

Review Recommendations Register

DASHBOARD:

Aug 2019 Consultative Committee Report

Assessment Key:
Completed
Well placed to being achieved
Needing development
Weakly placed to being achieved
No action to be taken

Operation Mangatawai

Extended search for two people in the Desert Road area in the period 12 Aug - 9 Sep 2017.

Jun-18

#	Recommendation	Responsibility	Status
1	SAR Notifications A review of the current standard operating procedures in Comms.	NZ Police	Completed
2	SAR Notifications A process needed where an active major incident can be advised to all 4 Comms Centres.	NZ Police	Completed
3	SAR Notifications Resolve difficulties in interpreting the Comms chronology.	NZ Police	Completed
4	Best Practice A Manual of Best Practice developed for Land based Search and Rescue operations.	NZSAR	Completed
5	Best Practice Operational reviews of SAROPs are completed in a regular and formatted manner. Implement formal structure or reporting of reviews.	NZSAR	Completed
6	Best Practice Advisory instructions need to be available for the liaison officer.	NZ Police NZSAR	Completed
7	Technology PMBIE working with Telecommunication providers to enhance or identify other ways a cell phone can be located. National awareness lacking.	NZSAR NZ Police MBIE	Completed
8	Role of Iwi The Manual of Best Practice recognise the partnership Iwi share with government agencies, especially as it relates to SAROP's.	NZSAR	Completed
9	Training and Development NZSAR to look at existing on-line training capabilities through external providers, and continued investment and development of existing software applications such as SARTrack.	NZSAR	Completed

Operation Wallis

Search and recovery operation, Wanaka helicopter crash 21 July 2018

29-May-19

#	Recommendation	Responsibility	Status
1	CIMS Modeling, Review, Training CIMS model "train the trainer" programmes are developed. IMT's nationally are reminded of the On-Scene Coordinator Action Plan. A review of the On-Scene Coordinator Action Plan. RCCNZ to review early assessment and appointment of locally based on-scene coordination. IMTs and Police SAR coordinators undertake refresher training to clearly identify their roles.	NZSAR NZ Police RCCNZ	Completed
2	Cold Water Rescue A review to be undertaken of the various Specialist Search and Rescue roles, and a pre-requisite skills criteria, training and certification programme established.	NZSAR	Planned

Operation Morgan

Rescue response to the beacon activation for an avalanche near Harper Saddle on 31 Oct 2018

2-May-19

#	Recommendation	Responsibility	Status
1	RCCNZ SARO's provide a contact name and phone number to ensure people they have contacted are able to return their calls.	RCCNZ	Completed
2	NZ Police ensure any upgrades or disruptions to the usual service provided is communicated to Emergency Response partner agencies, including RCCNZ.	Police	Completed
3	RCCNZ insert an early prompt in the Beacon Response SOP, to alert Police to a PLB activation.	RCCNZ	Completed
4	Staff at the NZ Police Communications Centres are familiar with the difference between a "Spot" type alert and a PLB alert.	Police	Part of #8
5	The Avalanche Pager is only activated after the Incident Management Team of the controlling authority, of a particular event, has given that authorisation.	NZSAR	Part of #8
6	NZ Police consider inserting a paragraph in the Mackenzie Winter Response Group Avalanche Call-Out Procedure.	NZSAR	Completed
7	A workshop is convened of Alpine Activity practitioners, Avalanche Forecasters and Emergency Service Representatives.	NZSAR	To be referred to relevant panel
8	NZSAR consider reviewing and refreshing the New Zealand Avalanche Search and Rescue Guidelines.	NZSAR	Planned
9	Consideration is given, to the RCCNZ Team involved in this SAOP receiving formal recognition.	MNZ / RCCNZ	Completed
10	Consideration is given, to the members of the DoC, IMT, Alpine Rescue Team, St John Ambulance responders and members of the responding aviation organisations receiving formal recognition.	DOC	Completed

Operation Mohi

Search for a missing man in Maketu, 77 yr old with dementia, 11-16 Feb 2019

SOG 16 July 2019

#	Recommendation	Responsibility	Status
1	Recognise that a correctly functioning, sustainable Incident Management Team (IMT) requires each position to be filled with staff who are familiar with the Coordinated Incident Management System.	NZSAR Police RCCNZ	Completed
2	Consider seeking early assistance from neighbouring Police Areas / Districts for CIMS qualified personnel to support local staff.	NZSAR Police	Completed
3	That during the "Appreciation Process" of the search operation planning, seek support from the Criminal Investigation Branch to conduct an Investigation Phase in parallel with the search operation.	NZSAR	Completed
4	Ensure there is good cohesion between the search IMT and the Investigation Team to avoid duplication of effort and information.	NZSAR	Completed
5	Ensure that if the IMT consider moving from their dedicated site at the Tauranga Police Station, there is sufficient technology to support the move and staff have the ability to access that technology.	Police NZSAR	Completed
6	Ensure that if the IMT consider moving from their dedicated site at the Tauranga Police Station, there is a degree of separation from the IMT and other responders.	Police	Completed
7	When there are a large number of spontaneous search volunteers, early consideration is given to seeking trained search personnel from neighbouring Police Areas / Districts to provide guidance and maintain the effectiveness of the search teams.	NZSAR	Completed
8	The Police District subject matter expert (SME) on SAR Search Dogs should be consulted, early, for an opinion on deployment options.	NZSAR	Completed

Operation Name:	Operation Mangatawai
Operation Dates:	12/08/17 - 09/09/17
Reviewer:	Win van der Velde
Review Completed:	May 2017
Recommendations approved:	June 2018

Review confirmed Council 17 Nov 2017

Report accepted Council 15 June 2018

Agency Comments Key:
Police Comments
RCCNZ Comments
NZSAR Comments
MBIE Comments

Assessment Key:
Completed
Well placed to being achieved
Needing development
Weakly placed to being achieved

Extended search for two people in the Desert Road area in the period 12 Aug - 9 Sep 2017.

#	Recommendation	Agency Comments and Actions	Responsibility	Status
1	SAR Notifications A review of the current standard operating procedures in Comms, as it relates to the collection of information and advice to be given to persons lost in the bush. The call taker at the centre cannot be expected to be an expert in all areas, so they need current, precise and succinct information at their fingertips to gather information that will benefit a subsequent search. Alternately the call could be forwarded to a SAR subject matter expert who will be involved in the search, if available.	Work is underway that will be completed by July 2018 to have a modification made to both the Comms SAR: Land Operations and Missing Persons MSOPs where 'Questions to ask for a person stating they are lost' will be added. Direction to contact the local SAR Coordinator will also be added. RCCNZ has offered to assist Police Comms in reviewing the applicable SOPs. (13/09/18)- "Police have modified Comms MSOPS with regards to missing persons. You can mark this completed" - Insp. John Pine	NZ Police	Completed
2	SAR Notifications Three Communication Centres (Comms) and the Crime Reporting Line all respond to 111 calls – when multiple calls come in about the same incident, they will invariably be answered by call takers at different centres. A process needs to be considered, where an active major incident can be advised to all four centres. In this case, the calls went to different centres over an extended period, and call takers repeatedly sought similar information which impacted on the cell phone battery time.	Technology is in place to address this. The National Communications Centre Operations Manager advises, "The moment we have a location we can see what other events are underway in a similar location readily identifiable on a map...so by sending a desktop message (which is existing technology) to all other desktops in the CARD environment addresses this".	NZ Police	Completed
3	SAR Notifications The Comms chronology is currently difficult to interpret, especially when different calls relating to the same incident are merged or cross referenced, and when utilised as the formal log to brief operational staff, needs to be easily followed. In this SAROP the first and third 111 call were merged. As a result, the third call was not identified for some days, and the associated PCL data not identified in a timely manner.	This is being addressed by the CAD 9.4 Enhancement due by the end of October 2018.	NZ Police	Well placed to being achieved
4	Best Practice It is recommended that a Manual of Best Practice is developed for Land based Search and Rescue operations, and adopted nationally.	NZSAR is leading the project to develop <i>New Zealand's SAR Guidelines</i> . This is due to be completed by May 2019.	NZSAR	Well placed to being achieved
5	Best Practice Operational reviews of SAROPs are completed in a regular and formatted manner. The review should be undertaken by qualified and independent personnel. Although most SAROP's undergo reviews at various stages, there is no formal structure or reporting of that review.	The NZSAR Council has revised its review policy to enable regular operational reviews by qualified independent persons. A formal structure for reporting on findings and monitoring corrective actions has not yet been established.	NZSAR	Well placed to being achieved

6	<p>Best Practice</p> <p>Family liaison is a primary role for Police during SAROPs. Advisory Instructions need to be available for the liaison officer, considering key needs and concerns of the family such as media management, SAR process and Coronial process.</p>	<p>NZSAR Council currently have an active programme of work addressing SAR Guidelines.</p> <p>A family liaison video is available on the START library of SAR knowledge on the NZSAR website.</p> <p>Information about family liaison will be including in <i>New Zealand's SAR Guidelines</i>, and will cover the topics of media management, SAR processes, and the Coronial process.</p> <p>(13/09/18) This can be changed from NZ Police to NZSAR. The Family Liaison that Police provide, if it is a 'blue shirter' providing it is with our CIB and Prevention Group. NZSAR have this covered or are working on it. - Insp. John Pine</p>	<p>NZ Police</p> <p>NZSAR</p>	
7	<p>Technology</p> <p>PCL data is available for 111 calls. The data is either handset, Wi-Fi or network data. Handset data provides a high likelihood location for the Incident Management Team in any Search and Rescue situation.</p> <p>The technology continues to develop, with MBIE working with Telecommunication providers to enhance or identify other ways a cell phone can be located.</p> <p>Nationally, there is a lack of awareness around the current capability or how it should best be utilised.</p>	<p>NZSAR hosted a technology workshop in March 2018.</p> <p>MBIE are presenting a business case to Government early April 2018.</p> <p>MBIE are currently also working on Mobile Blind Spot enhancement.</p> <p>Police are currently working on Next Generation Crisis Communication Systems.</p> <p>NZSAR is working with MBIE and Police to raise awareness of the current capability of using PCL data during SAROPs. This will be included in <i>New Zealand's SAR Guidelines</i>.</p>	<p>NZSAR</p> <p>NZ Police</p> <p>MBIE</p>	
8	<p>Role of Iwi</p> <p>The Manual of Best Practice recognise the partnership Iwi share with government agencies, especially as it relates to SAROP's.</p>	<p>This will be included in <i>New Zealand's SAR Guidelines</i>.</p>	<p>NZSAR</p>	
9	<p>Training and Development</p> <p>NZSAR lead a piece of work, looking to leverage off existing on-line training capabilities through external providers, and continued investment and development of existing software applications such as SARTrack.</p>	<p>SARTrack is supported by an MoU and national training. SARTrack training material is available on the START library of SAR knowledge on the NZSAR website.</p>	<p>NZSAR</p>	

Operation Name:	Operation Morgan
Operation Dates:	31/10/18
Reviewer:	Mike Wright
Review Completed:	February 2018
Recommendations approved:	2 May 2019

Review confirmed SOG 1 Nov 2018; noted by Council 28 Nov 2018

Report accepted by Council 27 Feb 2019

Agency Comments Key:
Police Comments
RCCNZ Comments
NZSAR Comments
MBIE Comments

Assessment Key:
Completed
Well placed to being achieved
Needing development
Weakly placed to being achieved

Rescue response to the beacon activation for an avalanche near Harper Saddle on 31 Oct 2018

#	Recommendation	Agency Comments and Actions	Responsibility	Status
1	RCCNZ SARO's provide a contact name and phone number to ensure people they have contacted are able to return their calls.	Implemented by RCCNZ	RCCNZ	Completed
2	NZ Police ensure any upgrades or disruptions to the usual service provided is communicated to Emergency Response partner agencies, including RCCNZ.	Accepted by Police Discussions planned with Comms centres around adding RCCNZ to list of agencies to advise of outages	Police	Well placed to being achieved
3	RCCNZ insert an early prompt in the Beacon Response SOP, to alert Police to a PLB activation.	Agreed, for RCCNZ to action	RCCNZ	Needing development
4	Staff at the NZ Police Communications Centres are familiar with the difference between a "Spot" type alert and a PLB alert.	Challenging. Staff turnover and the volume of work at Comms Centres may make this difficult. Discussions planned with Comms centres for updating knowledge base with Spot beacon information.	Police	Well placed to being achieved
5	The Avalanche Pager is only activated after the Incident Management Team of the controlling authority, of a particular event, has given that authorisation.	Examine options as part of recommendation #8	NZSAR	Needing development
6	NZ Police consider inserting a paragraph in the Mackenzie Winter Response Group Avalanche Call-Out Procedure, alerting the reader to expectations should RCCNZ be involved in the SAROP as a result of a beacon activation.	Examine options as part of recommendation #8, and consider other relevant plans.	NZSAR	Needing development
7	A workshop is convened of Alpine Activity practitioners, Avalanche Forecasters and Emergency Service Representatives, with the aim of identifying enhancements to the Avalanche Advisory Regime and Avalanche Awareness in the New Zealand Alpine environment.	Outside scope of the review Terms of Reference. Refer to relevant expert panel for examination.	NZSAR	Needing development
8	NZSAR consider reviewing and refreshing the New Zealand Avalanche Search and Rescue Guidelines, dated 8 September 2014. It would be useful if RCCNZ were included as a participant in this exercise.	Agreed; included in the 2019/20 NSSP	NZSAR	Needing development
9	Consideration is given, to the RCCNZ Team involved in this SAOP receiving formal recognition, by their organisation, for the manner in which they instigated Op Morgan, remaining focussed throughout, despite some contrary information, thereby allowing the operation to run uninterrupted.	For RCCNZ and MNZ to consider	MNZ / RCCNZ	Completed
10	Consideration is given, to the members of the Department of Conservation Aoraki /Mt Cook Incident Management Team, Aoraki / Mt Cook Alpine Rescue Team, St John Ambulance responders and members of the responding aviation organisations receiving formal recognition for their contribution to Op Morgan.	For DOC to consider	DOC	Completed

Operation Name:	Operation Wallis
Operation Dates:	21/07/18 - 23/07/2018
Reviewer:	Win van der Velde
Review Completed:	September 2018
Recommendations approved:	29 May 2019

Review confirmed SOG 24 July 2018; noted Council 18 Sep
Review completion noted by Council 28 Nov 2018; Actions SOG 29 May 2019

Agency Comments Key:
Police Comments
RCCNZ Comments
NZSAR Comments
MBIE Comments

Assessment Key:
Completed
Well placed to being achieved
Needing development
Weakly placed to being achieved

Search and recovery operation, Wanaka helicopter crash 21 July 2018

#		Recommendation	Agency Comments and Actions	Responsibility	Status
1	a	CIMS model CIMS model "train the trainer" programmes are developed to enable local level refresher training, and subsequent assessments made of operational understanding during SAREX training opportunities.	<i>NZSAR to develop and distribute CIMS resource material to support local in-house refresher training. Due: August 2019</i>	NZSAR	
	b	On-Scene Coordinator Action Plan IMT's nationally are reminded of the On-Scene Coordinator Action Plan and processes around such delegation, without which, command and control of taskings and deployments remain with the Operation Incident Controller.	<i>Addressed by NZ's SAR Guidelines, due for publication June 2019.</i>	NZSAR	
	c	On-Scene Coordinator Action Plan A review be carried out of the On-Scene Coordinator Action Plan to ensure it is fit for purpose, and if so, include within NZSAR inventory of forms.	<i>NZSAR to include on the Agenda for the next Forms and Templates Management Group meeting.</i>	NZSAR	
	d	On-scene Coordination RCCNZ review early assessment and appointment of locally based on-scene coordination, to reduce over committing support roles, (like on-scene Air traffic controller), with multiple roles and maintain a better control of resource deployment and taskings.	<i>NZ's SAR Guidelines, due for publication June 2019, provide national guidelines for the use and appointment of On Scene Coordinators.</i>	NZSAR	
	e	Refresher Training In situations of Rescue and Recovery involving subject matter expertise, IMTs and Police SAR coordinators undertake refresher training to clearly identify their roles and responsibilities as an Incident controller or On-scene coordinator, especially around command, control and coordination of expertise deployment and associated risk mitigation and staff safety.	<i>PNHQ to advise Districts to include relevant Objectives to address this in their District SAREXs.</i>	Police	
	f	Best Practice One off local level agreements should be resisted as they can create confusion with lines of communication and unrealistic expectations during emergency response. Instead, national best practice should be adopted.	<i>NZ's SAR Guidelines, due for publication June 2019, provide national guidelines for best practice. PNHQ to advise Districts to avoid local level agreements.</i>	NZSAR / Police	
2		Cold Water Rescue A review to be undertaken of the various Specialist Search and Rescue roles, and a pre-requisite skills criteria, training and certification programme established, utilising appropriate subject matter expertise, to mitigate the risk associated with such high-risk deployment. Consideration be given to drawing on the expertise of the Police National Dive Squad who have procedures and training standards developed with RNZAF for this procedure referred to as 'Helo Cast', and the associated 'wet decks'.	<i>Guidance on the selection and use of SAR resources is provided in NZ's SAR Guidelines, due for publication June 2019. Include in the 2019/20 Aviation Workshop agenda for resolution</i>	NZSAR	

Operation Name:	Operation Mohi
Operation Dates:	11 Feb 2019 - 16 Feb 2019
Reviewer:	Mike Wright
Review Completed:	30 May 2019
Recommendations approved:	SOG 16 July 2019

Recommendations accepted at SOG 16 July 2019

Agency Comments Key:
Police Comments
RCCNZ Comments
NZSAR Comments
MBIE Comments

Assessment Key:
Completed
Well placed to being achieved
Needing development
Weakly placed to being achieved

Search for a missing man in Maketu, 77 yr old with dementia, 11-16 Feb 2019

#	Recommendation	Agency Comments and Actions	Responsibility	Status
1	Recognise that a correctly functioning, sustainable Incident Management Team (IMT) requires each position to be filled with staff who are familiar with the Coordinated Incident Management System.	<i>Provide CIMS courses within the SAR Training programme for IMT personnel. Coordinating authorities to provide opportunities for IMT refresher training through IMTEXs and SAREXs</i>	NZSAR Police RCCNZ	
2	Consider seeking early assistance from neighbouring Police Areas / Districts for CIMS qualified personnel to support local staff.	<i>Ensure that SAR Management Training courses include guidance to request additional resources from another District when required. Feedback from the Review to be provided to District Operations Manager.</i>	NZSAR Police	
3	That during the "Appreciation Process" of the search operation planning, seek support from the Criminal Investigation Branch to conduct an Investigation Phase in parallel with the search operation.	<i>Ensure that SAR Management Training courses include guidance on the potential to include the Criminal Investigation Branch in parallel with the search operation as appropriate.</i>	NZSAR	
4	Ensure there is good cohesion between the search IMT and the Investigation Team to avoid duplication of effort and information.	<i>Ensure that SAR Management Training courses include guidance on the potential to include the Criminal Investigation Branch in parallel with the search operation as appropriate.</i>	NZSAR	
5	Ensure that if the IMT consider moving from their dedicated site at the Tauranga Police Station, there is sufficient technology to support the move and staff have the ability to access that technology.	<i>Feedback from the Review to be provided to District Operations Manager. Ensure SAR Management Training courses include guidance on maintaining IMT technological support when moving the IMT.</i>	Police NZSAR	
6	Ensure that if the IMT consider moving from their dedicated site at the Tauranga Police Station, there is a degree of separation from the IMT and other responders.	<i>Feedback from the Review to be provided to District Operations Manager. Ensure SAR Management Training courses include guidance on maintaining IMT separation from other responders .</i>	Police NZSAR	
7	When there are a large number of spontaneous search volunteers, early consideration is given to seeking trained search personnel from neighbouring Police Areas / Districts to provide guidance and maintain the effectiveness of the search teams.	<i>Ensure that SAR Management Training courses include guidance on the use and management of spontaneous volunteers during a search operation.</i>	NZSAR	

8	The Police District subject matter expert (SME) on SAR Search Dogs should be consulted , early, for an opinion on deployment options.	<i>Ensure that SAR Management Training courses include guidance on the use and request of specialist SAR resources.</i> <i>Feedback from the Review to be provided to District Operations Manager.</i>	NZSAR Police	
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