

# The Rena volunteer programme





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# **The Rena volunteer programme**

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## The Rena volunteer programme

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This report sets out the background to the setting up of the Rena volunteer programme and the processes used in running it. It is designed for the benefit of oil spill response agencies to assist with the setting up of any future volunteer programmes.



Mural by local artists outside Papamoa Dairy. Photo credit: Dr Ian G. McLean.



## Executive summary

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From community frustration and anger about not being able to help with beach clean-ups through to thousands of volunteers cleaning oil from western Bay of Plenty beaches was a fast turnaround.

This report documents that story for Maritime New Zealand and the Bay of Plenty Regional Council to capture the processes, structures and lessons learnt for the benefit of any future oil spill response volunteer programmes.

Soon after oil began appearing on beaches in the western Bay of Plenty, authorities advised people to stay off the beaches and not touch the oil until the potential toxicity of the oil and other health aspects had been assessed.

People continued to visit the beaches although notices and warning tape reduced the numbers. Once the oil was analysed and found to be non-toxic, Maritime New Zealand began organising public beach clean-ups as well as using contractors to clean-up the oil deposited on beaches in the western Bay of Plenty. By the end of the public clean-ups the volunteers were recognised as essential parts of the response and were applauded for their efforts and the impact they made. In total there were:

- 8,000 registered volunteers
- 40 corporate/group offers of labour
- 57 voluntary caterers
- Vehicles and gear loaned or donated
- 150 clean-up events
- 24,000 hours of volunteer effort
- \$350,000 worth of PPE
- Collected part of 1,050 tonnes oily waste

Two separate elements contributed most strongly to this turn around in public opinion and attitude: the first was meeting community demands for inclusion in the clean-up response; the second was communication – listening to community views and then keeping people informed regularly and frequently.





# Contents

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<b>The Rena volunteer programme</b>	i
<b>Executive summary</b>	iii
<b>Part 1: Background</b>	1
<b>Part 2: Setting up the Volunteer Team</b>	3
<b>Part 3: Gaining acceptance from Maritime New Zealand</b>	5
<b>Part 4: Registering volunteers</b>	7
4.1 Communicating with the volunteers	8
<b>Part 5: Operation Beach Clean</b>	11
<b>Part 6: Corporate, group and individual offers and donations</b>	15
<b>Part 7: Recognising and rewarding volunteers</b>	17
<b>Part 8: Adopt a Beach programme</b>	19
<b>Part 9: Research on volunteer programme</b>	21
9.1 Findings from questionnaire	22
9.2 Why did you volunteer?	22
9.3 Volunteer experience	23
<b>Part 10: Summary</b>	25
<b>Part 11: Recommendations</b>	27
<b>Appendix 1 – Volunteer Team structure</b>	31

<b>Appendix 2 – Process flowchart</b>	33
<b>Appendix 3 – Volunteer registration form online</b>	35
<b>Appendix 4 – Site manager’s planning sheet</b>	37
<b>Appendix 5 – Management Plan</b>	39
<b>Appendix 6 – Media clippings from Bay of Plenty Times</b>	67
<b>Appendix 7 – New Zealand marine oil spills since 1990</b>	95
<b>Appendix 8 – Volunteer Team roles</b>	99
<b>Appendix 9 – Selected Volunteer Engagement Team members</b>	101
<b>Appendix 10 – Operation beach clean event spreadsheet (selection only)</b>	103
<b>Appendix 11 – Adopt a beach sites (as at 18 November 2011 – more added later)</b>	105

## Part 1: Background

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The MV Rena's grounding on Astrolabe Reef at 2.20 am on 5 October 2011 sparked New Zealand's largest oil spill response. Agencies, organisations and businesses mobilised to create a Response Team to deal with the vessel and the oil and debris spillage.

When the communities of the western Bay of Plenty woke that morning to the news, they were hugely concerned about the future of their highly valued beach environments. Many responded by offering to help but for many reasons, public participation was discouraged initially. Some of those reasons included the unknown toxicity of spilled oil, legal issues around exposure to danger and previous international practice in dealing with such disasters. Also authorities could not confirm whether hazardous materials had spilled from the vessel.

Five days after the grounding, a nor-easterly storm led to the leaking of 350 tonnes of oil from the vessel and the blackening of several western Bay of Plenty beaches.

As oil washed ashore over the following days, Maritime New Zealand warned people not to go onto the beaches and certainly not to touch the oil. In an early advisory, they warned:

- People should not touch or attempt to clean-up oil, as it is toxic. If people see oil coming ashore please call the spill number 0800 645 774.
- A public health warning has been issued. No shellfish or finfish should be eaten from waters with visible oil contamination.
- Stay away from the water.
- Public Health are erecting signs on the beach warning people to stay away.
- Do NOT touch anything with oil on it - it is toxic and should not be in contact with skin.
- Do NOT take shellfish to eat. Avoid touching or collecting shellfish in any affected areas or those with a petrol-like smell.

Despite this precautionary approach, people flocked to the beaches to see for themselves what was happening and many expressed frustration at not being able to help. Much of the responsibility for delivering the 'stay away' message was borne by surf lifesaving personnel who began to feel very concerned about the negative responses to their organisation they were receiving from people.

As early as 10 October, officials were working out how best to respond to that public pressure to help with the clean-up:

Tauranga City Council's Elizabeth Hughes said official Response Teams were arriving this afternoon to deal with the oil.

"In the meantime people are not to touch or try to clean the oil up," she said.

"A call will go out in due course for volunteers to assist with the clean-up and they will be appropriately trained and given protective gear.

"In the meantime it is critically important that the general public does not try to do its own clean-ups."

(Bay of Plenty Times 10 October 2012)

For past maritime disasters in New Zealand (see Appendix 7 for New Zealand Maritime oil spills since 1990), Maritime New Zealand has relied on paid contractors to undertake clean-up operations. Prior to the Rena grounding, the most recent event that involved oil on beaches was the grounding of the Jody F Millennium at Gisborne on 6 February 2002. Graders and specialist teams undertook the clean-up of the 25 tonnes of oil spilled that affected 8 kilometres of the coastline.

Gisborne residents expressed real desire to help with the clean-up. The vessel was removed within 16 days and, while residents were keen to help, the experience was not particularly successful.

Given this past history and the fact that the Rena spill was bigger than anything experienced in New Zealand, it was not surprising that Maritime New Zealand was not ready to integrate a community response effort into its operations. As many New Zealand (and many Australian) personnel trained in oil spill response were mobilised to Tauranga to lead casual staff from within the region. The National Oil Spill Response Strategy outlined the processes, structures and roles for undertaking the clean-up and this did not include a volunteer programme.

<http://www.maritimenz.govt.nz/Environmental/Responding-to-spills-and-pollution/Response-strategy.asp>

After a few days, Bay of Plenty local government people including Tauranga City Council Mayor Stuart Crosby and Regional Council Group Manager Warwick Murray noted emerging issues arising from keeping people off the beaches and not engaging fully with affected communities. Warwick and others began socialising the idea of a volunteer programme within the ICC and finally gained approval from Maritime New Zealand Director Catherine Taylor and NOSC Nick Quinn to establish a volunteer programme. Transport Minister Steven Joyce was also keen to see greater engagement with the community and on Wednesday, October 12, the volunteer programme was born.

Coast care volunteers had already begun reporting oil on the beaches and wanted to know how they could help. They were invited to training sessions for dealing with oiled wildlife during the evenings of Friday, 7 and Saturday, 8 October with many then joining the Wildlife Team.

## Part 2: Setting up the Volunteer Team

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On 12 October, one week after the grounding, the Bay of Plenty Regional Council began to gear up the volunteer programme with the secondment of staff from government departments (Ministry of Social Development, Inland Revenue Department, Ministry of Fisheries, Ministry of Customs and the Ministry of Civil Defence and Emergency Management), the Bay of Plenty Regional Council (BOPRC), Tauranga City Council and an independent coordinator. At its height this team numbered over 20 and more than 30 people contributed directly to the programme at some stage. Various other agencies offered logistical support into the team as well with valuable contributions coming from Sustainable Coastlines and Conservation Volunteers New Zealand.

Setting up clear processes, structures and roles was a key factor in ensuring that the beach clean-ups could happen quickly, safely and efficiently. (see Appendices 1 and 8) for the initial structure and roles diagram).

This structure changed over time depending on people's availability and changing community needs.

Late on the morning of Day 1 for the volunteer programme, Minister Joyce called for bullet points that he could use to make an announcement at 3 pm that day on ways that the public could be involved. Some very fast organisation around how that would work occurred to ensure that the Minister had something positive and concrete to announce.

On that first night, a hastily called together meeting at the Mount Surf Club further helped set the course for the functions and approach of the volunteer programme. Meeting attendees included surf club leaders, coastguard members, coast care members and ratepayer groups. Their key messages included:

- Someone other than surf club members needed to tell people to stay off the beaches as this was affecting their relationships with the very people they relied on for financial and community support.
- People along the coastline of the western Bay of Plenty were getting very frustrated at the lack of action and wanted to help.
- While the officials may have their own priorities of which areas needed cleaning first, communities all wanted their bits of the beach cleaned and wanted them to be top priority.

In the next few days the work within the volunteer programme focused on:

- Establishing a team to run the programme.
- Setting up processes, structures and roles (Appendices 1, 2 and 8).
- Producing a management plan (Appendix 5).
- Getting the first clean-ups organised.
- Developing a strong communications system.
- Establishing the credibility of a volunteer response within the ICC.

Another important element was developing effective working relationships with the Iwi Liaison Team who were mobilising local iwi and hapu to assist with beach clean-ups. The volunteer programme worked closely with the Iwi Liaison Team sharing information and approaches to engaging people and quickly addressing any issues that arose. For some beach locations proposed for clean-up, it was important to talk with the iwi liaison staff about any wahi tapu or sensitivities or people we particularly needed to be aware of.

Over the first few days, many people came to offer their help in the volunteer programme. Senior staff from MSD were particularly helpful in just being there while systems were sorted and then providing personnel to help with various set-up tasks.

Bay of Plenty Surf Life Saving's Regional Manager provided valuable assistance in liaising between the volunteer programme and surf lifesaving sites along the coastline. Working closely with the Volunteer Team, he would coordinate the use of surf clubs for bases for registering volunteers and running beach clean-ups. Other surf life saving personnel also stayed in close touch throughout the clean-ups and provided valuable information and feedback on community views.

Surf club members were valuable sources of information as they conducted daily beach sweeps and were eventually trained by the Shoreline Clean-up Assessment Team (SCAT) team in undertaking surveillance checks for fresh oil.

## Part 3: Gaining acceptance from Maritime New Zealand

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A major thrust from the Volunteer Team in the first two weeks was to demonstrate to the various sections of ICC that volunteers could play a safe, useful and legitimate role in the beach clean-ups alongside NZDF and contractors.

Several elements combined to help achieve this outcome:

- The development of a robust Volunteer Team structure and processes.
- The development of a highly credible Shoreline Clean-up Volunteer Management Plan (Appendix 5) coordinated by MCDEM's Emergency Management Advisor (working as part of the Volunteer Team) and signed off by NOSC Nick Quinn.
- Political support for engagement with volunteers in a managed way from Transport Minister Steven Joyce, Tauranga Mayor Stuart Crosby, Western Bay of Plenty District Council Mayor Ross Paterson and Bay of Plenty Regional Council Chairman, John Cronin.
- Lobbying within ICC of the concept of a credible volunteer programme
- Development of a practical Health and Safety Plan working with the ICC Health and Safety Team particularly the team leader who visited several of the volunteer clean-ups and reported enthusiastically about their value, safety and level of organisation.





## Part 4: Registering volunteers

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With many people in the community indicating that they'd like to help with the clean-up, the challenge was to set up a system that gathered information appropriately in a way that would make it easy to use them to participate in beach clean-ups.

Bay of Plenty Regional Council staff in the Application Development Team developed a database with input from the volunteer programme staff that would enable people to register online for Operation Beach Clean. This was then publicised widely and attracted growing numbers of volunteers peaking at 8,000.

By then many people had already contacted the ICC through phone and email messages to register their interest. Staff at the Tauranga City Council call centre then rang each of these people and asked them to go online to the Regional Council website and register.

The Bay of Plenty Regional Council Application Team Leader reports the following key points and lessons learnt from his experience here (screen shot of the volunteer page can be found in Appendix 3).

Features we provided:

- Registration of volunteers including; basic skills, areas they are willing to deploy to, and contact details. "Confirmation of registration" email to new volunteers.
- Administration website which allows for:
  - Download of the database into a spreadsheet (for analysis or to be used by bulk text/email providers for activating volunteer teams).
  - Ability to amend/remove volunteers (for call centre/volunteer coordination staff).
- Bulk texting/mailing:
  - Ability to send an SMS (text message) to a number of people and collate responses (we used a 3<sup>rd</sup> party [ReadyNet] for this requirement).
  - Ability to send a bulk email and collate responses (we used a 3<sup>rd</sup> party [ReadyNet] for this requirement).
  - Ability to send bulk emails to capture extra registration information (e.g. to advertise and record attendee numbers for the "Thank You Beach Party").
- Website for volunteers to update personal details or unregister (\*).
- Website to log clean-ups attended (\*).

*(\*) We were a bit slow to respond to these requirements and as such the data we had to work with wasn't as clean/useful as it could have been.*

Lessons learned/things to consider:

- Ensure the administration side of the website is secure, but don't over engineer the security; it will only be a hindrance to an effective response.
- Make sure the web server and its connection to the Internet is robust. Don't underestimate the amount of traffic you might receive.
- Consider what agencies/Internet Service Providers can provide the most robust hosting environment; it doesn't have to be the lead agency.

- In the initial stages when time is of the essence, don't waste time with registering a domain name for the event (they take too long to setup and propagate). Build the site as a sub-page off an already established site.
- Make the URL short and simple, have a redirect for common typos (e.g. <http://www.agency.co.nz/oilspill> and <http://www.agency.co.nz/oilspil>).
- Ensure any call centres using the site know who to contact for support issues.
- Make the page as simple and small as possible, avoid big graphics and multiple pages (this will help reduce technical, compatibility and performance problems).
- Use a CAPTCHA code on the signup page to stop malicious scripts on the Internet adding records. Consider using one that is reasonably easy to read to avoid frustrating potential volunteers.
- Validate/cleanse telephone and email fields (we received lots of "N/A" or "012345/0234567" type of responses in the email and telephone fields).
- Beware of putting a notes field on the form as many people expect this to be read/responded to.
- Consider how to involve/activate people who register without an email or mobile number.
- Consider how to make the site available at "sign-up" events, for example at surf clubs, etc (we used Laptop's with 3G cards – another good reason to have a lightweight website).

#### 4.1 **Communicating with the volunteers**

The Volunteer Programme Team recognised the importance of keeping the volunteers informed regularly and committed to daily updates for people. These consisted of emails and texts to people on the database and included:

- The latest information about the vessel.
- Data on oiled beaches and wildlife.
- Information on clean-ups planned for the following day or days.

A dedicated communications professional worked within the Volunteer Coordination Team throughout the time of Operation Beach Clean. Tauranga City Council communications advisors initially provided this role and then the Ministry for Social Development communications advisor took over. This ensured that messages were carefully crafted and were aligned with Maritime New Zealand's messages for consistency. The coordinator and communications advisor would discuss the daily message, the advisor would create the message, check it with the Maritime New Zealand senior communications person, have it authorised by the coordinator and then arrange for it to be sent out via ReadyNet.

ReadyNet arrived at ICC early to offer support and help in setting up efficient communication systems. Once the system was set up, ReadyNet provided text and email messaging services to the volunteers on the database. The volunteer coordinator, working with the communications advisor, would develop the daily email and text message, check with the Maritime New Zealand communications coordinator and then send it to ReadyNet for distribution. This system worked very well and helped keep the volunteers up to date with Operation Beach Clean.

The BOPRC and MNZ websites and the BOPRC FaceBook page also carried information about beach clean-ups.

Initially, communications were targeted to ensure that beach clean-ups were not swamped with more eager volunteers wanting to help than the capacity of the beach site supervisors to cope. Within two weeks of Operation Beach Clean beginning, all volunteers were notified of all events as the first burst of volunteer enthusiasm settled to more manageable numbers.



## Part 5: Operation Beach Clean

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One of the challenges facing the Volunteer Team was to organise credible, safe, relevant and positive clean-up operations for community members. The steps undertaken to achieve this included:

- Training the trainers i.e. spending time with beach site supervisors on the requirements of conducting successful beach clean-ups: Early in the development of the team, three staff from Sustainable Coastlines offered and were invited to participate in the development of the operational side of the beach clean-ups. Their work included coordinating training of the site supervisors and creating a training video for community members to learn how to clean oil from the sand appropriately. The contribution of this team was important in getting many of the processes set up for future beach cleans. Initially there were some issues around the scope and roles of their staff but these were sorted and led to improvements in the operation of the volunteer programme. After running several training sessions, around 40 people were then available to act as beach site managers.

Conservation Volunteers New Zealand's National Manager also approached the Volunteer Coordination Team with offers to help in various ways based on their experiences in working with volunteers through many projects throughout New Zealand. Primarily, the volunteer programme used their staffing offers with two staff members embedded in the Volunteer Team helping with Operation Beach Clean in planning and practical ways.

- Creating templates for beach site supervisors so that the organisation was consistent no matter who or where the beach clean-up was happening (see Appendix 4): Early on we had some inconsistencies between the beach site supervisors in terms of their organisational skills, key messages delivered and operating the site. Following feedback from volunteers and others, changes were made in terms of the tools used and the effective deployment of volunteers along the beach.

At each site, site managers took responsibility for the welfare and deployment of the volunteers but a Maritime New Zealand Operations Team member handled the training and use of tools initially. Later, the site managers handled all aspects of each Operation Beach Clean.

- Working closely with the Health and Safety Team on preparing a practical and pragmatic Health and Safety Plan which was signed off on 13 October 2012. The team leader's approach helped remove many bureaucratic hurdles and meant that clean-ups could go ahead with many of the risks mitigated.
- Initiating daily planning meetings to coordinate the volunteer projects for the following day: While these started only with the Volunteer Coordination Team, we quickly changed these to a more ICC-wide approach. Team meetings involved the coordinator and operation planning coordinator working with representatives from New Zealand Defence Force (NZDF), Iwi Liaison, Operations and Health and Safety. At these meetings, we would review the latest information from the beach assessments undertaken by the SCAT and then plan how best to integrate volunteer events into work planned by NZDF, Operations and Iwi.

Eventually these meetings were rolled into the Planning Team led meetings with the same personnel.

From those meetings the operation planning coordinator would coordinate the work using the event-planning template (see Appendix 9) to ensure that all aspects of the events for the following day were properly planned. This included:

- Provision of health and safety equipment.
- Appointment and briefing of beach site supervisors.
- Mobilisation of decontamination equipment.
- Connection with any corporate or group offers of food, drink and support.
- Provision of portaloos if required.
- Any transport required e.g. by NZDF to return volunteers to the decontamination area.
- Provision of tables, ID flags, registration sheets, health and safety site plan, waste bins and hand tools.
- Notification of security personnel if required.



- Establishing clear processes for each clean-up operation that involved:
  - Restricting each event size to a maximum of 200 people.
  - Establishing a ratio of one site manager per 50 volunteers.
  - Finding and training at least 20 site managers.
  - Organising one volunteer team leader for every 10 volunteers.
- Being prepared to be agile and move fast. Fresh oil reported at Tay Street along Mount Maunganui's beach one day resulted in a quickly organised beach clean-up using text messages and a megaphone around the shopping areas of the Mount to notify volunteers with over 40 turning up within two hours. When debris and oil washed ashore along Waihi Beach in early January 2012, a community meeting called for a clean-up operation the following day. The Volunteer Team quickly sprang into action working in some cases till late in the night to organise beach site managers, clean-up equipment, skip bins, portaloos and resources to help with the clean-up.
- Modifying the volunteer model to meet the differing needs of various communities. Maketu people for example, mobilised local people quickly and began cleaning up their beach and estuary areas as soon as the oil arrived. For them, the centrally organised public clean-ups were not appropriate and the Volunteer Team needed to listen to local issues and concerns, modify their systems and provide support in different ways.

- On Motiti Island, which bore a lot of the brunt of the oil and debris from MV Rena, the volunteer programme took another approach. Initially the islanders didn't require assistance but soon realised that the job was too big for them alone. Working closely with the Iwi Liaison Team, the Volunteer Team communicated with the volunteers on the database to find people who would be prepared to fly to the island and stay for a week working under the supervision of locals. While this presented some logistical and operational challenges, it mainly worked well.

The people of Matakana also looked to the volunteer programme for assistance and it needed to fit in with their ways of working. The Volunteer Team again worked closely with the Iwi Liaison Team to provide volunteers to work alongside locals in cleaning up those beaches.

- The Volunteer Team received offers of time for beach clean-ups from various businesses and agencies. The challenge was to fit in with their schedules as well as coordinating with tide times to offer effective clean-up options. One group of Koreans from Auckland bussed to Tauranga to work for several hours on the beach clearing oil under the supervision of a Volunteer Team beach manager. Using a corporate offer of food and drink, the Volunteer Team were able to make sure that these generous people were well cared for. The Department of Corrections, through the liaison work of their regional manager, provided personnel who undertook several beach clean-ups mainly in the area of Maori land blocks at Te Tumu. While the Volunteer Team provided training and equipment, the Corrections Department staff provided supervision.
- When debris washed ashore, Braemar Howells was responsible for organising contractors to clean this up and residents were warned not to touch the containers or any of the debris in case it was hazardous. This worked well in most instances but community members also picked up waste along the beaches and deposited it in rubbish receptacles nearby. When the debris washed ashore along Waihi Beach in early January 2012, the volunteer programme offered to work with Braemar Howells to coordinate beach clean-ups. This offer was declined however with Braemar Howells continuing to use contractors and some contracted iwi groups to undertake those clean-ups. A similar situation occurred in the eastern Bay of Plenty east of Opotiki.





## Part 6: Corporate, group and individual offers and donations

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Many businesses, groups and individuals contacted the Volunteer Team with offers of equipment, food, drink, staffing, volunteer discounts and support. A dedicated person within the Volunteer Team was appointed to coordinate these offers and ensure that they were well managed and integrated with the various beach clean-ups.

At the height of the clean-ups, for example, an event held at the Papamoa Surf Club attracted not only over 200 volunteers but corporate, group and individual offers from:

- Papamoa Surf Club personnel and premises.
- Nestle offering Maggi soup and hot milo drinks for the volunteers.
- Tauranga Environment Centre and its HydroHub.
- ANZ Bank offering food and drink to volunteers.
- Barbecued steak sandwiches from Big Smokey BBQ with the bread from Pak n Save and the meat from AFFCO.
- Many packets of home-baked cakes, muffins, scones and pikelets from locals who weren't able to help on the beach but wanted to make a contribution.



In another corporate offer, Telecom bussed staff into Tauranga from the Waikato and Auckland areas for a beach clean-up one day. The Volunteer Team provided training and protective equipment while they provided their own food and drink.



## **Part 7: Recognising and rewarding volunteers**

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At the beginning and end of each beach clean-up, supervisors thanked the volunteers for their efforts. We would repeat these thanks in the daily email message that went out and the local mayors and Regional Council chairman also recognised volunteer efforts in their daily newspaper columns.

More specific ways that the volunteers were recognised included:

- Music and kai at the Pāpāmoa Tavern, event organised by volunteers (27 November 2011).
- \$5,000 in fuel vouchers from Z-Energy.
- \$22,000 credit from Vodafone for volunteer phones.
- Free tickets to Summerfest Tauranga.
- Vouchers from local businesses.
- Thank you event on 11 March at Mount Beach.



## Part 8: Adopt a Beach programme

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As the volunteer programme progressed with public beach clean-ups, local communities were increasingly calling for greater autonomy in looking after 'their patch of beach.' This occurred especially once the worst of the oil had been cleaned up. Elements of this approach were present from the beginning of the programme particularly with the Matua Ratepayers Association who demonstrated a confidence and organisational ability from their involvement in the estuary care scheme run by Bay of Plenty Regional Council.

Three other events coincided to push the volunteer programme into a new phase. The first was a chance meeting with a local Arataki resident who turned up to a beach clean-up at the Mount Surf Club, organised around the visit of The Amazing Race host Phil Keoghan. He proposed that his neighbourhood be supplied with clean-up materials and left to undertake daily clean-ups of the beach area in front of their houses. A volunteer programme member met with him that afternoon and over the following two days ensured that they were provided with gloves, protective suits, spades, bags, decontamination units and wheelie bins for rubbish disposal.

The second event was based on an initiative from east Papamoa residents who had recognised the potential for local clean-ups as well and were subsequently supported with the clean-up materials for them to undertake daily sweeps of the beach in front of their properties further along Papamoa Beach.

For some time, the Adopt a Beach scheme operated alongside Operation Beach Clean but ultimately, as the amount of oil coming ashore decreased, the local initiative became more and more common. In early December, the public beach cleans were suspended (last Operation Beach Clean was on 5 December) and efforts concentrated on supporting, training and equipping the community-led programmes.

Other Coast Care volunteers had also been calling for clean-up materials to help with beach clean-ups at Papamoa East from the outset.

Twenty-five Adopt a Beach programmes were created involving over 3,000 hours of community effort:

- Mauao (The Mount)
- Pilot Bay
- Mount Beach
- Moturiki (Leisure Island)
- Leisure Island to Tay Street
- Tay Street to Concorde Avenue
- Concorde Avenue to Te Ara Place
- Te Ara Place to Alexander Place
- Alexander Place to the end of Karewa Parade (Papamoa East)
- Waihi Beach/Northern Harbour (14 groups formed but never really deployed)
- Matua

(see Appendix 10 for map of early Adopt a Beach sites)

Once Operation Beach Clean was suspended and the Adopt a Beach programmes were running, the Volunteer Team was scaled right back with part time input from

the Coast Care Coordinator at the Bay of Plenty Regional Council and a contractor to ensure the Adopt a Beach coordinators were kept supplied with the information and equipment that they needed.

## Part 9: Research on volunteer programme

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At the same time as the Volunteer Team was working out how to gather responses from the volunteers, Dr Heather Hamerton from the Bay of Plenty Polytechnic had the idea to do some “social” research on the Rena disaster particularly the volunteer programme. She involved the University of Waikato and the BOPRC provided access to the volunteer database. The online questionnaire was launched in November 2011 and was completed by 164 volunteers who were registered volunteers for beach clean-up activities.

To provide insight into the volunteer experience, and to gather information that may help organisations to better organise volunteers in the future, an online survey was made available to registered volunteers. Of a possible 6,009 volunteers, 164 completed the survey. These were 112 women and 52 men of largely Pakeha and Maori ethnicity.

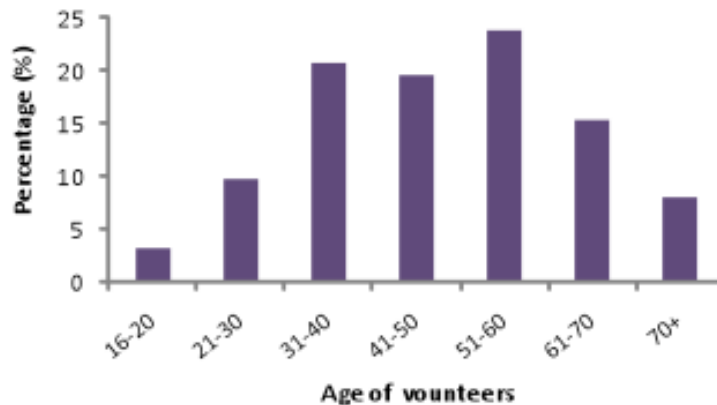
Findings:

- Respondents were principally over the age of 30, with the number of female respondents increasing to age 60, and then decreasing. The number of male respondents remained fairly stable above age 30.
- The largest percentage of respondents was employed full-time, followed by retirees. Only small numbers of respondents were unemployed.
- Volunteers from Maketu were more likely to have assisted with clean-up events on multiple occasions than volunteers from other areas.
- Respondents reported feeling angry, powerless, heartbroken, and concerned when they first heard of the Rena oil spill.
- Most respondents learned about the opportunity to volunteer from television, newspapers, or radio, showing that traditional mass-communication channels may still outweigh more modern technologies, such as the Internet.
- Email and text messaging were the preferred means of communication once respondents had registered as volunteers.
- There were many reasons given by respondents for volunteering. The main reasons were encompassed by the concept of *kaitiakitanga*, such as feeling a sense of duty and responsibility, conservation, a desire to help the community and future generations. Respondents also stated that they were regular users of the beach and wanted to contribute to the clean-up effort.
- Respondents overwhelmingly reported that their experience as a volunteer had been positive, and that volunteering had helped them to feel that they belonged to their community.
- Respondents agreed that the volunteer effort was well organised.
- Most respondents agreed that they would be willing to volunteer again, both for oil spill clean-up events as well as other types of disaster, and non-disaster, activities.
- Distance from home and work commitments were identified as the greatest barriers to future volunteering. Work commitments decreased as the age of respondents increased, but the physical nature of the work increased as a barrier as the age of respondents increased, suggesting that while older people are motivated to volunteer, thought needs to be given as to the various capacities in which they are best able to help.

## 9.1 Findings from questionnaire

### Findings from questionnaire

- Respondents were 112 women, 52 men



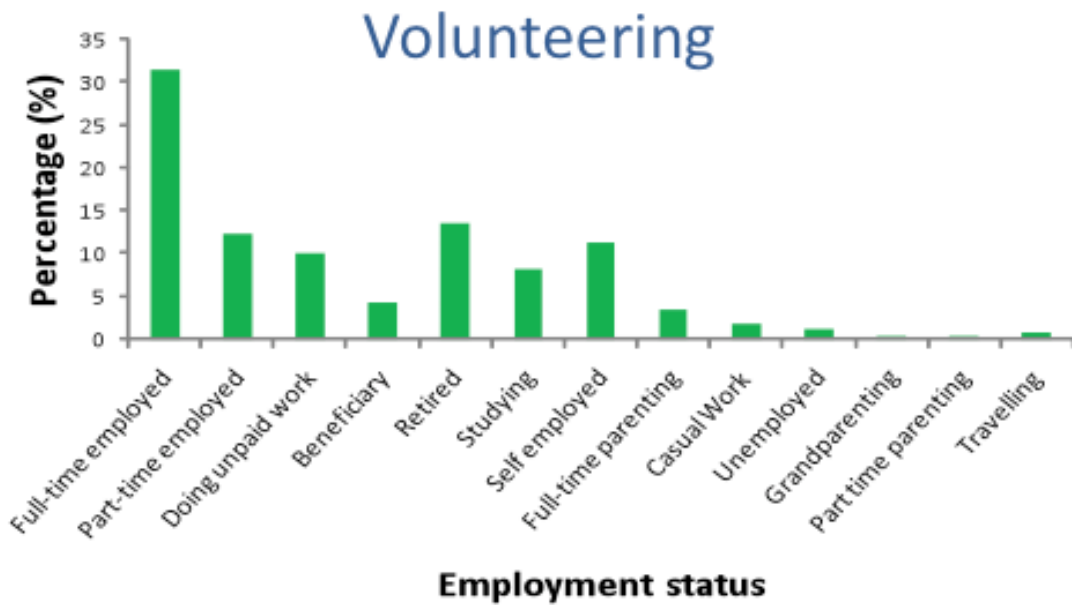
- Men more likely than women to have participated in more than one clean-up event.
- Women more likely to register, but not actually participate.
- Women were associated with more groups (community and charitable) than men; Māori more than Pākehā.
- BUT: no relationship between number of associations and number of times people helped (contrary to previous research).

## 9.2 Why did you volunteer?

- Sense of ownership/use of beach.
- Need to contribute, obligation, responsibility, duty, kaitiakitanga:
  - *“We have an obligation to look after our natural resources.”*
  - *“We are the guardians for the future generations.”*
- Conservation, environmental concerns.
- Sense of community:
  - *“As I come from Matakana it was more about doing my part to help the whānau back home.”*
- Had spare time.
- Emotional (concern, shock, helplessness, distress).



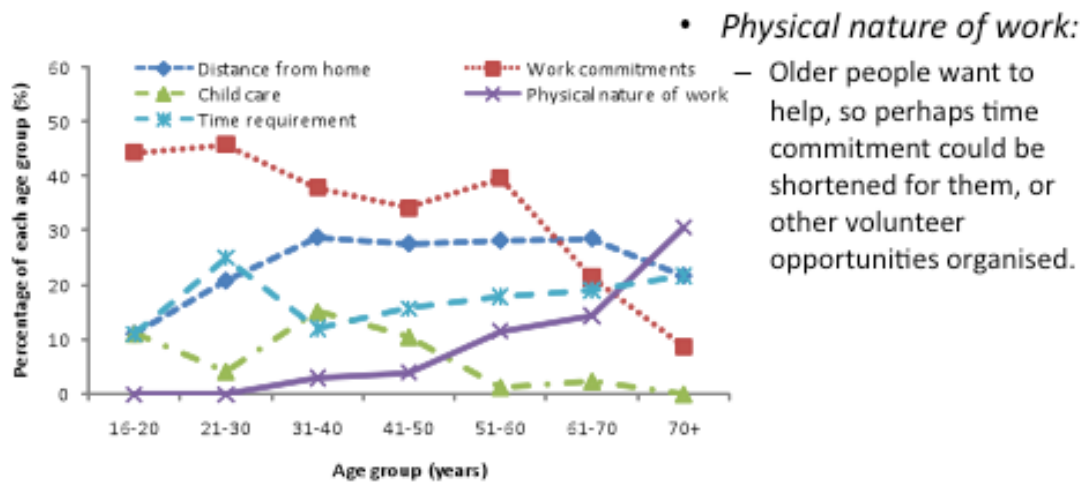
- Companionship (to meet people, be part of a team).
- History of volunteering.
- Ineptitude of authorities, boredom, to gain knowledge, to cope with grief, guilt.



### 9.3 Volunteer experience

- Most respondents felt that they had made an effective contribution to the clean-up:
  - *This feeling strengthened the more times the respondent had participated in clean-up events.*
- Most respondents had recommended volunteering to others.
- Most respondents indicated that they would be willing to volunteer again in the future.
- Respondents were overwhelmingly positive about the experience.

# Barriers to future volunteering



- *Physical nature of work:*

— Older people want to help, so perhaps time commitment could be shortened for them, or other volunteer opportunities organised.

## Part 10: Summary and lessons learnt

---

The volunteer programme became an important part of the beach clean-up working alongside the New Zealand Defence Force and contractors organised by the Operations section of the ICC.

Looking back, it is now clear that several factors contributed to the success of the volunteer programme. The lessons we learnt throughout the latter months of 2011 and the early months of 2012 included:

- Don't underestimate the connection of communities to significant places. The passion, determination and commitment of the people who volunteered, some many times over, is the single most important element of the success of the volunteer programme.
- Official acceptance and support for a volunteer programme is critical or the volunteer programme will operate outside the other response areas.
- Robust systems, structures and processes within the volunteer programme are important in providing safe and efficient beach clean ups and help establish the credibility of the programme.
- However, robust systems, structures and processes also need to be flexible and agile to respond to changing situations. The success of the volunteer programme was largely due to the flexibility and agility of the operation, which contrasted to some extent with the very prescriptive and less flexible overall oil-spill response plan.
- Effective beach site supervisors using consistent approaches meant that volunteer time was used effectively. These people need to be selected carefully and provided with basic training in the expectations and methods used.
- Efficient systems for organising and running beach clean-up events meant that the volunteer programme was seen as a credible and useful part of the response toolkit.
- Keeping volunteers well informed was paramount.
- Listening to community and volunteer feedback and making changes when needed meant that the programme could be flexible and meet community needs.
- Using the experience and advice of other groups such as Sustainable Coastlines and Conservation Volunteers New Zealand added depth and knowledge to the volunteer programme systems and practices.
- Integrating the volunteer programme deeply into other processes used within ICC helped avoid duplication and meant more efficient use of staff time.
- Coordinating corporate, community and individual offers of help, resources and food showed respect to the businesses offering and ensured that the volunteers were well looked after
- Recognising the efforts of the volunteers is important in helping keep them motivated and positive.

A huge thanks to all those passionate people who cared so much that they volunteered to help clean up beaches in the Bay of Plenty and also to the great people who worked in or with the volunteer programme from October 2011 to March 2012.



## Part 11: Recommendations

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Each oil spill will have its own characteristics depending on the location, size of the spill and population density. However, based on the experiences of the volunteer programme in the Bay of Plenty from October 2011 to March 2012, we make the following recommendations for similar oil spills:

- Establish a volunteer coordination programme at the same time other functions are set up in the ICC.
- Sets up a Volunteer Team early with at least these functions: coordinator, operations, communications, corporate offers and volunteers.
- Include the Volunteer Team in daily planning meetings.
- Establish an online method for volunteers to register their interest that can be rapidly adapted to fit a range of oil-spill or other emergency scenarios and rolled out quickly.
- Establish a reliable communications system and communicate regularly with volunteers.
- Develop a Beach Site Supervisors Team, train them thoroughly and provide them with resources to enable consistent, safe and efficient clean-up operations.
- The Volunteer Team needs support to work closely with other functional areas within ICC particularly the NOSC, planning, operations, NZDF, iwi liaison and health and safety.
- Place the Volunteer Team within the Operations Team reporting to the operations manager to ensure that clean-up areas are prioritised and allocated to contractors for the difficult or hazardous areas with volunteers working on the less hazardous sections of the beaches.
- Keep one or two people in the Operations Manager role rather than rotating them in and out every few days, so all parts of the team know where they are heading, and can consistently work toward achieving those goals..
- Utilise local networks to call on people who would be suitable to train as site managers.
- Include a few people with volunteer coordination skills within the national and regional oil spill Response Teams.
- Utilise the people who were critical in this volunteer programme as advisors and helpers in future oil spill responses in New Zealand.
- Establish a national oil spill response volunteer database.
- Pay closer attention to evidence provided by community members on what is happening on the beaches and feed this in to other intelligence gathered e.g. the SCAT programme.
- Establish early and strong relationships with surf lifesaving personnel and consider having one of their representatives working closely with the Volunteer Team.
- Consider the appropriate time to move from full beach clean-ups to more localised Adopt a Beach programmes.



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# Appendices

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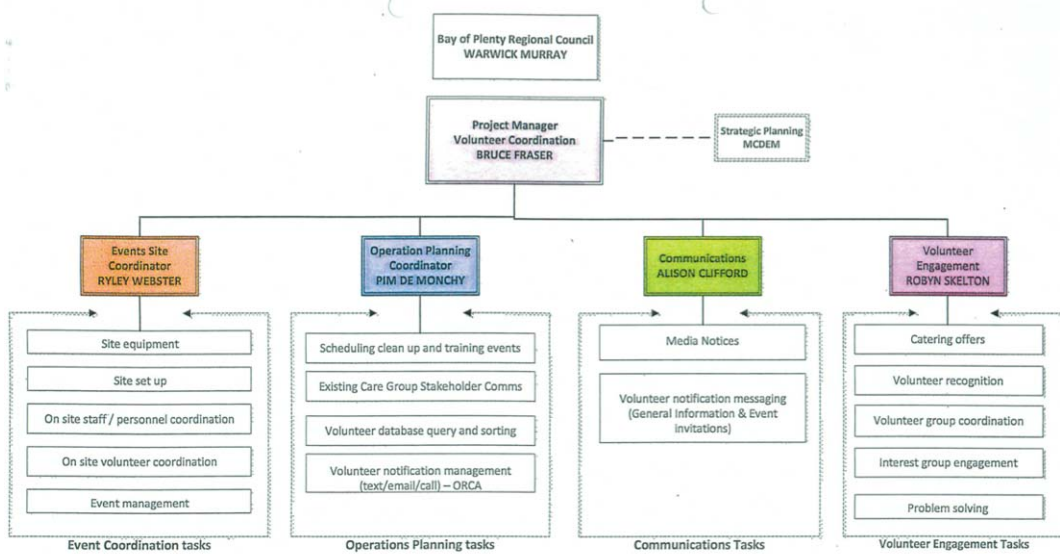




# Appendix 1 – Volunteer Team structure

While this structure changed as Operation Beach Clean matured, this was the original structure and demonstrates the value of being clear about roles and relationships.

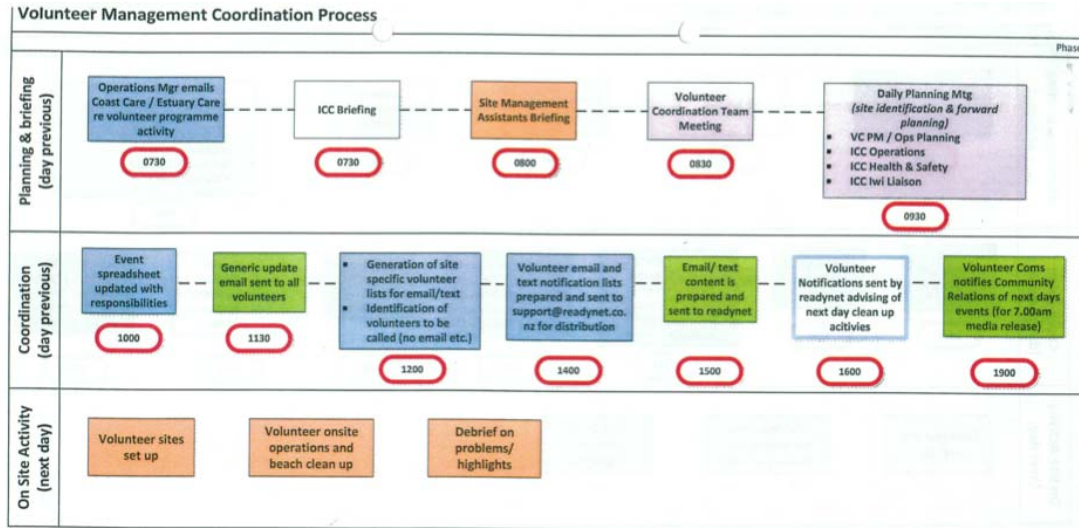
A role was created shortly after this structure was implemented for administration, contracts, inductions, cellphone accounts, liaison with Maritime NZ Human Resources and Legal teams, and oversight of general enquiries.





# Appendix 2 – Process flowchart

Processes changed as the volunteer programme developed but this shows the original system and emphasises the importance of establishing clear processes in helping create safe, effective and efficient beach clean-ups.



As at Saturday 15 October 2011





# Appendix 3 – Volunteer registration form online

Volunteer Oil Recovery Responders Registration Form - Operation RENA - Windows Internet Explorer provided by Bay of Plenty Regi

http://www.boprc.govt.nz/oilspillvolunteers/

Google NZ

Volunteer Oil Recovery Responders Registration F...

MARKETPLACE FOR SERVICES  
**MARITIME**  
NEW ZEALAND

Bay of Plenty  
REGIONAL COUNCIL

Tauranga City

Western Bay of Plenty  
District Council

OPAKI DISTRICT COUNCIL  
Stronger Communities  
Stronger Futures

HAWKLAND DISTRICT  
COUNCIL

## Volunteer Oil Recovery Responders Registration Form Operation RENA

### BEACH CLEAN-UP VOLUNTEER INFORMATION

Thank you for your interest to volunteer for the clean-up of oil from our beaches and estuaries. Please check the following and if this is you, then please complete and submit your details.

- We need strong fit and healthy people (over the age of 16 years old)
- You need to be able to complete a 4-hour beach clean-up shift (unfortunately we do not have enough equipment to be able to split the shift to any less than 4 hours)
- You need to have your own rubber boots (all other protective clothing and equipment will be supplied)
- You need to be able to deal with smelly messy oil.

If you are not physically fit or cannot commit to 4 hours, please register via the call centre on 0800 645 774.  
This form is only for beach clean-up so if you are keen on the Wildlife Response then please phone and register on 0800 333 771.  
If you have any difficulties completing this form or have any questions, please phone our call centre on 0800 645 774.

For further information about volunteering and for updates on clean-up locations visit the [volunteer hub](#) at [www.boprc.govt.nz](#)

**Waikato**  
For information on Coromandel Peninsula beaches (north of Waihi Beach) and to register for potential beach clean-ups visit Waikato Regional Council [waikatoregion.govt.nz/Forms/Enquiries/Oil-spill-volunteers/](#)

Fields marked with a \* are required

\* First Name(s)

\* Last Name

Street Number

Street Name

Suburb  Suburb or Rural Delivery

City  City or Town

\* Mobile Phone   
If you don't have a mobile phone, can you use the number of a friend or relative?

Home Phone

\* Email Address   
If you don't have an email address, can you use one of a friend or relative?

How many people can you mobilise  Please include yourself in the total and provide a conservative estimate.

Beach of primary interest

Estuaries of primary interest

Would you work elsewhere  Yes  No

Availability

Fitness Level

Prior Experience in Oil Spills  Yes  No

Prior experience with wildlife handling  Yes  No

Prior experience managing groups of people  Yes  No

Specialist Skills  Ecology  
 Engineering  
 Communications  
 Heavy Machinery  
 Catering  
 First Aid  
 Volunteer Management

Notes

Any further information you would like to provide

I am volunteering to assist the Maritime New Zealand Response Organisation by undertaking duty as a voluntary oil recovery responder. I am physically fit to do so. I understand that, in signing this document, I will undertake such duties as required on a voluntary basis at my own risk.  
I undertake to comply with any direction given to me by a member of the Maritime New Zealand Response Organisation.

Done Local intranet | Protected Mode: Off 80%



## Appendix 4 – Site manager’s planning sheet

<b>Clean-up location: Pāpāmoa</b>		<b>Date:</b> Friday, 18 November
	<b>Name:</b>	<b>Mobile:</b>
Site manager:		
Site 2IC:		
Operations staff:		
Oil spill response:	Andi Lee	027 891 5349
Security issues:	Kevin Rowell	021 554 621
<b>Timings</b>		
Site supervisors arrive:	Public arrive:	Clean-up:
<b>Additional site staff</b>		
First name:	Last name:	Mobile:
<p><b>Work plan:</b> Meet at Douglas Place, work east sieving then return to Surf Club. Can finish earlier if people becoming tired.</p> <p><b>Relevant information for today:</b></p> <ul style="list-style-type: none"> <li>• Low tide – 06:20, High tide – 12:43, Low tide – 18:59</li> </ul>		
<b>Safety: Identify any risks at this site today:</b>		
<input type="checkbox"/> High tide	<input type="checkbox"/> Hazardous substances	
<input type="checkbox"/> Contractors machinery	<input type="checkbox"/> Dehydration	
<input type="checkbox"/> Weather conditions	<input type="checkbox"/> Other	
<b>Number of volunteers who participated today:</b>		

<b>Rena ICC Team member contact details</b>	
Field supervisor	027 511 9589
Sirri	027 511 9607
Braden	021 648 519
Pim de Monchy	021 649 818
<b>Feedback for ICC (incidents/suggestions etc):</b>	



## **Appendix 5 – Management Plan**

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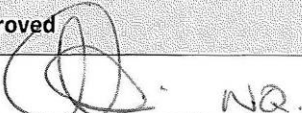


## Bay of Plenty

### Shoreline Clean-up Volunteer Management Plan

#### Maritime New Zealand: Ship RENA Grounding

October 2011

Plan Approved	Date
	1910 13/10/11
National On Scene Commander (NOSC)	13 October 2011
Version control	
Version 1	13 October 2011



# Contents

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<b>Part 1: Concept of operations</b>	<b>45</b>
1 <b>Purpose</b>	45
2 <b>Principles</b>	45
3 <b>Objectives</b>	45
4 <b>Concept</b>	45
5 <b>Key messages for volunteers</b>	45
6 <b>Stakeholders</b>	46
<b>Part 2: Operational process</b>	<b>47</b>
1 <b>Overview</b>	47
2 <b>Operational structure</b>	47
3 <b>Registration of volunteers</b>	48
3.1 Volunteer preparedness	48
4 <b>Coastal oil spill clean-up needs assessment</b>	48
4.1 Assessment	48
4.2 Tasking	48
4.3 Logistics	50
5 <b>Volunteer coordination</b>	50
5.1 Volunteer notification	50
5.2 Health and safety	50

5.3	Indemnity	51
5.4	Supervision	51
<b>6</b>	<b>Deployment of clean-up teams</b>	<b>51</b>
6.1	Tool box briefings	51
6.2	Operational period	51
6.3	Clean-up operations	51
6.4	Decontamination and disposal recovered material	52
	<b>Annex A – Online volunteer registration form</b>	<b>55</b>
	<b>Annex B – Volunteer logistics Health and Safety Plan</b>	<b>57</b>
	<b>Annex C – Volunteer rights and management</b>	<b>59</b>
1	<b>Introduction</b>	<b>59</b>
2	<b>Accident Compensation Act 2001</b>	<b>59</b>
3	<b>Health and Safety in Employment Act 1992 (incorporating the 2002 amendment)</b>	<b>60</b>
	<b>Annex D – Volunteer oil recovery responders registration form – operation RENA</b>	<b>63</b>
	<b>Annex E – PPE form</b>	<b>65</b>

# Part 1: Concept of operations

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## 1 Purpose

The Bay of Plenty Shoreline Clean-up Management Plan is designed to outline the procedure for the management of spontaneous volunteers from the community that present to assist with the shoreline clean-up response from the oil spill from the vessel Rena.

## 2 Principles

- The public needs to feel included in the response and see physical evidence of a clean-up.
- The clean-up needs to be safe for volunteers.
- The clean-up needs to be a controlled process in order that contaminants are not transferred into clean environments.

## 3 Objectives

- To support and facilitate the communities' volunteer response to shoreline oil spill.
- To support elected representatives in coordinating offers of assistance from local communities.
- To support the National On-Scene Commander (NOSC) in operational shoreline clean-up tasking.
- To complement existing iwi shoreline clean-up teams.

## 4 Concept

Volunteers will be directed to work in areas most affected along the Bay of Plenty shoreline for the purpose of spill clean-up. These points of operation will be defined the day previous (based on tides and areas appropriate for volunteer engagement), and will include surf lifesaving clubs and marae. Convening points will be used for:

- Health and Safety and clean-up briefings.
- Distribution of Personal Protective Equipment (PPE), - overalls, shoe covering and gloves.
- Clean-up operations.
- Disposal points of contaminated materials.

## 5 Key messages for volunteers

- Thank you for volunteering.
- Volunteers are needed for beach clean-up from Friday, 14 October for as long as it takes.
- Volunteers who have already contacted the ICC to be involved in beach clean-up will be contacted in between 12 – 15 October.

- Volunteers can register for beach clean-up by:
  - Registering online <http://www.boprc.govt.nz/oilspillvolunteers/>
  - Calling: 0800 645 774
  - Emailing [iccrena@gmail.com](mailto:iccrena@gmail.com)
- Volunteers must be fit and available for at least four hours per day.
- Volunteer training will happen before each volunteer shift – this includes signing in, a health and safety briefing along with instruction on how to effectively remove oil spill.
- Volunteer will be required to sign an indemnity.
- Volunteers will work in teams of 10 and be issued with personal protection equipment and other equipment e.g. shovels before you start work.
- You will need to bring your own gumboots.

## 6 Stakeholders

Key stakeholders in this plan are:

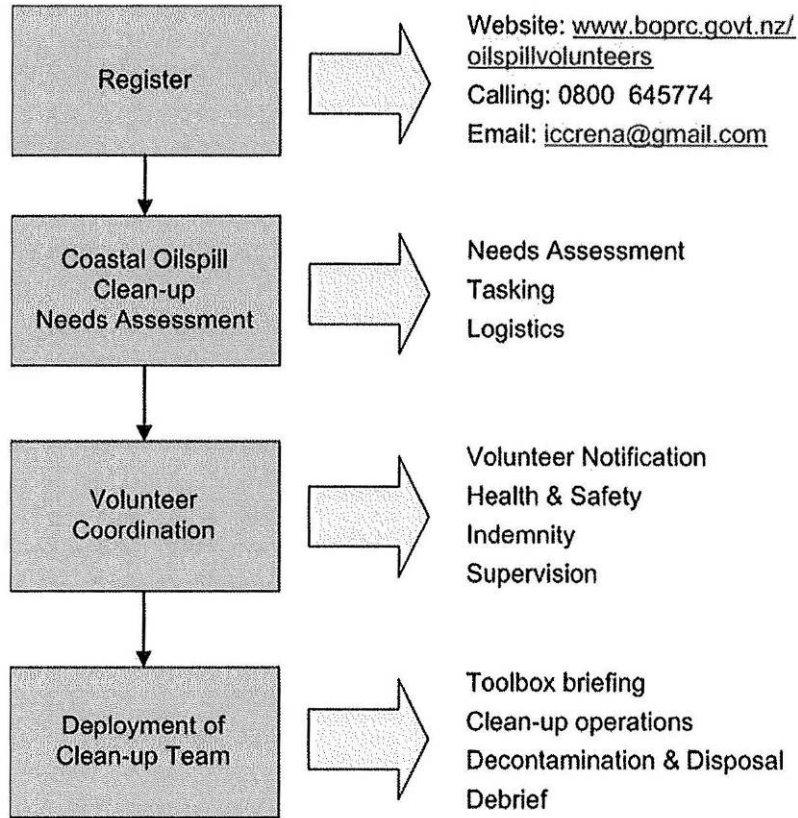
ICC stakeholders	Community stakeholders
NOSC Volunteer Coordination Team Operations Logistics	Local coastal organisations: <ul style="list-style-type: none"> <li>• Surf lifesaving clubs</li> <li>• Estuary care and coast care volunteers</li> <li>• Coast Guard</li> <li>• Sustainable coastlines</li> </ul>
Community Relations Team	Elected representatives of the respective local authorities: <ul style="list-style-type: none"> <li>• Western Bay of Plenty District Council</li> <li>• Tauranga City Council</li> <li>• Bay of Plenty Regional Council</li> <li>• Whakatāne District Council</li> <li>• Ōpōtiki District Council</li> </ul>
	Ministry of Social Development
	Affected communities and their volunteers



# Part 2: Operational process

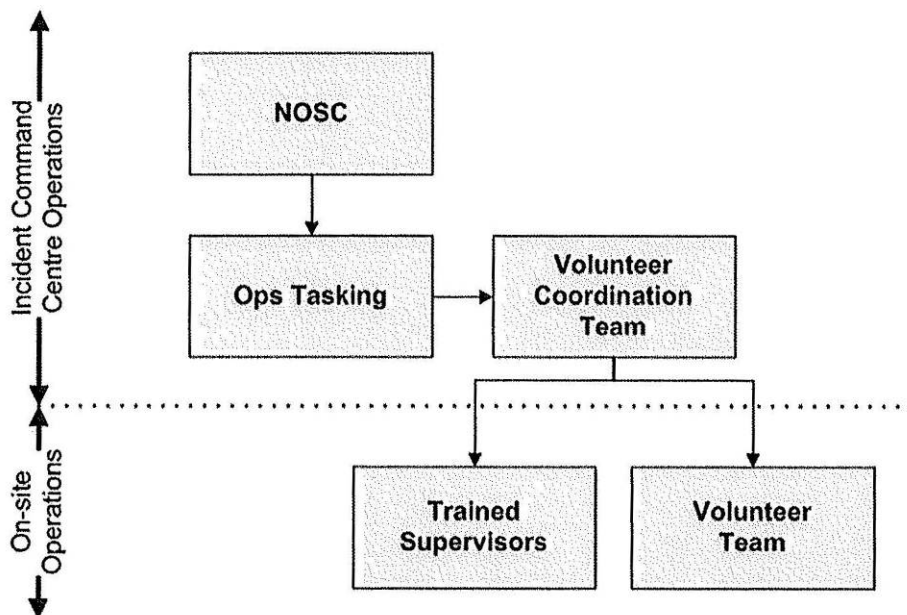
## 1 Overview

Registration, assignment and deployment process overview:



## 2 Operational structure

Organisational structure for shore clean-up volunteer management:



### 3 Registration of volunteers

Volunteers can register in the first instance by:

- Registering online <http://www.boprc.govt.nz/oilspillvolunteers/>
- Calling 0800 645 774
- Email [iccrena@gmail.com](mailto:iccrena@gmail.com)

Volunteers will be asked to provide their contact details and to identify where they live in order that they can be contacted and assigned shifts in their local community (see Annex A).

Volunteers who register for the support of shore line clean-up operations the understanding that they do so in response to a civic need. Volunteers will not be financially compensated for their time, or for the use of their own equipment, and must share health and safety risk.

#### 3.1 Volunteer preparedness

Volunteers must be fit, appropriately dressed and be available for at least four hours per day. Volunteers will need to bring their own gumboots, food and water.

### 4 Coastal oil spill clean-up needs assessment

#### 4.1 Assessment

The Shoreline Clean-up Assessment Team (SCAT) will undertake regular beach assessments to identify those areas appropriate for volunteer oil spill clean-up. Consultation with the SCAT on a daily basis will occur to identify potential areas for beach clean-up for the subsequent day. Health and safety requirements will guide selection of areas that are not significantly impacted by oil spill on shore as these areas are likely to require specialist attention.

#### 4.2 Tasking

Tasking by the Operations Team will inform the Volunteer Assessment Team. The following are sequential events in operational tasking:

Day previous	1 Consult with Shoreline Clean-up Assessment Team (SCAT) to identify potential areas for beach clean-up for the subsequent day.
	2 Determine volunteer resource required (in teams of 10).
	3 Identify available supervisor personnel for deployment.
	4 Determine access and convening point for each beach clean-up site.
	5 Determine numbers of PPE required at each beach clean-up site (overalls, shoe covers, gloves).
	6 Ensure appropriate number of high visibility vests for supervisors.

	7 Determine number of disposal bags, disposal skips and decontamination equipment needed for each beach clean-up site (with Operations).
	8 Notify registered volunteers of locations where clean-up will occur the next day, time to convene and number of volunteers required.
	9 Upload beach clean-up operational sites to Regional Council website <a href="http://www.boprc.govt.nz/oilspillvolunteers/">http://www.boprc.govt.nz/oilspillvolunteers/</a> .
On the day	Set up team at beach clean-up location (gazebo, PPE and equipment).
	Determine clean-up area.
	Ensure decontamination area is set up.
	Receive volunteer and welcome. Register those who have not previously registered (all volunteers must sign the indemnity prior to undertaking beach clean-up).
	Once required number of volunteers reached on site, others will be advised return home and await next clean-up notification.
	Arrange volunteers into teams of 10 and assign two supervisors to each team.
	Supervisors undertake “tool box” health and safety briefing.  Instruct on correct use of PPE. Record all names of volunteers in each team. Identify existing and new risks on the beach. Remind and instruct as per Volunteer Logistics Health and Safety Plan (see Annex B).  Instruct on safe clean-up operational process.
	Undertake beach clean-up operation.
	Ensure appropriate decontamination by removal of PPE and disposal. Ensure appropriate storage of contaminated beach clean-up equipment.
	Undertake debrief with volunteers to identify: <ul style="list-style-type: none"> <li>• Issues arising</li> </ul> Process improvements
	Ensure appropriate contaminated waste disposal through ICC Waste Management.
Pack down of beach clean-up operations.	

## 4.3 Logistics

### 4.3.1 Personal protective equipment (PPE)

Volunteers will be provided with disposable overalls, plastic shoe covers and gloves. Volunteers must wear their own gumboots.

### 4.3.2 Clean-up equipment

Volunteers will be provided on site with shovels/rakes/bin bags. Volunteers should not bring their own clean-up equipment as it may become contaminated.

## 5 Volunteer coordination

### 5.1 Volunteer notification

Registered volunteers will be notified by text message when clean-up operations are occurring in their local area. Text message will advise date, time and location and will refer to the website for further information.

<http://www.boprc.govt.nz/oilspillvolunteers/>

### 5.2 Health and safety

For the protection of the public, the following health and safety statements will apply to all beach clean-up operations:

- 1 Volunteers must be over 16 years old. No children or animals will be permitted within beach clean-up operations.
- 2 Volunteers must be suitably dressed for outdoor work and must wear their own gumboots.
- 3 Volunteers must come prepared with food and water for approximately four hours of work.
- 4 Bags must not be brought onto the beach area for security reasons and to reduce secondary contamination.
- 5 Volunteers must be prepared to work for a minimum of four hours and will commence from half ebbing tide to two hours on the incoming tide.
- 6 Supervisory staff will be provided with high visibility vests to identify themselves.
- 7 Volunteers will be issued with disposable PPE – overalls, shoe covers and gloves.
- 8 Volunteers are ONLY to remove oil spill contamination. Volunteers must not clean-up other items (dead birds, rubbish, and property from containers). Affected wildlife should be reported to 0800 333 771.
- 9 Volunteer coordination management and ICC H & S will coordinate training of supervisory staff who will supervise volunteers during the clean-up operations.
- 10 Volunteer coordination management and ICC Waste Management will organise and coordinate the removal of soiled PPE and recovered oil.

## 5.3 Indemnity

All volunteers will need to agree to the following:

- Volunteers agree to assist the Maritime New Zealand Response Organisation by undertaking duty as a voluntary oil recovery responder.
- Volunteers are physically fit to do beach clean-up operations.
- Volunteers understand that, in registering as a shoreline clean-up volunteer, they will undertake such duties as required on a voluntary basis at my own risk.
- Volunteers undertake to comply with any direction given by a member of the Maritime New Zealand Response Organisation.
- Volunteers who have not registered on the website will be asked to complete a Volunteer Responders Registration Form – Operation RENA form that acknowledges acceptance of the indemnity (see Appendix D).

## 5.4 Supervision

Each team of 10 volunteers will have two supervisors who are trained in the beach clean-up process and who understand the Health and Safety risks of working in the contaminated area.

# 6 Deployment of clean-up teams

## 6.1 Tool box briefings

Volunteers assigned for a clean-up shift will be met on site and will undertake a “tool box” health and safety briefing outlining the process for beach clean-up. Names will be taken and volunteers will need to sign an indemnity around remuneration and health and safety risk.

Volunteers will be advised on the use of personal protective equipment (PPE) and beach clean-up techniques. Adhering to beach clean-up techniques is important in order:

- Reduce the volume of contaminated waste (sand/oil ratio).
- Reduce the risk of cross contamination in clean environments.
- Reduce public health risk.

Teams will typically consist of 10 volunteers, and two trained supervisors/specialists who will be identified by high visibility vest.

## 6.2 Operational period

Volunteer beach clean-up operational period will typically last four hours – two hours on either side of ebbing tide/incoming tide.

## 6.3 Clean-up operations

Volunteers will only collect oil that is washed up on shore. Volunteers must not collect and dispose of any other items (dead birds, property from containers), as inspection and disposal of these items will be managed through a separate process.

#### 6.4 **Decontamination and disposal recovered material**

Removal of PPE at the end of the shift must occur in decontamination areas to reduce contamination of clean environments (i.e. beyond the beach area). PPE will be disposed of in a controlled way.

Collected contaminated material (oil) will be disposed of in a controlled way on site, as per guidance provided by supervisors and ICC Waste Management.

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# **Annexes**

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# Annex A – Online volunteer registration form

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<http://www.boprc.govt.nz/oilspillvolunteers/>



## Volunteer Oil Recovery Responders Registration Form Operation RENA

### BEACH CLEAN-UP VOLUNTEER INFORMATION

Thank you for your interest to volunteer for the clean-up of oil from our beaches and estuaries. Please check the following and if this is you, then please complete and submit your details.

- We need strong fit and healthy people (over the age of 16 years old).
- You need to be able to complete an 8-hour beach clean-up shift (unfortunately we do not have enough equipment to be able to split the shift to any less than 8 hours).
- You need to have your own rubber boots (all other protective clothing and equipment will be supplied).
- You need to be able to deal with smelly messy oil.

If you are not physically fit or cannot commit to 8 hours, please register via the centre on 0800 645 774. This form is only for beach clean-up so if you are keen on the wildlife response then please phone and register on 0800 333 771. If you have any difficulties completing this form or have any questions, please phone our call centre on 0800 645 774.

First Name(s)	
Last Name	
Street Number	eg 111A
Street Name	
Suburb	Tauranga North (Optional)
City	Tauranga
Home Phone	
Mobile Phone	
Email Address	
How many people can you mobilise	0-10

---

Beach of primary interest

Estuaries of primary interest

Would you work elsewhere  Yes  No

Availability

Fitness Level

Prior Experience in Oil Spills  Yes  No

Prior experience with wildlife handling  Yes  No

Prior experience managing groups of people  Yes  No

Specialist Skills  Ecology  
 Engineering  
 Communications  
 Heavy Machinery  
 Catering  
 First Aid  
 Volunteer Management

Notes

I am volunteering to assist the Maritime New Zealand Response Organisation by undertaking duty as a voluntary oil recovery responder. I am physically fit to do so. I understand that, in signing this document, I will undertake such duties as required on a voluntary basis at my own risk.

I undertake to comply with any direction given to me by a member of the maritime New Zealand Response Organisation.

# **Annex B – Volunteer logistics Health and Safety Plan**

(Approved 13 October 2011 for initial coastal clean-up)

## **Volunteer logistics Health and Safety Plan**

13 October 2011, 10 am

### **Initial response of 1,000 volunteers on coast clean-up**

Located in five sites for training and equipment distribution and then will be split/directed from there.

Scheduled for Friday 13-9-2011 and Saturday 14-9-2011.

Pickup overalls, boot covers and gloves for individual use by responders as a single order and it be located in a container managed by the public clean-up management team.

HSC Logistics will deliver 1,000 sets per day for public clean-up team to pick up from ICC for distribution to the five locations.

Transport of the gear to the five locations needs to be organised.

Ensure the clean-up locations are distributed across the area, make sure that lower socio-economic areas are prioritised.

### **Individual personal needs**

- No person to be under 16 years old.
- Must supply own gumboots, food and water.
- Will be expected to work a minimum of four hours.
- No children and no bags for secondary contamination reasons and security.
- Supervisory staff will be provided with hi-viz, shirts to identify themselves.
- Wildlife is to be left where located and advise using the 0800 number provided.
- Clean-up will be from half-ebbing tide to two hours on the incoming tide.
- Surf life clubs will act as assembly points with a turn up time of 9 am.
- Public clean-up management and ICC HSC will coordinate the training of supervisory staff for supervision of the public.
- Public clean-up ICC Waste will organise the removal of both soiled PPE and recovered oil.



# Annex C – Volunteer rights and management

---

## 1 Introduction

All volunteers should be **trained, registered, informed** and **managed** and accountable to the organisation that is taking charge of the operation on the ground, according to the standards set in the Employee Volunteering Guidelines<sup>1</sup>. This ensures they are covered by ACC.

- **Trained:** Volunteers need to know basic health and safety information (what people should wear to help, gear they will be provided with) needs to be communicated.
- **Registered:** Volunteers should be registered/recorded, by taking name/contact details/emergency contact details and recording hours they helped.
- **Informed:** Volunteers must know their rights, and why information is needed (in case of liability/insurance claims). They need to know the situation and changes as it happens.
- **Managed:** Clear reporting lines must be shown and provided to volunteers, and managers to be identifiable and contactable.

The volunteers have to be informed on their rights under the Accident Compensation Act, including the criteria for slow-onset effects.

## 2 Accident Compensation Act 2001

Volunteers should be made aware of their coverage under the Accident Compensation Act 2001 through ACC. The issue is especially important for volunteers who are not currently in paid work.

If volunteers are injured in the course of their voluntary work, and have to take time off their paid work for longer than one week after injury, they can request weekly compensation from ACC. If eligible, a volunteer in this situation would receive weekly ACC compensation based on their pre-injury employment earnings.

However, if volunteers are injured in the course of their voluntary work, and they are not in any paid work, they are not eligible for weekly compensation. This is because they have not 'lost' any weekly income. However, they may be entitled to other assistance from ACC (e.g. treatment), and support can also be sought through Work and Income.

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<sup>1</sup> [http://www.volunteeringnz.org.nz/index.php?option=com\\_content&view=article&id=224:employee-volunteering-health-a-safety-guidelines&catid=76:news-article](http://www.volunteeringnz.org.nz/index.php?option=com_content&view=article&id=224:employee-volunteering-health-a-safety-guidelines&catid=76:news-article).

### 3 **Health and Safety in Employment Act 1992 (incorporating the 2002 amendment)**

The Health and Safety in Employment Act states that:

...”a volunteer:

- (a) Means a person who –
  - (i) Does not expect to be rewarded for work to be performed as a volunteer; and
  - (ii) Receives no reward for work performed as a volunteer; and
- (b) Does not include a person who is in a place of work for the purpose of receiving on-the-job training or gaining work experience.”

To summarise the coverage to volunteers provided by this Act: all volunteers are covered by a general duty of care, but enforceable duties are only owed to volunteers who are employees in all but name. This means spontaneous volunteers are excluded.

It is important to remember that ‘duty of care’ implies training, equipping and briefing all those involved in your work activities, or work place, including spontaneous volunteers.

Volunteers not covered by enforceable duties are covered by Section 3D of the Act, which says the employer ‘should take all practicable steps to ensure the health and safety of the volunteer while he or she is doing the work activity, in particular by taking hazards into account when planning the work activity’.

#### *Keeping volunteers safe*

The Act specifies a number of such practical steps that can be taken to keep people safe, and reflect principles of good practice. The Labour Department Occupational Safety and Health Service document – Working Safely for Your Community: Health and Safety Guidelines for Community and Voluntary Organisations – provides a useful checklist of those steps:

- Having a safe working environment, through reviewing your workplace, and identifying and managing hazards effectively.
- Providing and maintaining your facilities so that people at work can be both healthy and safe.
- Ensuring that your machinery and equipment are designed, made, set up, and maintained to be safe for people at work.
- Ensuring that your systems of work do not lead to people being exposed to hazards in or around their place of work.
- Providing people in your workplace with good information about the hazards that they may come across in their workplace.

- Providing your employees and volunteers with good training and supervision.
- Involving your employees and volunteers in health and safety planning and decisions.
- Developing procedures for dealing with emergencies that might arise while people are at work.





# Annex D – Volunteer oil recovery responders registration form – operation RENA

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## VOLUNTEER OIL RECOVERY RESPONDERS REGISTRATION FORM OPERATION RENA

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contacts: Phone (home): \_\_\_\_\_

Phone (cell): \_\_\_\_\_

Email address: \_\_\_\_\_

I am volunteering to assist the Maritime New Zealand response to MV Rena by undertaking duty as a voluntary oil spill recovery responder. I am physically fit to do so. I understand that, in signing this document, I will undertake such duties as required on a voluntary basis at my own risk.

I undertake to comply with any direction given to me by Maritime New Zealand.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_



# Annex E – PPE form

## Beach Clean-up

MARITIME NZ Safety Equipment Request: No:..... DATE:.....  
 Operation:..... Requested by:.....  
 HSE Approved By:..... Date:..... Time:.....  
 Delivered required to:..... Completed (initials) :.....

PRODUCT CODE:	PRODUCT DESCRIPTION:	COMMENTS	UNIT	QUANTITY
404094, 151467	Disposable coveralls			
637, 601, 405070 & 405071	PVC rain sets – parka			
637, 601, 405070 & 405071	PVC rain sets – over trousers			
442HCH	Hi viz vests			
720044	First aid kits			
401660	Nitrile disposable gloves		Box	
401363	Nitrile palm coat gloves		Pair	
240R	Long PVC gloves (red)		Pair	
401604	Blue household gloves		Pair	
404480	Safety specs			
405383	Disposable masks		Box 20	
500394	Sunscreen 100g		100g tube	
755708	Sunscreen 1L		1 Litre	
501155	Sun hat			
403337	Disposable overboots	20 packets of 100 singles per carton	Carton of 2000 (singles)	
403747	Disposable aprons		Carton of 500	
176524	Solopol hand cleaner		250ml	
403980	Solopol pump		1L	
SAFEMATE	Gumboots		Size 5	
	Gumboots		Size 6	
	Gumboots		Size 7	
	Gumboots		Size 8	
	Gumboots		Size 9	
	Gumboots		Size 10	
	Gumboots		Size 11	
	Gumboots		Size 12	
	Gumboots		Size 13	



## Appendix 6 – Media clippings from Bay of Plenty Times

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These photos and stories tell the volunteer story in other words and with different perspectives.

### People told to stay away from Mount Maunganui beaches

By Kiri Gillespie – Monday, October 10, 2011 13:39



*This blob of oil on Mount Maunganui's main beach is about 25 cm wide.*

Officials have issued an urgent announcement advising people to stay away from Mount Maunganui's beach after oil was found already washed ashore.

The bodies of a stingray, sea gulls, two large crabs and fish were also found washed ashore on Monday morning.

Tauranga City Council's Elizabeth Hughes said official Response Teams were arriving this afternoon to deal with the oil.

"In the meantime people are not to touch or try to clean the oil up," she said.

"A call will go out in due course for volunteers to assist with the clean-up and they will be appropriately trained and given protective gear.

"In the meantime it is critically important that the general public does not try to do its own clean-ups."

Maritime New Zealand also issued a release advising people to stay away from the water, not to touch anything with oil on it and not to take shellfish to eat.

Public Health workers were this afternoon erecting signs to warn people off the beach.

Thick blobs of oil was found washed ashore about 10.30 am at Mount Maunganui beach, along with the remains of several marine life.

The oil inundated parts of the shoreline between Leisure Island and Grove Ave.

It was the first visible sign of pollution hitting the coast since cargo ship Rena ran aground on Astrolabe Reef on Wednesday.

## Spectacle of toxic mess draws crowds

Michele McPherson – Tuesday, October 11, 2011 9:30



*People check out oil from the stricken container ship, MV Rena, which is strewn along sections of the Mount Maunganui coastline (Joel Ford).*

As oil starts washing up on the shores of Mount Maunganui residents head out to clear up the mess.

People flocked to Mount Maunganui's beach yesterday as thick, black blobs of oil washed ashore.

Most of the crowd tended to be parents taking their young children to the beach to see the oil - despite public health warnings about the oil's toxicity.

Toddlers ran around in bare feet as mothers bent down over the blobs to show them the jelly-like consistency.

Mount Maunganui lifeguards swept up and down the beach on a quad bike, telling as many people as they could to stay away from the oil.

Maritime New Zealand said public health officials had also erected signs at beach entry points warning people away yesterday afternoon.

No one seemed to notice.

Mount Maunganui resident Johanna Stewart said she had told at least three women showing their children the oil not to touch it.

"There was a lady down on the ground, showing her kids ... and showing them her fingers. I told her not to touch it. Then another girl, she got it all over her fingers. The lifeguards pounced on her and said 'don't touch it'."

Ms Stewart said another woman with two children was playing with the oil.

"I said 'don't touch it' and she said 'no, no, we are just having a look'. Then the little kid comes up and asks if he can walk on it. I said no, but that's just what kids do with stuff like that isn't it.

"How they are going to clean this up, I don't know. It's crazy."

Mount Maunganui resident Alison deMooij said she did not see any signs warning her to stay away.

Ms deMooij got oil on her hands after trying to scoop some up.

She said she would never have touched the stuff if she had known how toxic it was.

"There's no signs. I didn't see any."

"There are people scooping them up with shells right up at the Mount. I just want to get it off my hands," she said.

People who accidentally come into contact with the oil are advised to wash with soap and water, baby oil or petroleum jelly.

Do not use solvents, petrol, kerosene, diesel fuel or similar products. If the oil gets into eyes then rinse with water for 15 minutes.

Breathing in the vapour can cause irritation in the mouth, nose, throat and lungs. Anyone who encounters this should move out of the area they are in immediately.

### **Public Health Warning**

Oil has now been found on the beach near Tay Street, in Tauranga.

It is in individual clumps of about fist-sized patties about 5 mm high and stranded on the tide line about every 70 to 80 cm.

People should not touch or attempt to clean-up oil, as it is toxic. If people see oil coming ashore please call the spill number 0800 645 774.

A public health warning has been issued. No shellfish or fin fish should be eaten from waters with visible oil contamination.

Stay away from the water.

Public Health are erecting signs on the beach warning people to stay away.

Do NOT touch anything with oil on it - it is toxic and should not be in contact with skin.

Do NOT take shellfish to eat. Avoid touching or collecting shellfish in any affected areas or those with a petrol-like smell.

If you accidentally come into contact with the oil, wash with soap and water, baby oil or petroleum jelly.

Do not use solvents, petrol, kerosene, diesel fuel or similar products on your skin.

If you get the oil in your eyes, rinse with water for 15 minutes.

Breathing in the vapour can cause irritation in mouth, nose, throat and lungs. Move out of the area as quickly as possible.



## Rena oil spill, how to volunteer

Thursday, October 13, 2011 10:58



*Pat King (left) and his nephew Jacob clear away oil from the stricken container ship MV Rena that has landed along the Mount Maunganui coast (Joel Ford).*

As oil starts washing up on the shores of Mount Maunganui residents head out to clear up the mess.

Volunteers who want to assist in cleaning up oil off the beaches following the stranding of the MV Rena are urged to register their names so teams can be organised.

The beaches have been closed to the public from 10 am this morning.

So far the Maritime New Zealand Response Team has had 1500 people register on the web ([www.boprc.govt.nz/oilspillvolunteers](http://www.boprc.govt.nz/oilspillvolunteers)), on the phone (0800 645 774) or at their local surf club to help with the beach clean-up.

Volunteers will be trained first before beginning a four hour shift, and trainers are being briefed this morning on how to manage the clean-up.

Tauranga Mayor Stuart Crosby said a limited number of people could be accommodated at any beach spot so the teams needed to be co-ordinated through the response systems.

"We know it is frustrating for local people, who are saying 'these are our beaches and we want to be able to look after them.'" People are going onto the beaches and trying to clean-up themselves, but they risk further damage to the beach and tracking the oil into carparks and urban areas.

"They also bring in extra sand which is creating a bigger disposal problem than we already have. We need to co-ordinate this effort properly and we welcome the offers of help," he said.

Bay of Plenty Regional Council Chairman, John Cronin said Bay of Plenty people loved their beaches and their frustration was understandable, but the dangers involved in the clean-up should not be underestimated.

Minister for the Environment Dr Nick Smith said he knew that local people would be wanting to clean-up their beaches as soon as possible, but it was vital that the clean-up be done in an orderly manner to avoid even more damage to the environment. People tracking the oil into other areas on their shoes or equipment would only worsen the problem.

Volunteers who want to help need to bring their own gumboots and water or food but should not bring any of their own equipment, or bring children. Proper equipment will be provided.

Coast care volunteers, coastguard and surf club members will be out on the beaches warning people away unless they are part of an organised team.

## Oil spill: Tempers flare at meeting

Michele McPherson – Friday, October 14, 2011 7:46



*Police were called to a public meeting about Rena last night (Michele McPherson).*

Police were called to a public meeting about the Rena last night after tempers flared - and an expert says our beaches won't be safe for swimming until at least Christmas.

Three police officers turned up at the packed hall at Mount Maunganui College after a man interrupted Maritime New Zealand director Catherine Taylor to tell her to "get over" her PR speech and tell those gathered exactly what toxic chemicals were in the containers on the ship.

Tauranga Mayor Stuart Crosby stepped in to calm the situation before police arrived and stood at the back for the remainder of the meeting.

Emotions ran high as one Mount Maunganui local attempted to rally support for the community to ignore officials and head to the beach to clean-up the oil - something he and others admitted they had been doing for days.

The evening gathering followed a more subdued public meeting in Papamoa yesterday afternoon. At both meetings, Ms Taylor acknowledged Maritime New Zealand's communication with western Bay people, some of whom registered as volunteers days ago, could have been faster. "If we were a bit tardy then I apologise but it has been very busy. There will be lessons learnt, there always are. If there is one that is it," she said at the Papamoa meeting.

Many at the Mount Maunganui meeting said they had gone to the beach themselves since the clean-up and got stuck in but were hoping for better resources tomorrow. Ms Taylor said prompt communication with the community would become part of Maritime New Zealand's future contingency plans for responding to oil spills.

A number of questions at both meetings centred around the dispersant Corexit 9500.

Ms Taylor confirmed 3190 litres of the chemical had been sprayed offshore on the oil using helicopters, due to the potential threat to sea birds and mammals. However, she said dispersant had proved ineffective and would not be used again.

The wildlife rescue centre at Te Maunga last night reported 500 dead birds had been recovered and 76 live were being washed and cared for.

University of Waikato Professor Chris Battershill said scientists could track whether the dispersant was moving up through the food chain. "If it's there, we'll know about it," he said.

Due to the dispersant being spread off-shore in deep water it was unlikely any Corexit 9500 would make it to shore.

After questioning at both meetings Ms Taylor confirmed the organic absorbent Spill-Sorb was being trialled on the oil spill at Maketu.

Questions also centred around when the Bay's beaches would be safe to swim in again. Mr Battershill said in the last 10 oil spills across the globe no one had been able to predict the ongoing impact. However, if the beach clean-up was effective he hoped the sea would be safe to swim in again by Christmas. He said the small globs of oil which were difficult to collect would break down over time, aided by micro-organisms in the sand.

Divers had been in the water on Thursday, Friday and Saturday identifying key ecological areas in need of protection and generating baseline data on marine environments before they were hit with the oil, he said.

"We can now track how the area is going to recover."

He said studies of the trajectory of the oil spill had proved to be extremely accurate which helped in planning the response to the high risk areas.

MP for Tauranga Simon Bridges closed last night's meeting by encouraging the community to show "maturity, dignity and patience" in the coming days and stressed the time for incrimination would come.

"None of us in this room caused this. What's happened is a tragedy for all of us but we're all in this together," he said.

## Bay residents help where they can

By Kiri Gillespie – Saturday, October 15, 2011 8:12 [1 Comment](#)



*Sammy Griggs has sparked a massive baking run to help feed the oil volunteers (Joel Ford).*

In the midst of disaster sometimes the most admirable side of the human spirit shines through.

Already more than 3000 people have registered to volunteer and help clean oil off the beaches after Rena's grounding.

Those volunteers will now get a full belly for their efforts after at least three baking runs have provided hundreds of home-baked goodies for those on the frontline.

The Rena-Kai-Run had six people on board on Wednesday. By yesterday afternoon their Facebook page had over 435 likes, dozens of businesses had donated goods and some donations of baked goods have been so plentiful they couldn't fit into a car.

Operations manager Sammy Griggs is overwhelmed. She said the Rena-Kai-Run "was just a small idea".

Upset at oil on the beaches, Sammy and a friend went to help clean but were told they couldn't.

"So we got talking with a guy who was working down there. It was about 2 pm and he had been there since first thing that morning and hadn't really had a break. So I said as a joke 'I'll make you some lunch'. But then I was like: 'Actually, no I really will make you lunch', and went home and started making a soup."

And so the wheels of Rena-Kai-Run began to turn, with astounding results.

"I came home from work yesterday and there were 11 boxes of food dropped off from Gate Pa New World and Upper Crust Bakery and Mount Maunganui Bakery and the Big Bake place at Papamoa, they have been giving us heaps of stuff."

Earlier yesterday Sammy got a text from a cafe in Hamilton bringing food over, while Zaggers Cafe had already provided a box of muffins and other goodies.

Sammy said an Otumoetai student offered to bake some goods but when she and her friends arrived to drop it off "they had to fill the car because there was more baking than people".

"I was in tears yesterday. It started off as just a small idea. I'm only 18."

The Rena-Kai-Run Facebook page has listed all the businesses who have donated, with a big "thanks".

Meanwhile Mount Maunganui surfers Tarina McKenzie, Tracey Bourgeois and Jen Harford-Mouldey sent out a text bomb to other Surfemme members and friends.

They asked people to drop off food to help feed the volunteers at a pergola at Mount Maunganui's Tay Street from 10 am-2 pm.

The response was "huge".

"It was awesome. We had mixed fruit, club sandwiches, beautiful home baking and some lady brought this massive box of scones," Ms Harford-Mouldey said.

Other items included home-baked bacon and egg pies, other meat pies and "tonnes of bananas", Ms McKenzie said.

"We have filled out our table three to four times over."

Ms Bourgeois said they felt helpless and wanted to do something. It was a statement that was also shared by the people dropping off food, she said.

Sammy and the Surfemme women have not been alone in their efforts of goodwill.

Bay of Plenty Polytechnic lecturer Laurie Steer has also sparked off a baking run, encouraging people to provide home-baked goodies to "help keep the frontliners in good spirit".

Larry's Tea House already had 122 friends on Facebook yesterday afternoon and had completed its fourth run.

Mike Jefferies from the local Big Smoke BBQ company will be putting on a barbecue for volunteers cleaning up at Papamoa Surf Club from 10 am onwards tomorrow.

The people behind Angel Bay foods - the brand of meat patties that were washed ashore this week - are understood to be "mobilising a team to do what the company does best and cook up some hearty food to feed the dedicated volunteers".

## Tauranga beach clean-up in full swing

Friday, October 14, 2011 14:49



*Teams of volunteers head out to clear oil on Tauranga's beaches (Blair Harkness).*

Beach cleaning teams are working all over Tauranga beaches today to clean oil leaked from the cargo vessel *Rena* following its grounding on Astrolabe Reef and Maritime New Zealand says there have been no fresh discharges of oil today or overnight.

Teams are also being trained and positioned in areas where oil is projected to come ashore over the next few days.

National On Scene Commander Nick Quinn says the team is "ahead of the oil," working to ensure when oil reaches the shoreline, teams are already on the ground and ready to respond.

More than 3,000 volunteers have registered their support and Mr Quinn said it was heartening to see the Bay of Plenty community get behind the response effort.

"We have a Volunteer Coordination Team working to ensure we get the maximum benefit from all these fantastic volunteers. The important thing for us right now is to ensure we manage all these people properly."

Members of the public are reminded to join the response effort through the formal volunteer registration process, which includes training and the provision of protective personal equipment.

This will prevent further contamination of otherwise clean sites.

A total of 220 tonnes of waste has now been taken to the transfer station. The waste is being collected by two companies working through a consented waste management plan.



Potentially toxic waste from the containers is also being disposed of through the consented waste management process.

Predicted westerly winds will push oil away from the beaches today but will extend the area of the oil spill response out to the east.

Training is being coordinated for teams based in the eastern regions, and forward operations bases are being established. This will ensure the response is ready for oil grounding there.

Beach access is restricted between Mount Maunganui and Maketu Point, including the Maketu Estuary. This is to minimise as much as possible further environmental damage.

### **Volunteers**

To volunteer head to the website [www.boprc.govt.nz/oilspillvolunteers](http://www.boprc.govt.nz/oilspillvolunteers). People can also register to volunteer at the Omanu and Mount Maunganui surf clubs.



## Rena clean-up teams overwhelmed by generosity

Sunday, October 16, 2011 8:43



*Teams of volunteers head out to clear oil on Tauranga's beaches (Blair Harkness).*

The Bay of Plenty community is continuing to support oil spill response efforts, with thousands of volunteers registered to assist beach clean-up operations.

The cargo vessel Rena ground to a halt on Astrolabe Reef last week, and oil leaking from the cracking ship has killed 1,000 birds so far and contaminated beaches.

National On Scene Commander Nick Quinn said members of the local community had been delivering baking and food to hard-working clean-up crews on the beach.

"The teams have been overwhelmed and humbled by the generosity and kindness of the local Bay of Plenty community."

"It's very hard physical work cleaning up oil, and this has really given a boost to those people out on the beaches and around the shoreline.

"A local bakery delivered trays of hot sausage rolls and pies as well as cut lunches. Cartons of apples, bananas and oranges were also donated. A number of locals also baked muffins and dropped them in for the volunteers.

"One of the radio stations ran a barbeque at the Papamoa Surf Club and one of the banks ran a refreshment station for volunteers on Operation Beach Clean."

Mr Quinn also paid tribute to the fantastic contribution of the New Zealand Defence Force (NZDF).

"They are out on the water ensuring the shipping lane into the port is clear from containers and that the exclusion zone is not breached, they are on the beaches in the clean-up operation, and they are assisting with aircraft.

"It really is a team effort and it is tremendous to watch everyone pull together in this way."

Members of the public who want to help are urged to go through the official volunteer programme. There are now just under 5,000 registered volunteers.

There are situations where attempting to clean the beach without specialist knowledge can cause more harm than good. For example, the dunes along the coastal beaches in the Bay of Plenty have a wide variety of vegetation that is critical to the whole ecosystem.

Dune systems can be seriously damaged if people walk on them or handle them roughly.

Any cleaning of dunes along the coast will be done by trained responders using specific shoreline clean-up techniques that will cause the least environmental impact to these important plants.

More than 500 volunteers are expected to assist today with beach clean-ups at Papamoa and Maketu. There have been 618 tonnes of oiled sandy waste recovered.

**There are clean-up sessions with volunteers today planned for:**

Papamoa at 1.00 pm, convening at Papamoa Surf Club.

Papaoma East at 1.00 pm, convening at Taylor Road end of Taylor Reserve.

Maketu at 1.00 pm, convening at Whakaue Marae.

**There are volunteer training sessions planned today:**

10 am at Torere Marae, and Waitotahi Surf Club.

12 midday at Te Kaha Main Marae and Whangaparaoa Marae.

These are pre-emptive sessions to ensure that the community can be ready to respond should the oil reach the Eastern Bay of Plenty. Over 100 people from Ohope and Matata have already been trained.

## Volunteers, businesses come together

By Kiri Gillespie – Monday, October 17, 2011 15:00



*Volunteer Te Hinumi Otene grabs a much deserved snack sponsored by Big Smoke BBQ Company at the Papamoa Surf Club (Katie Cox).*

There has been the disbelief. There has been the sadness and anger. Now comes the time of acceptance and action, and through the efforts of volunteers and businesses lending a hand to clean-up after Rena, the spirits of our Western Bay community have been lifted.

The increasing number of volunteers cleaning up the beaches have been inundated with home baking by residents while businesses have donated what food they can to feed the masses.

Papamoa Surf Lifesaving Club lifeguard Sue Matthews has lived in the beachside town for 28 years and normally uses the beach every day. Yesterday, she was at Papamoa Beach with gumboots and Tyvek suit at the ready.

Ms Matthews said she had a special connection with the beach. "I think all New Zealanders have. We all live so close to the sea, wherever you go in the country, you're not that far from the sea."

Ms Matthews said she was devastated to see the sheets of oil marring the normally pristine beachfront. When she heard a Maori man iterate his response to the devastating impact of oil on local beaches and his words perfectly summed up how she felt.

"He said 'don't cry for us, cry for the land'. I thought that was so true. We don't cry about our property. It doesn't mean anything. This is different."

But Ms Matthews' initial sadness was lifted by the banding together of so many volunteers and the people who donated food and drink to feed them.

"I think people are genuinely community spirited but it takes something like this to bring it out."

Green MP Catherine Delahunty was among the volunteers being trained at Papamoa yesterday.

She said the Rena disaster has taken people on a grief-like process.

"You have the disbelief, then the sadness and then the anger. Then there's the acceptance - the 'right, what are we going to do about it'. I think that's where people are at now. The next stage is learning, the 'what do we learn from this so it won't happen again'.

"Right now, for the community, the most important thing is that you can actually do something about it, and people are. Just look at all of this," she said.

Milo, Maggi and Pak'n Save trailers were offering food and drink from the car park while volunteers in white ponchos munched on barbecue and others lined up for training.

The Big Smoke BBQ Company was serving up steak and sausage lunches with the help of several businesses who donated meat, fruit, chips, muesli bars, soda, water and pre-packed lunch bags.

"We all use the beach around here, and I have something that we can use to feed the volunteers, so why not?" said Mike Jefferies of the Big Smoke BBQ Company.

Mr Jefferies thought of trying local businesses to see if they could help by donating meat and other supplies. "I thought it would be really tough asking all these companies but they were awesome with the whole thing."

Dozens of other businesses have joined, doing what they can to help. Another barbecue was held at Maketu by a radio station while several baking runs have netted home baked goodies at most beach bases.

## Maketū connection motivates volunteers

By Kiri Gillespie – Monday, October 17, 2011 10:08



*Nicky Bird instructs volunteers from Rotorua how best to rake the sand to clean-up the oil at Maketu Point (Katie Cox).*

A busload of people with a special connection to Maketu arrived to clean oil from the shores their ancestor had first stepped foot on hundreds of years ago.

Tama-te-kapua was among the first Maori to arrive on New Zealand shores. He landed the Te Arawa canoe at Maketu, where he settled and began the Te Arawa tribe. Yesterday, about 30 people returned to the beachside settlement to clean its oiled shores. The group had been arranged by Rotorua resident and Te Arawa descendant Joe Te Kowhai, who took the initiative from the frustration he initially felt.

"Everyone has been moaning over it for the last 10 days but it's no good sitting there crying with your heads in your hands. Let's try and harness that negativity and turn that into a positive and get into working on it," Mr Te Kowhai said.

After a Facebook call out, Mr Te Kowhai was inundated with people wanting to help, including Rotorua woman Tiffany Te Moni.

"We have grown up here since we were kids," Ms Te Moni said. "We were here last Sunday and it was like the Last Supper. There were tonnes of people at Little Waihi collecting kaimoana and we were saying to them 'take as much as you can because you won't get anything for a long time'."

Ms Te Moni said she was unsure if it was because she knew it would be the last time they would be eating seafood from Maketu shores then but the taste of the shellfish that day "was so much sweeter".

"I'm gutted" she said.

Two buses were loaned from Tamaki Maori Village.

The group navigated down a steep cliff at Maketu point to reach the rocky shore below. As four of the last volunteers descended the steps, Chadwick Munga chanted a karakia - calling on the help and blessings of their ancestors in the clean-up. Mr Munga continued to chant as he worked to remove oil soaked seaweed from the roots of a dead tree about a metre above the shoreline.

Maketu resident Rawiri Bhana said that was how high the oil reached at high-tide. "So when a bird comes down to nest in the trees, they get oil on them. Then they try cleaning themselves... it's a vicious cycle."

Small oily drops and some larger black splotches litter the thousands of rocks on the point.

"It's easy to clean beaches with sand but rocks, it's a lot different. It's a lot harder," said Mr Bhana, who has been cleaning up for four days.

The group was broken up into collectors of oiled seaweed while others worked to clean the rocks by rubbing it off with moss. While heartened at seeing the busload of volunteers Mr Bhana said Rena was "everyone's problem".

"This is our food cupboard."

## Editorial: Not lack of help during a crisis

Monday, October 17, 2011 11:58



*Local surfers clean-up the beach on Matakana Island (Katie Cox).*

Disaster brings out the best and worst in human nature.

Since disaster hit the Bay of Plenty nearly two weeks ago when the cargo ship Rena hit Astrolabe Reef, followed by a string of catastrophic consequences, we have certainly seen this.

While some people have criticised salvage efforts and response times from the comfort of their own homes, in general we have seen the very best sides of most.

The minute oil started spewing from Rena and lapping on to our shores, locals turned up in their droves to start the clean-up.

The number of volunteers now registered with the official clean-up team has reached a staggering 5,000.

Over the weekend, more than 500 people were involved in clean-ups along the coastline.

In the *Bay of Plenty Times Weekend* we featured 18-year-old Sammy Griggs, who set up the Rena Kai Run to feed the dedicated volunteers.

Sammy was brought to tears by the generosity of locals and businesses who donated time and baked good to help her on her mission.

Her Facebook page has more than 500 likes, and according to her updates Sammy and her helpers have worked non-stop keeping the troops fed and watered.

Even after her car broke down there were offers of cars and more help.

This selfless act by someone so young gives hope that the Bay of Plenty will recover from this awful situation.

And Sammy is not the only one. Other groups such as Surfemme were at Tay Street on Friday, Bay of Plenty Polytechnic lecturer Laurie Steer started a baking run and Larry's Tea House has completed at least four runs.

Yesterday afternoon the Big Smoke BBQ Company was serving up steak and sausage lunches with the help of several businesses who donated meat, fruit, chips, muesli bars, soda, water and pre-packed lunch bags.

There are countless other locals and businesses generously giving of their time - whether it is offering services or technical skills to help with the clean-up, mucking in at the beach clean-up or feeding the workers.

The tales coming into the Bay of Plenty Times newsroom are heart-warming - long may they continue.

When this disaster will come to an end, no one knows, but as long as the community continues to work together there is hope that we will get through it.



## Age no barrier for Mary in beach battle

By Kiri Gillespie – Thursday, November 3, 2011 12:36 [2 Comments](#)



*Tauranga pensioner Mary Sanson isn't letting her senior citizen status spoil her efforts to help clean oil from beaches (John Borren).*

At 75 years old, Tauranga woman Mary Sanson could be spending her time playing bowls or gardening.

Instead the plucky pensioner has been down at Papamoa beach cleaning oil from the sand for the past five days and plans to continue doing so to help see her beloved coastline restored to its former glory. "I have been down five times, I don't mind," Mrs Sanson said. Every day she drives from her home in Judea for a four-hour shift of sifting through sand. Her motivation is simply her love of the beach and, she adds: "I have the time."

Mrs Sanson has been retired for 10 years. She confessed she had a slightly sore back by the end of day four but "had a little rest" and returned to the beach with gusto yesterday.

She wore a high-visibility vest as team leader in charge of half a dozen volunteers, including tourists from Germany and marine biology students from Denmark. A white cotton hat protected her white hair and fair skin from the sun as she knelt to sift through piles of sand. Mrs Sanson said she loved the beach and has spent plenty of time there boogie boarding with family. When she saw the black tides washing ashore on television after Rena grounded, she wanted to do what she could to help fix it, she said.

Despite the heat and hard labour, Ms Sanson is far from feeble. After her shift cleaning up at Papamoa beach yesterday, she was going dancing. "You need to keep your fitness up," she said.

Papamoa clean-up site manager Steve Courtney was rapt with Mrs Sanson's efforts. "If a 75-year-old lady can come down and try to help, why can't more young people who aren't working?"

Mr Courtney said Mrs Sanson was one of the regulars who had arrived at the clean-up sites daily. "A lot of these guys have been coming down each day. I'll probably have to stop talking [training] in the morning because they already know the spiel. They know how it's done."

Mr Courtney said there was also another older man, believed to be in his 80s, who has arrived every day to help with the clean-up. The man was usually let off 20 minutes early because he had trouble keeping pace with others. This gave him a chance to get to the clean-up base in time with everyone else. "It's just fantastic, what these guys are doing, and that they are coming down here every day to do it."

However, Mr Courtney was concerned such motivation might fade and more volunteers would be needed. If anyone was interested in helping, he asked that they arrive at clean-up sites with gumboots in hand.

## Rena: Volunteer's work unprecedented

By Kiri Gillespie – Monday, November 7, 2011 10:39



*Papamoa Beach volunteer clean-up site manager Steve Courtney takes a breather during the 100th clean-up operation outside the Papamoa Surf Lifesaving Club (Mark McKeown).*

After 100 clean-ups and three weeks of gruelling work Tauranga man Steve Courtney is going to back to his day job - but not before a well-earned beer.

Yesterday marked the 100th volunteer clean-up operation on local beaches since Rena ran aground.

More than 7800 volunteers have since registered to help clean-up the beaches and more than 4000 of those volunteers have put in more than 12,000 hours of effort so far.

Volunteer co-ordinator Bruce Fraser said the whopping effort from the community was possibly one of the biggest in the world.

"We understand that this may be the first time in the world that a volunteer effort of this scale has been used as part of an official oil-spill response," Mr Fraser said.

At the helm of the Papamoa effort has been Mr Courtney.

Normally Mr Courtney is a self-employed weed spraying contractor but he put his business on hold in the middle of the "busy season" to help out in the Rena response.

Speaking to the Bay of Plenty Times yesterday Mr Courtney said it had been frustrating and full of "damn hard work by everybody".

"This is my last day. I'm met some unreal people down here but it's time for one of the other site managers to step-up."

Mr Courtney has not had a day off in three weeks, having managed volunteers at Papamoa on the weekends and weekdays.

"After doing this, it's going to be good to go home and put my feet up and have a beer without having to worry about doing the same thing tomorrow."

The clean-up effort consists of four-hour stretches sitting on knees and sifting sand. It is back-breaking work, but the efforts of the volunteers had made the task worthwhile, Mr Courtney said.

After three weeks there was some concern volunteer motivation might begin to wane but not so if the weekend was anything to go by.

Mr Fraser said Mr Courtney and his son Ben had both been site managers for volunteer clean-ups.

"Everyone's been impressed with the quality of the briefings and the great organising skills. We're very grateful for their commitment and good humour and thank them hugely for the time they've taken out of their own business."

About 120 volunteers helped clean-up Papamoa yesterday, there were 138 on Saturday and another 132 the day before.

"It's sort of the articles that have been in the paper, they have created a lot of interest and lifted people's spirits.

"Everybody's keen as mustard. You've got to take your hat off to them. Without them the beach would still be covered in oil."

The group were focusing on the area in front of the Papamoa Surf Lifesaving Club yesterday to help out club members dealing with a family day.

Mr Courtney said they were working on getting that section of beach ready "for the final polish".

Just over 300 "nippers" have joined the club this year and were meant to start at the weekend but practical training has been put on hold until the beach can be opened to them.

Oil-spill experts have forecast that the beaches could be back to normal within a few weeks - providing the remaining oil on Rena does not leak any further.

There will be volunteer clean-up operations today at Maketu and Papamoa.

## TV star puts world spotlight back on Bay's plight

By Sam Boyer – Tuesday, October 25, 2011 8:31



*Phil Keoghan, host of television show The Amazing Race, pitched in at Mount Maunganui Main Beach (Mark McKeown).*

International television celebrity Phil Keoghan made time to head to Mount Maunganui on Monday and lend a hand with the oil clean-up response.

Temporarily home on a whirlwind trip to take in the Rugby World Cup final with his father, he felt he had to come to the region in a bid to generate more publicity for the plight of the Bay of Plenty coastline.

No fresh oil was seen on the beaches this morning and the oil that leaked overnight on Saturday remained around Rena.

But there were still fears it could make its way to Mayor Island, where there is a wildlife reserve.

National On-Scene Commander, Rob Service said they expected the slick to move slowly north and reach Mayor Island's shoreline on Thursday.

Keoghan said the Rena catastrophe had already been and gone from United States television news but he hoped that by coming to the beach he could revive international news coverage.

"It's gone. It was a news story but unfortunately the way news works is, what else is happening? Tell me something new."

"I'm not here to clean-up the beaches, I don't have the resources to do that. What I can do is come here and at least draw some attention to it and make sure this story stays in the news," he said.

Keoghan knows Mount Maunganui well. In 2009, he brought his multi-E Emmy award-winning show, *The Amazing Race*, to town.

As part of the New Zealand leg of the show, contestants were required to race up Mauao.

"We had *The Amazing Race* here and they actually ran up the Mount. So *The Amazing Race* fans know this.

"So now race fans are going to connect this. We've put it back on the map but this time it's a little more serious," he said.

The outlook of the hazard still lurking off the coast was frightening, he said.

"When I heard it [the *Rena* oil crisis] was here, I thought of the time we were here for *The Amazing Race* [and] suddenly it had a whole different perspective. I've been watching it with great interest from overseas.

"My first thought was, 'What's going to happen to the beaches?' We've got a thousand tonnes of oil in a ship out there," he said.

In full recovery outfit including body suit, gumboots and gloves, Keoghan spent about quarter of an hour helping the beach volunteers. "What's really nice is to be able to see it and meet the volunteers. [I spent] maybe 15 or 20 minutes on my hands and knees - it's back-breaking work and frustrating."

The warm weather yesterday altered the consistency of the oil still on the beach and made it difficult to collect, he said.

"It was dripping through the shells. You wish there was some way, some special machine that would just suck the oil and leave the sand clean," he said.

Keoghan was in the country for only 72 hours before flying back to Los Angeles, where shooting for his reality television show was set to restart.

He said there were positive and negatives to take from the ship's grounding and the subsequent clean-up operation.

"Look how the community has rallied together, just like Christchurch [after the February earthquake].

"The most important thing is there isn't a lack of volunteers," he said.

"It goes to show the really big difference with this crisis [compared to Christchurch], is this situation was avoidable.

"That's the sad part of it. It didn't have to happen."

## **Rena: Neighbourhood blitz on beach**

By James Smith – Thursday, November 10, 2011 10:25



*Artist Lynne Iggulden can visualise scores of people helping with the clean-up (Joel Ford).*

Landscape artist Lynne Iggulden wants Bay beach lovers to help bring alive a vibrant scene she has in her mind's eye.

The Papamoa East resident can picture scores of willing helpers turning up to tackle oil on her local beach, still blighted by the foul fallout from the Rena disaster.

Mrs Iggulden is spearheading a beach clean-up after raising concerns over the time it was taking to remove oil from the far end of Papamoa.

Worried over the possible long-term health and environmental effects from the deposits of heavy oil covering the shoreline near her home, Mrs Iggulden collared a Rena oil spill official and offered to organise a neighbourhood blitz on the beach.

She told him there were concerns regarding which beaches were being tackled.

"Even if we volunteered we wouldn't be cleaning our part of the beach. I told him people were getting quite frustrated," Mrs Iggulden said. "I don't believe in sitting back and whinging about what hasn't been done. If you want something done you do it yourself."

Officials have backed her idea and have paved the way for a weekend of clean-up action.

Supplies of protective white suits and latex gloves are on the way, and training for the two separate beach sweeps has been arranged.

Fellow Emerald Shores resident Jody Schuurman is backing Mrs Iggulden's efforts to help get things moving.

The two women are encouraging Papamoa East locals to turn out in force to join in a two-day clean-up bid.

Residents, many of whom had answered the official call for volunteers, have been frustrated their local beaches have not been subjected to the intensive and highly-publicised oil clean-ups that have been concentrated on other areas of Tauranga shoreline.



Because of the area's relative isolation there is a concern the area is in danger of dropping off the "clean-up radar".

But Braden Rowson, a site supervisor for the Rena clean-up, said the Papamoa East coastline had escaped the worst of the oil pollution. He said the plan now for that area was to organise "micro-scale" clean-up teams of about 10 people for daily sweeps after high tide.

"Ideally we'd like people from the immediate vicinity, or those who might use that beach, to take ownership in terms of a daily clean-up."

Ms Schuurman says if the oil is not removed the sticky legacy of the Rena disaster could be pose a problem for many years.

Thousands of visitors flock to Papamoa East over summer, attracted by good fishing beaches and the openness of the landscape, she said.

"If we don't get this oil cleaned up soon, people are going to be back on beaches and there'll be kids covered in it."

Locals had been frustrated at not being able to tackle the oil coasting their beloved beach, she said.

"People want to be out there to make that beach our heaven again.

"We've probably taken for granted that we have a lovely beach we see and use every day - and now we can't get to it."

An oil-polluted stretch of the shore from Motiti Road to Karewa Parade will be targeted over two days this weekend.

"If we could put 100 volunteers across that beach for one hour that's a huge amount of time and it could make a big difference," said Ms Schuurman.

"The more people we can get the quicker the oil is going to be cleaned off the beaches.'

"Even if they can spare 10 minutes, two hours, every little bit helps."

She has fears for the future when the official beach sweeps are scaled back. 'It's going to be left to us anyway.

"We might as well begin now and start making a difference."

#### **Papamoa East beach clean-up:**

Saturday: 2 pm Karewa Parade carpark.

Sunday: 3 pm Motiti Road carpark.

Bring: Gumboots, sunhat, water bottle.

People must be 16 and over.



## Appendix 7 – New Zealand marine oil spills since 1990

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The following list includes the more significant marine oil spills that occurred around New Zealand since 1990.

1998, Don Wong 529 - Stewart Island (with 400 tonnes of automotive gas oil spilled).

1999, Rotoma - Poor Knights Island (oily bilge discharge of approximately 7 tonnes spilled).

2000, Sea Fresh - Chatham Islands (60 tonnes of diesel spilled).

2002, [Jody F Millennium](#) – Gisborne (25 tonnes of fuel oil spilled).

2002, [Tai Ping](#) - Bluff (no oil spilled).

As part of international cooperative agreements, New Zealand has also provided personnel to assist with oil spills overseas. The most recent was the provision of support to the Australian Maritime Safety Authority (AMSA) during their response to the 2009 Pacific Adventurer oil spill off the coast of Brisbane, Queensland.

Recent assistance has also been provided in gathering evidence to assist AMSA in prosecuting ships discharging oil into the maritime environment.

### **Jody F Millennium grounding and oil spill response**

On the evening of Wednesday, February 6 2002, huge swells caused the log ship Jody F Millennium (owned by Japanese company Soki Kisen, she was chartered to a Korean company and registered in Panama) to break free from several of her moorings in the Gisborne Harbour.

Tugs went to her assistance and attempted to hold the ship steady so she could be secured again to the wharf. However the situation became too unsafe for the people involved, the Jody F Millennium and the wharf itself. It was decided that the best place for her was back out at sea.

As the ship left the Harbour, she was hit by the heavy swell on her side and ran aground on the beach. The incident was reported to the Maritime Safety Authority (MSA), now Maritime New Zealand, at 10.00 pm on Wednesday, 6 February.

A "Tier 3" oil spill response was declared at 4.00 am on Thursday, 7 February in the event that the ship might leak oil, though there were no reports of spills at that stage.

The main focus of the MSA was the removal of the threat of an oil spill and the management and clean-up of any pollution arising from an oil spill. A separate section of the MSA also launched a full investigation into the grounding to find out what happened and consider if any further action should be taken.

The salvor, not the MSA, was responsible for any salvage required and the ship's owners were liable for any clean-up costs. When the salvor was able to get a team on board they immediately began a detailed hydrographic survey of the seabed. This was conducted under and all around the ship to find out how she was lying, what sand had built up around her and how a course out of her position might be charted. A dive team was sent below to assess damage to her hull, and possible options for the salvage plan were developed.

At the same time, the salvor was ordering powerful ocean-going tugs that were capable of towing the Jody F Millennium out. The Gisborne Port tugs were too small to be able to do this and could not operate in rough seas. The Pacific Chieftain immediately began steaming from New Plymouth (a three-day journey) and the SeaTow from Picton. A third tug was despatched from Melbourne and arrived in Gisborne on Sunday, February 17.

The salvor scoured the country's ports looking for large sea anchors (weighing between 5-10 tonnes). Two were located in Picton and the dispatch arranged. 30 tonnes of heavy salvage equipment (ropes, tackle and so forth) was assembled in Australia and airfreight arranged for its transport to Gisborne. As information came in from the surveys and dives, salvage options were calculated. This is a very intensive and complex exercise, involving crucial and painstaking calculations of how heavy the ship would need to be to move it, what load can be applied by the tugs, which direction they must pull from and how strongly, how the sea state, winds and tides might affect the operation and so on.

The salvage plan must also be approved by the MSA whose prime interest is in the fate of the oil on board and whether it can be made safe. Additional oil spill equipment, including dispersant, to add to the equipment already in Gisborne was ordered.

An Air Force C130 Hercules and trucks were used to deliver the extra equipment, both from the MSA Oil Spill Centre in Auckland and other surrounding regions.

The Jody F Millennium confirmed an oil spill and in response, booms were deployed across the Harbour entrance and the Waikanae Cut to try and prevent the oil coming up-river.

Testing of alternative dispersants was arranged and a helicopter fitted with spraying equipment began spraying larger areas of oil. The salvor worked to identify the source of the spill and what could be done to pump out the affected oil tank.

On Saturday and Sunday spraying of dispersants continued from dawn until dusk. Initial beach clean-up work was carried out by a grader and on Monday specialist teams were deployed to clean-up the beaches manually. When she ran aground, the Jody Millennium held 641 tonnes of intermediate fuel oil (HFO 380) plus 63 tonnes of marine diesel to power her generators and other equipment and about 20 tonnes of lubricating oils. The fuel oil taken off the ship was put in inflatable barges and transferred to the HMNZS Endeavour and storage tanks at the Port. 25 tonnes of fuel oil were estimated to have leaked out. This affected an area of about 8 kilometre of coastline from Tuahine Point to 300 metres along the coast, about opposite Gisborne Airport.

Oil came ashore mainly on Waikanae Beach, Midway Beach, Kaiti Beach, the log storage area north of the port and Sponge Bay. Small amounts came ashore on beaches further north and south.

About 30 cubic metres of oil and sand mixed were collected. Another 600-800 litres of oil was collected from the boom collection areas.

The contaminated sand and the collected oil went to waste disposal sites in Auckland and Napier.

## **Tai Ping grounding and oil spill response**

A Hong Kong-flagged bulk carrier with a crew of 23 and 9500 tonnes of urea fertiliser aboard ran aground at Tiwai Point near the entrance to Bluff Harbour on the morning of 8 October 2002.

The Maritime Safety Authority (MSA) declared a Tier 3 emergency response following the grounding of the vessel on the basis of the large volumes of fuel oil carried on-board and the risk of a potential spill.

By declaring a Tier 3 emergency, the MSA was able to plan for a major pollution response, should there have been a significant oil spill from the vessel. Booms were set up around the vessel to contain any leakage while equipment was deployed to be close on hand in case a clean-up was needed.

An oiled wildlife holding facility was also set up just in case it was required.

After being grounded for nine days, the vessel was refloated safely and not a drop of oil was spilled.

Source: <http://www.maritimenz.govt.nz>.



## Appendix 8 – Volunteer Team roles

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### Our tasks

- Support and facilitate the community volunteers.
- Support elected representatives in co-ordinating offers of assistance.
- Support the National On-Scene Commander in operational shoreline clean-up tasking.
- Complement the existing iwi and contractor shoreline clean-up teams.

### Our structure

- 1 Volunteer Coordinator: Bruce Fraser and later Pim de Monchy.
- 2 Event Manager/Support: Ryley Webster, Braden Rowson, Thomas Murray, Harley Spence.
- 3 Site management: Steve and Ben Courtney, Sustainable Coastlines Team, Mike Lord, Customs/Fisheries staff, various local contractors.
- 4 Events Planner: Camden Howitt, Waimarie Sylvester, Sirri Smith, Sam Rye, Pim de Monchy, Harley Spence, Braden Rowson, Thomas Murray.
- 5 Human Resources/contracts/scheduling/administration: Roberta Ripaki, Angela Myers, Ministry of Social Development staff.
- 6 Communications: Allison Clifford, Meaghan Holmes, Julie Hill, Marcel Currin.
- 7 Group offers of assistance, and non-labour offers: Andrew von Dadelzsen, Robyn Skelton.
- 8 IT support: Jon Edney, Samdanae Imran-uz-zaman, Len Flynn, ReadyNet.

### Our roles

#### 1 Volunteer coordinator

- Manage the team.
- Liaise with operations manager and NOSC.
- Authorise purchases, contracts, plans, resources and communications.

#### 2 Event manager/support

- Support site managers and volunteer coordinator.
- Ensure the safe, effective and positive running of each event on the day by site managers.
- Ensure the right resources are on-site on-time for each Operation Beach Clean event, provide back-up if needed.
- Collate and provide feedback on events.

### **3 Site managers (1 per 50 volunteers)**

- Get sites running for volunteers to report to.
- Recruit and task volunteer team leaders (1 per 10 volunteers).
- Oversee safe, effective and positive volunteer clean-up operations.

### **4 Event planner**

- Assist volunteer coordinator and operations manager by forward planning Operation Beach Clean events.
- Ensure all tools, transport, toilets, decontamination units, briefing notes, target audience for communications etc are organised, preferably at least one day in advance.
- Build-in site manager feedback for future events.

### **5 Human Resources/contracts/scheduling/administration**

- Contracts, invoices, timesheets, rosters and records.
- Team office resources and logistics.
- Enquiries and follow-up.

### **6 Communications**

- Liaise with Community Relations Team to ensure consistency of messages.
- Prepare/distribute communication materials.
- Ensure team members know what is being communicated.
- Coordinate volunteer website information.
- Monitor community feedback.

### **7 Group offers**

- Receive, file and prioritise offers of assistance.
- Communicate with those who offered.
- Liaise with event planner and volunteer coordinator to integrate offers effectively into planned operations.

### **8 IT support**

- Build, maintain and upgrade volunteer database.
- Send out bulk email and text messages to filtered groups on volunteer database.

## Appendix 9 – Selected Volunteer Engagement Team members

As at Monday, 21 November 2011

Name	Contact details	Notes
<b>Bay of Plenty Regional Council</b>		
Pim de Monchy	021 649 818	<a href="mailto:pim.demonchy@boprc.govt.nz">pim.demonchy@boprc.govt.nz</a>
Braden Rowson	021 648 519	<a href="mailto:braden.rowson@boprc.govt.nz">braden.rowson@boprc.govt.nz</a>
Robyn Skelton	021 275 8034	<a href="mailto:Robyn.skelton@boprc.govt.nz">Robyn.skelton@boprc.govt.nz</a>
<b>Private contractors</b>		
Bruce Fraser	021 687 533	<a href="mailto:bruce@fraserconsultants.co.nz">bruce@fraserconsultants.co.nz</a>
Tom Murray	027 511 9602	<a href="mailto:thomas-murray@hotmail.com">thomas-murray@hotmail.com</a>
Sirri Smith	021 237 3584	<a href="mailto:rod-sirri.smith@hotmail.com">rod-sirri.smith@hotmail.com</a>
Steve and Ben Courtney	027 335 2824	<a href="mailto:courtneyclan@xtra.co.nz">courtneyclan@xtra.co.nz</a>
Glenys Taikato	027 438 6979	
Pia Bennett	021 394 155	<a href="mailto:p.bennett@actrix.co.nz">p.bennett@actrix.co.nz</a>
Gary Meltzer	022 023 7500	<a href="mailto:gary.meltzer@gmail.com">gary.meltzer@gmail.com</a>
Andrew von Dadelszen	021 762 440	<a href="mailto:andrew@vond.co.nz">andrew@vond.co.nz</a>
<b>Ministry of Social Development</b>		
Roberta Ripaki	029 242 6701	<a href="mailto:roberta.ripaki001@msd.govt.nz">roberta.ripaki001@msd.govt.nz</a>
Julie Hill		<a href="mailto:julesh@xtra.co.nz">julesh@xtra.co.nz</a>
Waimarie Sylvester	029 660 0044	<a href="mailto:waimarie.sylvester001@msd.govt.nz">waimarie.sylvester001@msd.govt.nz</a>
<b>Tauranga City Council</b>		
Alison Clifford	07 577 7000	<a href="mailto:Alison.clifford@tauranga.govt.nz">Alison.clifford@tauranga.govt.nz</a>
Marcel Currin	07 577 7000	<a href="mailto:Marcel.currin@tauranga.govt.nz">Marcel.currin@tauranga.govt.nz</a>
Meaghan Holmes	07 577 7000	<a href="mailto:Meaghan.holmes@tauranga.govt.nz">Meaghan.holmes@tauranga.govt.nz</a>
<b>RENA volunteers</b>	0800 884 881 extn RENA	<a href="mailto:rena.volunteers@gmail.com">rena.volunteers@gmail.com</a>





# Appendix 10 – Operation beach clean event spreadsheet (selection only)

Planned events		Every morning at 09.30 there will be an ops meeting to determine the next day's events															Updated at 10:00 14-Nov-2011 by Laura											
Day of Week	Event No	Event type	Date	Time	Area	Start Location	End Location	Number of People	Event Status	Site Managers	Ops crew	Catering	Transport requirement	Organized by	Event Advertised	HW Liaison	PPE Advised of Numbers Required	Work Plan	Hydrohub times	Trestle tables, cones, hazard tape,	Portaloos - Operations Responsibility	Waste Bins - Operations Responsibility	Occultation - Operations Responsibility	Handtools	Security guards informed of event	Number actually attended		
Thursday	1	Training	13-Oct-11	1200	Omanu	Omanu Surf Club		90		Riley, Braden, Chris					Fania Smith											39		
Friday	2	Clean-up	14-Oct-11	1000	Omanu	Omanu Surf Club		200		Riley, Chris, James, Wayne		ANZ/Gavin McCormack			Jack Thatcher												75	
	3	Clean-up	14-Oct-11	1230	Chumotai	Perguson Park		50		Braden		Kingsley Smith														30		
	4	Training	14-Oct-11	1400	Papamoa	Papamoa Surf Club		100				ANZ/Tim Lockhart - Media Works														40		
Saturday	5	Training	15-Oct-11	900	Chope	Chope surf club		100																				
Saturday	6	Training	15-Oct-11	1100	Matatā	Rangitahi Marae		100																				
Saturday	7	Clean-up	15-Oct-11	1200	Mt Maunganui	Pilot Bay Boat Ramp		100				Kingsley Smith															45	
Saturday	8	Clean-up	15-Oct-11	1200	Papamoa	Papamoa Surf Club		200				ANZ/Mike Jeffries /Gavin McCormack															200	
Saturday	9	Clean-up	15-Oct-11	1200	Papamoa	Taylor Rd end of Taylor Reserve		200				ANZ/Gavin McCormack															190	
Saturday	10	Clean-up	15-Oct-11	1200	Maketu	Maketu Surf Club		200				Tim Lockhart - Media Works															40	
Saturday	11	Clean-up	15-Oct-11	1200	Pukehina	Pukehina Surf Club		100																			80	
Sunday	12	Clean-up	16-Oct-11	1300	Matakana Is	Ibd		30													not done	done	small ops				30	
Sunday	13	Clean-up	16-Oct-11	1300	Papamoa	Papamoa Surf Club		200				TEC Water Trailer			advised		250					done	done	ops				350
Sunday	14	Clean-up	16-Oct-11	1300	Papamoa	Taylor Rd end of Taylor Reserve		200				TEC Water Trailer			advised		250					done	done	ops				200
Sunday	15	Clean-up	16-Oct-11	1300	Maketu	Whakau Marae		200							advised		covered within 1hr daily order of 20					done	done	ops				40
Sunday	16	Training	16-Oct-11	1000	Opotiki	Waiohau Surf Club		50																				
Sunday	17	Training	16-Oct-11	1000	Ngaitai Iwi Auth	Torere Marae		NA																				
Sunday	18	Training	16-Oct-11	1200	Te Kaha	Te Kaha Main Marae		NA																				
Sunday	19	Training	16-Oct-11	1400	Whangaparaoa	Whangaparaoa Marae		NA																				
Sunday	20	Tuesday	16-Oct-11	1700	Bowentown	Bowentown Boating Club		Unlimited	Confirmed	1 required																		
Sunday	21	Cleaning	16-Oct-11	1300	Omanu	Tay Street		100	Confirmed	2 required																		
Monday	22	Cleaning	17-Oct-11	1330	Papamoa	Papamoa Surf Club		100	Confirmed	2 required (Riley)	Surf Club	ANZ Gavin McCormick 021 2462364	Volunteer group				150 ready in store	Yes	in place		5	Yes	Yes	Handtools at Surf Club. Sean Smith 027 5421134			150	
Monday	23	Cleaning	17-Oct-11	1330	Papamoa East	Taylor Rd end of Taylor Reserve		100	Confirmed	2 required (Sam)	Fulton Hegan	ANZ Gavin McCormick 021 2462364	Volunteer group				150 ready in store	Yes	in place		10	Yes	Yes	Tools on site in containers. Geoff 027 4955486			60	
Monday	24	Cleaning	17-Oct-11	Ibc	Misaki Track	Mount Surf Club		TBC	Confirmed	none					Iwi liaison												30	
Monday	25	Cleaning	17-Oct-11	1330	Mount Maunganui	Clyde St Beach access 3.13		100	Confirmed	2 required	Peter?	not required	Volunteer group				150 ready in store	Yes	not required		Back at Tay St, or at Omanu	Yes	Yes	Yes, John Wright to confine			100	
Monday	26	Cleaning	17-Oct-11	Ibc	Maketu	Nawdicks Beach		TBC	Confirmed	none					Iwi liaison					Required if at Cut				Iwi - Pia Bennett 021 8841155				
Monday	27	Cleaning	17-Oct-11	Ibc	Matakana Is	Ibc		30	Confirmed	Iwi					Iwi liaison									Jack Thatcher 027 2799036				



## Appendix 11 – Adopt a beach sites (as at 18 November 2011 – more added later)

