application of sound business principles to ensure the long-term financial and management sustainability of the organisation (**OUR BUSINESS**)

VALUES

Our values shape who we are, what we do and the way we do it



SERVICE

Volunteers dedicated to boating safety and saving lives

TEAMWORK

Working together to face our challenges and achieve our goals

PROFESSIONALISM

A constant focus on accountability, transparency and excellence

RESPECT

Living a culture of respect for our people, the community and the environment

HISTORY

We will always look to the future but we will never forget our past

In everything we say or do, we will:

- *Recognise and respect the commitment, volunteer ethos and courage of **our people***
- *Foster a culture of professionalism and excellence in how we provide **our service***
- *Celebrate and promote the significant role that **our organisation** plays as an emergency service*
- *Innovate and embrace opportunities for continuous improvement in how we manage **our business***

Organisational Structure

MRNSW Board

MRNSW is governed by a Board of elected Directors:

- Three General Directors are elected by eligible members from all regions
- Six Regional Directors are elected by eligible members in their respective regions
- The Board elects a Chair after each Annual General Meeting
- The Board determines strategic policies and directions for the organisation

MRNSW Staff

Based either at MRNSW Headquarters in Cronulla or regionally, the staff work to support our Units and the organisation's objectives across the following departmental areas:

- Fleet
- Emergency Systems / Radio Communications
- IT and Business Development
- Training and Education
- Member Services
- Corporate Services, Media & Marketing
- Finance and grants
- Governance
- Administration

MRNSW Regions

Six (6) regions make up MRNSW: *Northern Rivers, Mid North Coast, Hunter/Central Coast, Greater Sydney, Illawarra and Monaro*. Units within each region work closely together to support each other, maximise efficiencies and share personnel and resources.

Each Region is supported locally by our Regional Operations Managers & Regional Training Managers.

MRNSW Units

A Unit is managed by a Unit Executive, led by the Unit Commander. Both the Unit Commander and Deputy Unit Commander are elected by the unit membership (for two-year terms). Other Unit Executive positions are appointed by the UC and include: Treasurer, Administration Officer, Training Officer, Training Systems Officer, PR Officer and Membership Officer (among others).

Funding

Unlike most emergency services, MRNSW is not a State Government agency but an independent community-based organisation. We are grateful to receive welcome financial support from the following sources:

- The NSW Government, which in 2019-20 invested \$37.6 million over four years to support MRNSW development and volunteers, in addition to its existing annual funding
- The boating community, through a levy on recreational boat registrations and licence fees
- Grants, donors and sponsors

Even with this funding support, as a not-for-profit organisation, we still rely on our volunteers' energetic fundraising to contribute towards the cost of providing our valuable services.



Frontline activities

MRNSW members provide an essential 24/7 public safety service to the NSW community. Our mission of saving lives on the water is executed through the following key activities:

Emergency Search and Rescue (SAR)

Our crews respond to emergencies and other incidents offshore and on enclosed waterways, rivers and lakes

- Our crews carry out Search and Rescue (SAR) operations, working in partnership with the NSW Police Force Marine Area Command, who are responsible for the overall coordination of rescue operations on NSW waters
- We also work with other agencies on major SAR operations and exercises, including the Australian Maritime Safety Authority, Surf Life Saving NSW, NSW Ambulance Service and rescue helicopter services



Rescues & safety support

As well as emergency SAR operations, our crews also assist boaters who, although in less immediate danger, still need to be rescued and provide a valuable safety watch at a range of events each year. These include:

- Rescuing boats that have broken down due to mechanical problems, flat batteries or lack of fuel and towing them safely back to shore
- Escorting vessels across bars and into port during hazardous conditions
- Transporting paramedics or firefighters to respond to incidents in isolated or inaccessible locations
- Removing boats or other objects that are navigation hazards
- Operational support for major activities such as the start of the Sydney to Hobart yacht race, New Year's Eve fireworks and Australia Day festivities, helping keep everyone safe to enjoy the events and responding to emergencies



Radio Operations

MRNSW owns, maintains and operates the State's public marine radio network and infrastructure. Our Radio Operators monitor the marine radio airwaves for calls from boaters in distress and deliver the following services:

- 24/7 emergency monitoring of a range of channels
- Logging On and Off vessels via radio or the *Marine Rescue App*
- Vessel tracking
- Broadcasting regular weather forecasts and emergency warnings (storm, tsunami)
- Search and Rescue communication and coordination support
- Multi-agency communications/liaison



Medical Emergencies



Our members are trained in first aid and advanced resuscitation techniques and our rescue vessels and increasing numbers of our bases are fitted with oxygen resuscitation, defibrillator and first aid equipment.

We support and assist NSW Ambulance Paramedics to help boaters needing medical attention and also transport Paramedics to remote and inaccessible locations if required. As part of this role, we regularly train with the rescue helicopter services.

Community Education and Awareness

MRNSW volunteers are recognised for their maritime skills, experience and commitment to saving lives on the water. As leading boating safety advocates both on and off the water, MRNSW provides advice and vital safety information to the community. Our volunteers are heavily involved in educating the community through a range of events and mediums and also join in other agencies' safety campaigns to strengthen boating safety awareness.






Roles and Ratings

Unit Executive











Unit members holding formal Unit Executive positions wear epaulettes indicating their designated levels of leadership and/or administrative responsibilities.

These epaulettes denote 'rank' at a unit management/governance level. They are not to be confused with 'ratings' or the chain-of-command within a real-time operational setting (vessel crew, radio duty team).

Unit Commander	
Deputy Unit Commander	
Unit Executive (Treasurer /Training Officer/Administration Officer etc)	

Ratings

Marine Rescue Rating epaulettes are issued to recognise the qualification level of a member in vessel and/or radio operations. Ratings are to be worn at all times when in uniform, except if the member holds an appointed 'executive' position and is not engaged in operational duties at the time.

Vessel Operations		Radio Operations		Other	
Master		SAR Support Officer		Chaplain	
Coxswain		Watch Officer		Member (no rating)	
Leading Crew		Radio Operator			
Crew					
Senior Crew and Rescue Water Craft Operator					

Headquarters Staff

Headquarters/Staff Appointments

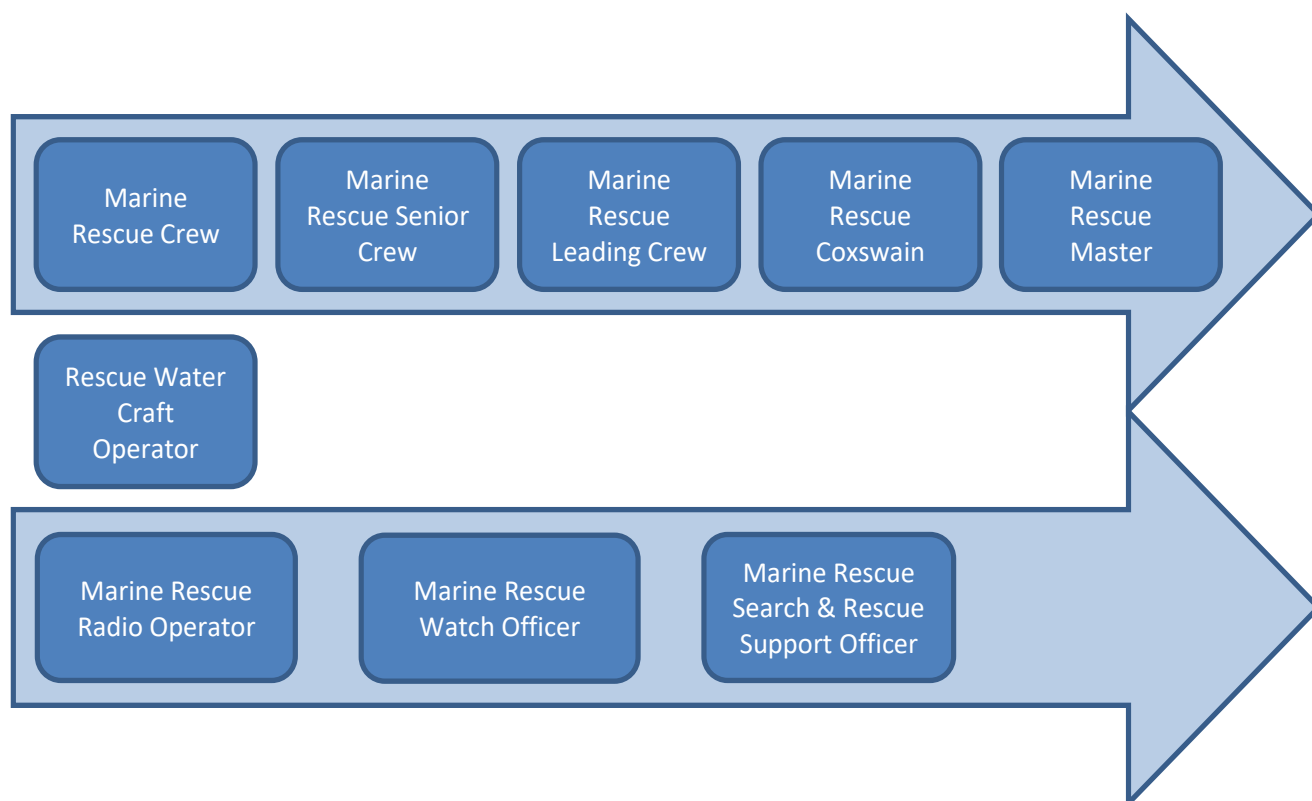
Commissioner (Chief Executive Officer)		Deputy Commissioner (Director of Operations)	
Regional Operations Manager / Senior Staff (operational)		Regional Training Managers / Senior Staff (operational)	

Member Training

MRNSW is a Registered Training Organisation (RTO), which means we are licensed to train our members according to recognised standards. Our competency-based training is designed by MRNSW in line with industry standards and our legislated rescue responsibilities.

MRNSW delivers marine rescue and radio operations training to members at their local units and through regional workshops facilitated by the MRNSW training team (e.g. fight fire at sea and sea survival).

Members can choose to train in one or both of the following streams:



New members who have joined with relevant qualifications can attribute those units of competency towards their MRNSW training, as long as a certified copy of the original qualification is provided to the Unit Training Officer. A number of rescue-specific competencies and an Operational Assessment will still need to be completed, however.

Unit training can start as soon as provisional membership is approved. The Unit Training Officer will provide information and support throughout. When appropriate, training resources are provided in hard copy and are also available online via OTTER.

Regional Training Managers provide significant support to unit training. They are regionally based: **North** (Northern Rivers/Mid North Coast); **Central** (Hunter-Central Coast/Greater Sydney); and **South** (Illawarra/Monaro).





Uniform and Personal Protective Equipment

MRNSW provides Regular Members with the uniform they need for their roles.

Once you have become a Regular Member, you will be issued with the following MRNSW uniform:

- Blue shirt – long and short sleeved
- Blue shorts and trousers (or skirt)
- Wet weather gear
- Boat shoes
- Blue wide-brimmed hat and cap
- Polarised sunglasses

Interim uniform (Provisional Members)

Units may elect to issue Provisional Members with an interim basic uniform, such as a MRNSW Polo Shirt and name badge.

Units may also provide high-visibility vests and jackets when on site (training, fundraising etc).



Note: At the Unit Commander's discretion, a Provisional Member can be issued the full MRNSW uniform, once a MRNSW rating is gained.

Communication

Good communication is essential in any Unit and particularly for new members. A huge amount of information and key contacts are available at a Unit and through MRNSW Headquarters.

Should new members have any questions or concerns, these should be raised in a timely and professional manner with the appropriate unit officer.

Unit Chain of Command

Understanding the concept of chain-of-command is important not only during operations but also in more general communications.

In a real-time operational situation, the lines of upwards communication and responsibility sit with the ranking officer within that team (i.e. Vessel Master, Watch Officer/SARSO).

Within a Unit, the Unit Commander is the ultimate authority and point of contact. Depending on the structure and responsibilities across various areas, other Unit Executive positions will hold delegated responsibilities (i.e. the Membership Officer for new recruits and the Unit Training Officer for training issues). Members should direct questions or raise concerns with the appropriate personnel or to the UC if in doubt.

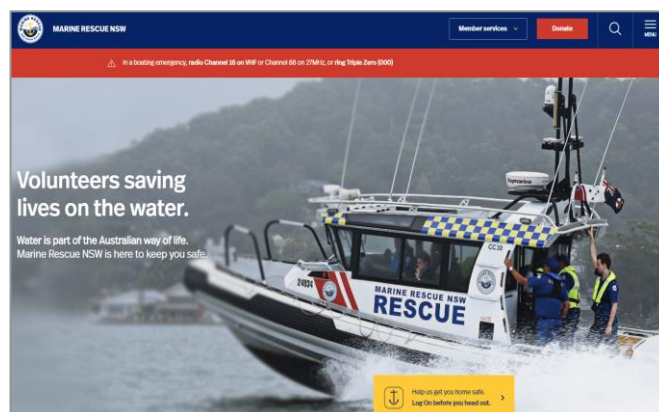
MRNSW website

The organisation's website marinerescuensw.com.au provides the overarching portal through which new or prospective members can source news/information and access key contacts.

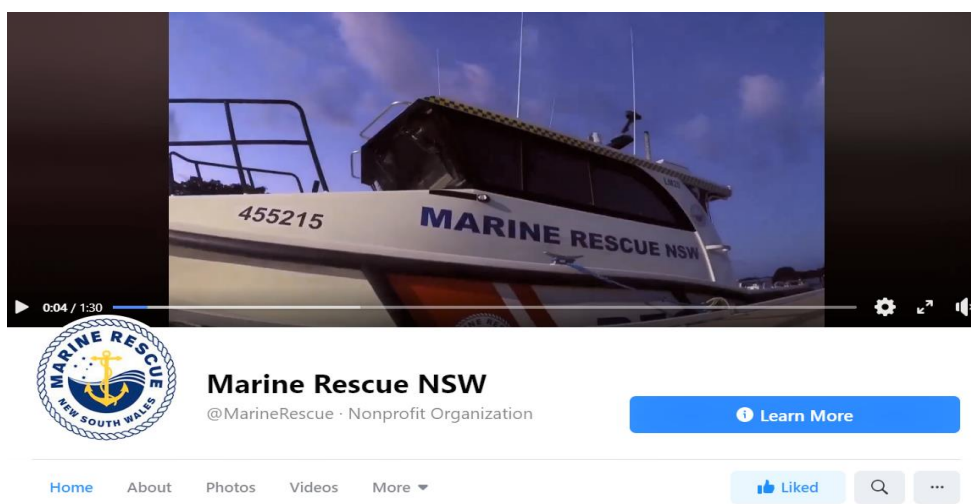
MRNSW Facebook and Twitter

Real-time news and other information can be found on both the MRNSW Facebook and Twitter feeds. Units also operate their own Facebook pages.

To receive consistent updates about MRNSW and other related activities, members should 'like' the MRNSW Facebook page and their own unit page.



Members are not to post comments that denigrate or criticise the organisation, its members, our emergency services partners, boaters who are rescued or any other members of the community on any MRNSW social media. Members who use social media to discuss MRNSW activities should only do so in a manner that does not reflect poorly on the organisation and is consistent with the MRNSW Code of Conduct.



OTTER

OTTER is the organisational unit and membership database, which is accessed via the MRNSW website. Access is restricted to authorised members only. Provisional Members are provided access to OTTER after their Police check process is completed. Members can access OTTER using their personal membership number and password, which are provided to them in their welcome letter.

Key information and functions available through OTTER include:

- Provision/update of personal contact information by the member - important for effective communication
- Unit contacts and information. Please ensure you keep these up-to-date at all times.
- Key unit and MRNSW documents and resources – Constitution, Policies, Standard Operating Procedures
- Uploading and storage of member training records



MRNSW Soundings magazine

The corporate magazine, *Soundings*, provides a quarterly update on MRNSW Headquarters and Unit news and activities.



The magazine is mailed to all MRNSW members and a VIP list. An electronic copy is emailed to all Unit Radio Club members. *Soundings* is also distributed to leading boating goods suppliers, marinas, clubs and a number of public libraries and at boat ramps, boat shows and other events.

Find it on our website, mrnsw.com.au

The Rescue Fleet

MRNSW has a rescue fleet of up to 90 frontline rescue vessels, which vary in size and capability, from small 'enclosed-waters' assets, through to larger offshore SAR vessels that can operate out to 30 nautical miles.

The MRNSW rescue fleet is the largest and most capable volunteer marine rescue fleet in Australia..



Expectations of Members and MRNSW

As emergency service personnel, MRNSW members are expected to conduct themselves professionally at all times, both in person and also in their written communications with other members and the public.

A high standard of conduct generates a sense of trust in our organisation within the community and confidence in our skill and credibility among our rescue and emergency services partners.

Minimum expectations around behaviour and commitment of members includes:

- Abiding by the MRNSW Code of Conduct, Constitution, Policies and Standard Operating Procedures
- The highest levels of personal and professional behaviour
- Attending rostered duties
- Performing roles safely, with due attention to Workplace Health and Safety
- Obeying lawful instructions of superiors
- Operating equipment responsibly
- Undertaking required training to become and remain competent in assigned duties
- Maintaining active membership of your Unit, except when on a period of approved leave
- Participating in fundraising and other unit activities as required
- Engaging in constructive and professional communication and respecting the chain of command
- Adhering to the organisations values of *Service, Teamwork, Professionalism, Respect and History*
- Providing appropriate assistance to members of the public and MRNSW in line with the MRNSW mission
- Dressing professionally and appropriately
- Not using positions for personal gain
- Not discriminating against, harassing or bullying any other member of MRNSW or members of the public on any grounds, including gender, race, religion, age, disability, marital status, sexual preference or political opinion
- Being able to put personal differences aside for the betterment of the unit and the organisation

Expectations of MRNSW

Our members can expect that MRNSW will:

- Provide a safe, supportive and encouraging workplace environment
- Maintain open and transparent lines of communication
- Apply the MRNSW Constitution, Rules, Policies and Procedures fairly and transparently
- Provide them with training and assistance to help them gain the skills and knowledge they need to perform their duties effectively and safely
- Provide them with uniforms and appropriate personal protective equipment
- Recognise their contributions to the organisation







Volunteers saving lives on the water