

Standardisation whilst innovating

Managing increasing costs and volunteer expectation





Organisational Overview



Our purpose

Marine Rescue NSW saves lives on the water.
This is our mission, 24 hours a day, every day.

Established in 2009, Marine Rescue NSW has
3,344 volunteers operating from 46 units across
NSW.



39,000+
rescue operations



84,000+
boaters rescued

Our performance

In 2023-24, our volunteers performed a record number of search and rescue missions

2023-24 Key statistics



3,453
Dedicated
volunteers



4,598
Rescue
missions



10,378
Boaters
safely back
to shore



75,845
Boats
Logged
On



243,004
Radio
calls



\$3.4
million
raised

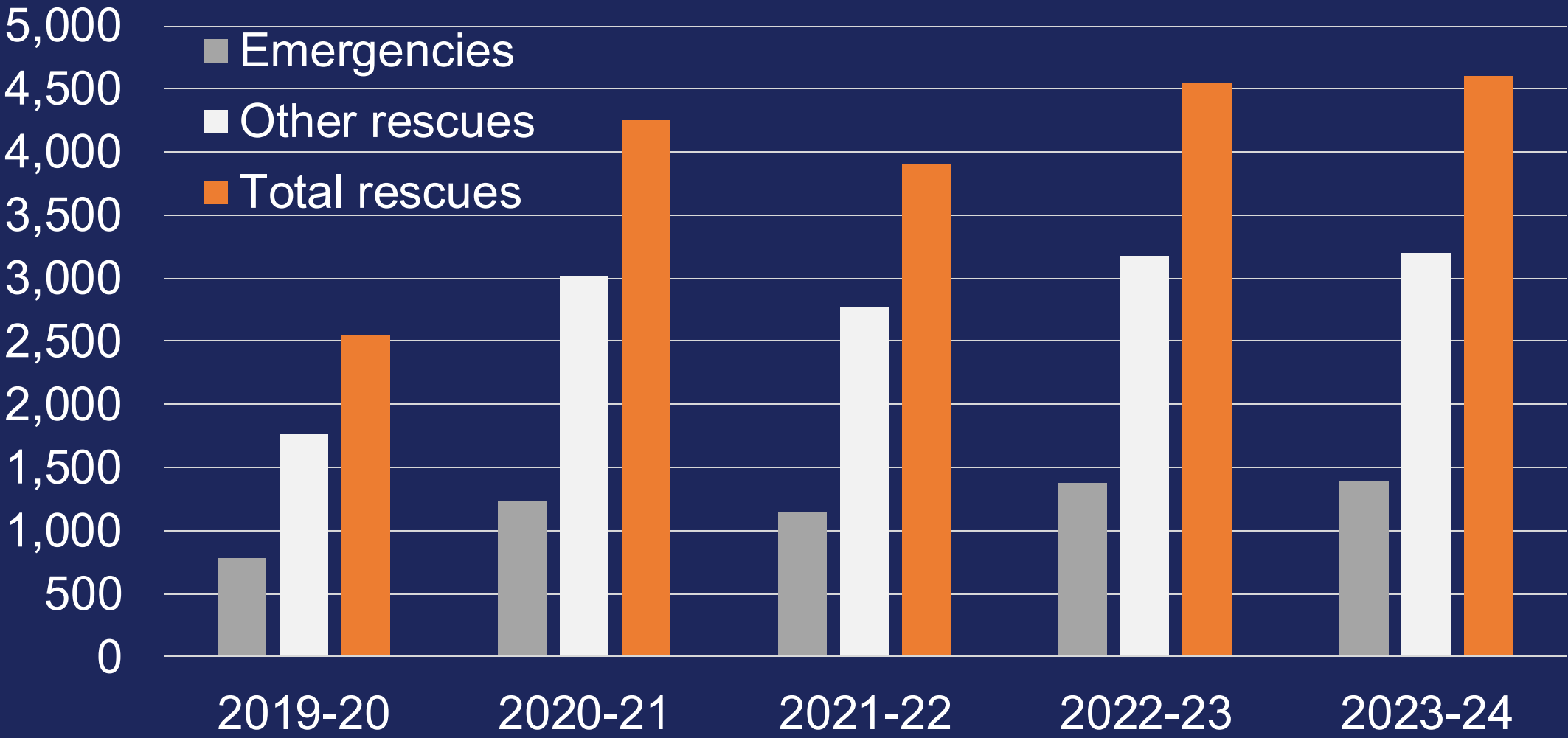


332
Awards and
medals



285,016
Persons on
board Logged
On vessels

Rescue missions: Five year trend



Our people

Marine Rescue NSW volunteers continue to show their skill, professionalism and dedication with record numbers of rescues in the past two years.



Volunteers	
Male	2,537 (73.5%)
Female	916 (26.5%)
Regular members	2,630
Provisional members	679
Other members	144
Total volunteers	3,453
Zone based staff	12
State Headquarters staff	27
Total staff	39



Current Fleet

Total Vessels 126

MRNSW engages approximately 8 suppliers who provide the following classes of vessel:

40 Class	2	(12m+)
30 Class	38	(8.5m – 12m)
20 Class	43	(6m – 8.5m)
10 Class	43	(<6m)

Our funding

Marine Rescue NSW is a not-for-profit company limited by guarantee and is a registered charity, and complies with the requirements of the Australian Charities and Not-for-Profits Commission Act 2012, the Charitable Fundraising Act 1991 and the Corporations Act 2001.

We are reliant on the financial support we receive from the NSW Government and the boating community of NSW but we also rely on the energetic fundraising activities of our volunteers as well as funding from grants, sponsors and donors to help keep us rescue ready.





Managing standardisation whilst improving

- **LEAP PRINCIPLE**

- **Learn.**
 - From what you have in place.
 - Gain information from the team on the ground.
 - Learn from other industry bodies.
- **Evolve**
 - Design space where outcomes can move forward with technology.
 - Be across new initiatives and developments.
 - Have mechanisms for testing and trails where suitable.
- **Adapt.**
 - Develop and design flexibility into vessel construction.
 - Be prepared to update training and inductions where changes occur.
- **Pursue excellence.**
 - Work for constant improvement.
 - Make calculated risks for the benefit of the organisation.
 - Maintain familiarity across all vessel types.



Collaboration and communication

- Key partners:
 - Volunteers.
 - Community.
 - Organisation executives.
 - State government.
 - Regulatory authorities.
 - Supplier agreements.
 - Contractor relationships.



Achieving standardisation

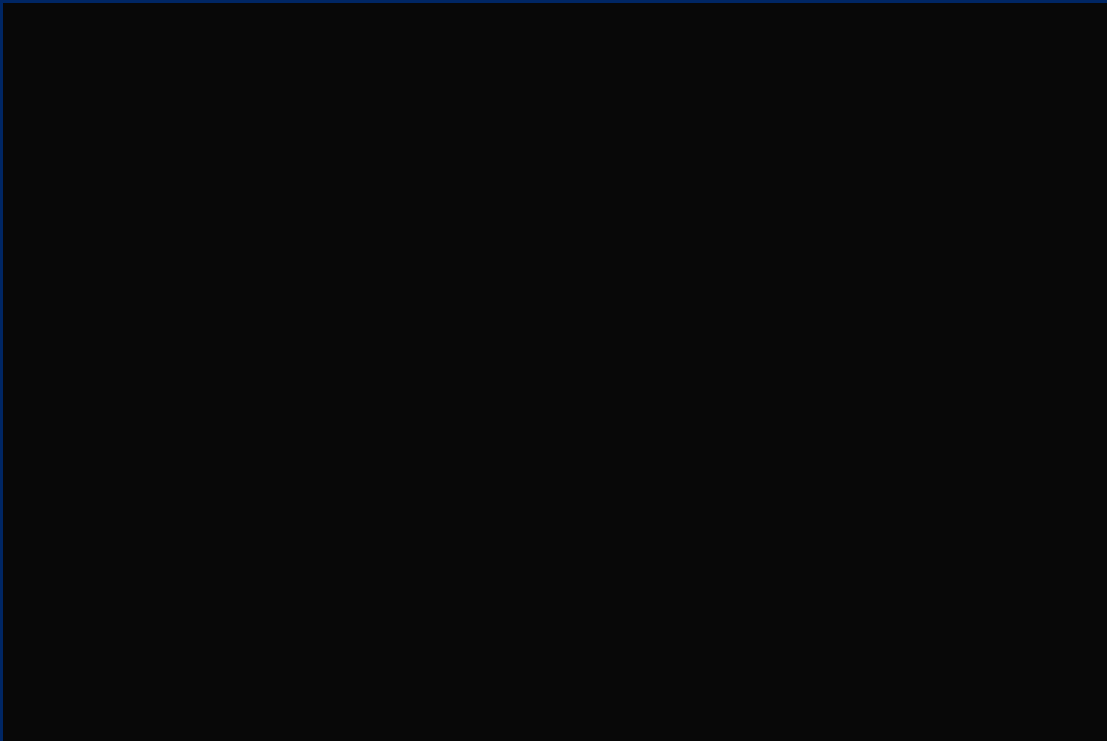
- Buying into the vision.
 - Have a format of standardised products that are proven.
 - How to get the stakeholders to get “on the same page”
 - Knowing the audience.
 - Open book.
 - Realistic expectations.
 - Big picture delivery.
 - Suppliers and agreements that can meet the demands.
 - Be present and available.
 - Be resourceful.
 - Deliver results.



Influencing consulting groups.

- Know your target group.
- Set parameters early.
- Understand the challenges a rescue base has in its local area.
- Assign challenging volunteers as part of a consult.
- Have humility when working through technical details.
- Be prepared for the hard conversations.
- Have win, win options.
- Present your own ideas as the “groups idea”.
- Pivot your delivery criteria to gain outcomes.





Relationships and Trust.

- Building strong relationships builds trust in sustainable outcomes and deliverables.
- It's not just trust in the people you work with but they must trust and believe in your vision.
 - Trust your staff and volunteers.
 - Trust in your processes.
 - Trust in contractors.
 - Trust in training systems.
 - Trust in our own abilities.
 - Trust that the crew have the best interests of the organisation at heart.



‘Ki uta tārei ai, ki tai rewa ai’

Prepared onshore to sail at sea

This proverb is of Ngāti Maniapoto origin. Learning is likened to the build and floating of a traditional waka. Onshore is symbolic of home, and the sea symbolises the greater world and the challenges we face.

Innovation and resourcefulness are the key concepts of this proverb.



Questions?

