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APPLICATION FOR RESOURCE CONSENT FOR A WATER-BASED ACTIVITY



Under Section 88 of the Resource Management Act 1991 (Form 9)

PLEASE COMPLETE ALL MANDATORY FIELDS* OF THIS FORM.

This form provides contact information and details of your application. If your form does not provide the required information it will be returned to you to complete. Until we receive a completed form and payment of the initial fee, your application will not be accepted for processing.

APPLICANT //

- Must be a person or legal entity (limited liability company or trust).
- Full names of all trustees required.
- The applicant name(s) will be the consent holder(s) responsible for the consent and any associated costs.

*Applicant's Full Name / Company / Trust:

(Name Decision is to be issued in)

*All trustee names (if applicable):

Contact Name if Company or Trust:

*Postal Address:

*Post code:

*Contact details supplied must be for the applicant and not for an agent acting on their behalf and must include a valid postal address

*Email Address:

*Phone Numbers: Day

Mobile:

The Applicant is:

☐

Owner

☐

Lessee

☐

Occupier

☐

Other - Please Specify



Our preferred methods of corresponding with you are by email and phone.

The decision will be sent to the Correspondence Details via email unless requested otherwise.



CORRESPONDENCE DETAILS // If different than above – E.g. consultant or agent

Name & Company:

Phone Numbers: Day

Mobile:

Email Address:



INVOICING DETAILS //

Invoices will be made out to the applicant but can be sent to another party if paying on the applicant's behalf. For more information regarding payment please refer to the Fees Information section of this form.

*Please select a preference for who should receive any invoices and how they would like to receive them.

Applicant:

☐

Agent:

☐

Other, please specify:

Email:

☐

Post:

☐

*Attention:

*Postal Address:

*Post code:

*Please provide an email AND full postal address.

*Email:



DEVELOPMENT CONTRIBUTIONS INVOICING DETAILS //

If it is assessed that your consent requires development contributions any invoices and correspondence relating to these will be sent via email. Invoices will be sent to the email address provided above unless an alternative address is provided below. Invoices will be made out to the applicant/owner but can be sent to another party if paying on the applicant's behalf. For more information please see appendix 2 at the end of this form.

Please select a preference for who should receive any invoices.

Details are the same as above

Applicant:

Other, please specify:

*Attention:

*Email:

[Click here for further information and our estimate request form](#)



DETAILS OF SITE

Address / Location to which this application relates: Provide the name of the waterbody (i.e. lake or river) where the proposed works/activity will take place. Include proximity to any well-known landmark and land address for any associated land based activity/ landing points:

GPS LOCATION OF PROPOSED WORKS //

(Note: this must be supplied for all mooring and jetty applications, and any other waterbased activity that does not have an associated land parcel attached to the operation)

GPS co-ordinates: Note: you must specify which GPS co-ordinate system* was used to identify the GPS location - Decimal Degrees (DD) or Degrees Minutes Seconds (DMS) (*The Harbourmaster prefers the Decimal Degrees (DD) co-ordinate systems, but either can be used)

For any land based areas:

Legal Description:

Owners/Occupiers:

District Plan Zone:

Permit Number: If you have a current permit for your activity from QLDC (i.e. an existing mooring permit), specify your permit number and the name of the person / entity that the permit is issued to

Other Users: Identify other occupiers/users in particular consent holders, of the relevant waterbody



SITE VISIT REQUIREMENTS// Should a Council officer need to undertake a site visit please answer the questions below

Is there a gate or security system restricting access by council?	YES	NO
Is there a dog on the property?	YES	NO
Are there any other hazards or entry restrictions that council staff need to be aware of? If 'yes' please provide information below	YES	NO



PRE-APPLICATION MEETING

Have you had a pre-application meeting with QLDC regarding this proposal?

Yes

No

Copy of minutes attached

If 'yes', provide the reference number:



CONSENT(S) APPLIED FOR

Land use consent to establish and operate a water based activity comprising:

Erect or place a new structure

Alter / extend an existing structure

Replace / demolish an existing structure



BRIEF DESCRIPTION OF THE PROPOSAL

Consent is sought to undertake a water-based activity on

(Lake / River)

The activity will operate

(dates / duration)

to provide for

(number persons)

Brief description of activity:

Further Description to be provided in an assessment attached. See below.



OTHER CONSENTS

Are any additional consent(s) required that have been applied for separately?

- ☐ Otago Regional Council — Use of bed of lake or river (note if has/has not been applied for):

Yes

No

N/A

- ☐ Are you seeking consent from both QLDC and ORC in this one application (i.e. for a jetty or mooring):

Yes

No

N/A



APPLICATION NOTIFICATION

Are you requesting public notification for the application?

Yes

No

Please note there is an additional fee payable for notification. Please refer to Fees schedule



INFORMATION REQUIRED TO BE SUBMITTED //

Attach to this form any information required (see below & appendix 1).

To be accepted for processing, your application must include the following information where relevant to your proposed activity:

A site plan or map showing the locality and extent of the activity and the proximity of any nearby activities (e.g. other moorings and the extent of their swing in relation to your proposed mooring)

Demonstrate compliance with the most up to date QLDC Swing Moorings Booklet (if relevant)

Details of any associated land based buildings or structures, parking areas.

Details of any signage & locations.

A Safety Management Plan

Noise report (if relevant)

Written approval of every person who may be adversely affected by granting of consent (s95E)

Consultation required with:

Aukaha

Te Ao Marama INC

Fish & Game New Zealand

Consultation required where relevant:

Guardians of Lake Wanaka

Guardians of Lake Hawea

Department of Conservation

Land Information New Zealand

An Assessment of Effects (AEE).

An AEE is a written document outlining how the potential effects of the activity have been considered: safety, noise, traffic and parking, signage and impact on the waterbody including other users.

Address the relevant provisions of the District Plan and affected parties including who has or has not provided written approval. See [Appendix 1](#) for more detail.



We prefer to receive applications electronically – see Appendix 3 [Naming of Documents Guide](#)

Please ensure documents are scanned at a minimum resolution of 300 dpi.

Each document should be no greater than 10mb



PRIVACY INFORMATION

The information you have provided on this form is required so that your application can be processed under the Resource Management Act 1991 and may also be used in statistics collected and provided to the Ministry for the Environment and Queenstown Lakes District Council. The information will be stored on a public register and may be made available to the public on request or on the company's or the Council's websites.



FEES INFORMATION

Section 36 of the Resource Management Act 1991 deals with administrative charges and allows a local authority to levy charges that relate to, but are not limited to, carrying out its functions in relation to receiving, processing and granting of resource consents (including certificates of compliance and existing use certificates).

Invoiced sums are payable by the 20th of the month after the work was undertaken. If unpaid, the processing of an application, provision of a service, or performance of a function will be suspended until the sum is paid. You may also be required to make an additional payment, or bring the account up to date, prior to milestones such as notification, setting a hearing date or releasing the decision. In particular, all charges related to processing of a resource consent application are payable **prior to issuing of the decision**. Payment is due on the 20th of the month or **prior to the issue date – whichever is earlier**.

If your application is notified or requires a hearing you will be requested to pay a notification deposit and/or a hearing deposit. An applicant may not offset any invoiced processing charges against such payments.

Section 357B of the Resource Management Act provides a right of objection in respect of additional charges. An objection must be in writing and must be lodged within 15 working days of notification of the decision.

LIABILITY FOR PAYMENT – Please note that by signing and lodging this application form you are acknowledging that the details in the invoicing section are responsible for payment of invoices and in addition will be liable to pay all costs and expenses of debt recovery and/or legal costs incurred by QLDC related to the enforcement of any debt.

MONITORING FEES – Please also note that the fee paid at lodgement includes an initial monitoring fee of \$273 for land use resource consent applications and designation related applications, as once Resource Consent is approved you will be required to meet the costs of monitoring any conditions applying to the consent, pursuant to Section 35 of the Resource Management Act 1991.

DEVELOPMENT CONTRIBUTIONS – Your development, if granted, may also incur development contributions under the Local Government Act 2002. You will be liable for payment of any such contributions.

A list of Consent Charges is available on the on the Resource Consent Application Forms section of the QLDC website. If you are unsure of the amount to pay, **please call 03 441 0499** and ask to speak to our duty planner.

Please ensure to **reference any banking payments correctly**. Incorrectly referenced payments may cause delays to the processing of your application whilst payment is identified.

If the initial fee charged is insufficient to cover the actual and reasonable costs of work undertaken on the application you will be required to pay any additional amounts and will be invoiced monthly as work on the application continues. Please note that if the Applicant has outstanding fees owing to Council in respect of other applications, Council may choose to apply the initial fee to any outstanding balances in which case the initial fee for processing this application may be deemed not to have been paid.



PAYMENT // An initial fee must be paid prior to or at the time of the application and proof of payment submitted.

Please reference your payments as follows:

Applications yet to be submitted: RM followed by first 5 letters of applicant name e.g RMJONES

Applications already submitted: Please use the RM# reference that has been assigned to your application, this will have been emailed to yourself or your agent.

Please note processing will not begin until payment is received (or identified if incorrectly referenced).

I confirm payment by:

Bank transfer to account 02 0948 0002000 000 (If paying from overseas swiftcode is – BKNZNZ22)

Invoice for initial fee requested and payment to follow

Manual Payment at reception (can only be accepted once application has been lodged and acknowledgment email received with your unique reference number)

*Reference

*Amount Paid

(For required initial fees refer to website for Resource Consent Charges or speak to the Duty Planner by phoning 03 441 0499)

*Date of Payment

APPLICATION & DECLARATION

The Council relies on the information contained in this application being complete and accurate. The Applicant must take all reasonable steps to ensure that it is complete and accurate and accepts responsibility for information in this application being so.

If lodging this application as **the Applicant:**

I/we hereby represent and warrant that I am/we are aware of all of my/our obligations arising under this application including, in particular but without limitation, my/our obligation to pay all fees and administrative charges (including debt recovery and legal expenses) payable under this application as referred to within the Fees Information section.

OR:

If lodging this application as **agent of the Applicant:**

I/we hereby represent and warrant that I am/we are authorised to act as agent of the Applicant in respect of the completion and lodging of this application and that the Applicant/ Agent whose details are in the invoicing section is aware of all of his/her/its obligations arising under this application including, in particular but without limitation, his/her/its obligation to pay all fees and administrative charges (including debt recovery and legal expenses) payable under this application as referred to within the Fees Information section.



PLEASE TICK

I hereby apply for the resource consent(s) for the Proposal described above and I certify that, to the best of my knowledge and belief, the information given in this application is complete and accurate.

Signed (by or as authorised agent of the Applicant) **

Full name of person lodging this form

Firm/Company

Dated

**If this form is being completed on-line you will not be able, or required, to sign this form and the on-line lodgement will be treated as confirmation of your acknowledgement and acceptance of the above responsibilities and liabilities and that you have made the above representations, warranties and certification.

Section 2 of the District Plan provides additional information on the information that should be submitted with a land use or subdivision consent.

The RMA (Fourth Schedule to the Act) requires the following:

1 INFORMATION MUST BE SPECIFIED IN SUFFICIENT DETAIL

- Any information required by this schedule, including an assessment under clause 2(1)(f) or (g), must be specified in sufficient detail to satisfy the purpose for which it is required.

2 INFORMATION REQUIRED IN ALL APPLICATIONS

- (1) An application for a resource consent for an activity (the activity) must include the following:

- (a) a description of the activity;
- (b) a description of the site at which the activity is to occur;
- (c) the full name and address of each owner or occupier of the site;
- (d) a description of any other activities that are part of the proposal to which the application relates;
- (e) a description of any other resource consents required for the proposal to which the application relates;

Information provided within the Form above

- (f) an assessment of the activity against the matters set out in Part 2;
- (g) an assessment of the activity against any relevant provisions of a document referred to in section 104(1)(b).

- (2) The assessment under subclause (1)(g) must include an assessment of the activity against—

- (a) any relevant objectives, policies, or rules in a document; and
- (b) any relevant requirements, conditions, or permissions in any rules in a document; and
- (c) any other relevant requirements in a document (for example, in a national environmental standard or other regulations).

Include in an attached Assessment of Effects (see Clauses 6 & 7 below)

- (3) An application must also include an assessment of the activity's effects on the environment that—

- (a) includes the information required by clause 6; and
- (b) addresses the matters specified in clause 7; and
- (c) includes such detail as corresponds with the scale and significance of the effects that the activity may have on the environment.

ADDITIONAL INFORMATION REQUIRED IN SOME APPLICATIONS

- An application must also include any of the following that apply:
 - (a) if any permitted activity is part of the proposal to which the application relates, a description of the permitted activity that demonstrates that it complies with the requirements, conditions, and permissions for the permitted activity (so that a resource consent is not required for that activity under section 87A(1));
 - (b) if the application is affected by section 124 or 165ZH(1)(c) (which relate to existing resource consents), an assessment of the value of the investment of the existing consent holder (for the purposes of section 104(2A));

ASSESSMENT OF ENVIRONMENTAL EFFECTS

Clause 6: Information required in assessment of environmental effects

- (1) An assessment of the activity's effects on the environment must include the following information:
 - (a) if it is likely that the activity will result in any significant adverse effect on the environment, a description of any possible alternative locations or methods for undertaking the activity;
 - (b) an assessment of the actual or potential effect on the environment of the activity;
 - (c) if the activity includes the use of hazardous substances and installations, an assessment of any risks to the environment that are likely to arise from such use;
 - (d) if the activity includes the discharge of any contaminant, a description of—
 - (i) the nature of the discharge and the sensitivity of the receiving environment to adverse effects; and
 - (ii) any possible alternative methods of discharge, including discharge into any other receiving environment;
 - (e) a description of the mitigation measures (including safeguards and contingency plans where relevant) to be undertaken to help prevent or reduce the actual or potential effect;
 - (f) identification of the persons affected by the activity, any consultation undertaken, and any response to the views of any person consulted;
 - (g) if the scale and significance of the activity's effects are such that monitoring is required, a description of how and by whom the effects will be monitored if the activity is approved;
 - (h) if the activity will, or is likely to, have adverse effects that are more than minor on the exercise of a protected customary right, a description of possible alternative locations or methods for the exercise of the activity (unless written approval for the activity is given by the protected customary rights group).
- (2) A requirement to include information in the assessment of environmental effects is subject to the provisions of any policy statement or plan.
- (3) To avoid doubt, subclause (1)(f) obliges an applicant to report as to the persons identified as being affected by the proposal, but does not—
 - (a) oblige the applicant to consult any person; or
 - (b) create any ground for expecting that the applicant will consult any person.

CLAUSE 7: MATTERS THAT MUST BE ADDRESSED BY ASSESSMENT OF ENVIRONMENTAL EFFECTS

- (1) An assessment of the activity's effects on the environment must address the following matters:
 - (a) any effect on those in the neighbourhood and, where relevant, the wider community, including any social, economic, or cultural effects;
 - (b) any physical effect on the locality, including any landscape and visual effects;
 - (c) any effect on ecosystems, including effects on plants or animals and any physical disturbance of habitats in the vicinity;
 - (d) any effect on natural and physical resources having aesthetic, recreational, scientific, historical, spiritual, or cultural value, or other special value, for present or future generations;
 - (e) any discharge of contaminants into the environment, including any unreasonable emission of noise, and options for the treatment and disposal of contaminants;
 - (f) any risk to the neighbourhood, the wider community, or the environment through natural hazards or the use of hazardous substances or hazardous installations.
- (2) The requirement to address a matter in the assessment of environmental effects is subject to the provisions of any policy statement or plan.

Will your resource consent result in a Development Contribution and what is it?

- A Development Contribution can be triggered by the granting of a resource consent and is a financial charge levied on new developments. It is assessed and collected under the Local Government Act 2002. It is intended to ensure that any party, who creates additional demand on Council infrastructure, contributes to the extra cost that they impose on the community. These contributions are related to the provision of the following council services:
 - Water supply
 - Wastewater supply
 - Stormwater supply
 - Reserves, Reserve Improvements and Community Facilities
 - Transportation (also known as Roading)

[Click here for more information on development contributions and their charges.](#)

OR Submit an Estimate request *please note administration charges will apply



While it is not essential that your documents are named the following, it would be helpful if you could title your documents for us. You may have documents that do not fit these names; therefore below is a guide of some of the documents we receive for resource consents. Please use a generic name indicating the type of document.

Application Form 9

Assessment of Environmental Effects (AEE)

Affected Party Approval/s

Safety Management Plan

Traffic Report

Assessment of Environmental Effects

For an application for land use consent to operate a
public water ferry and chartered water taxi service on
Lake Whakatipu

SEPTEMBER 2023

APPLICATION FOR RESOURCE CONSENT
PURSUANT TO SECTION 88 OF THE RESOURCE MANAGEMENT ACT 1991 (RMA)

To: Planning & Consents
Queenstown Lakes District Council
Private Bag 50072
Queenstown 9348

From: Real Journeys Limited
PO Box 1
Te Anau 9640

Contact: Gareth Clarke
Email: gareth.clarke@realnz.com
Phone: 027 603 3766

1. RealNZ Limited applies for the following Resource Consents:

RMA Section	Resource Consent
9	Land use consent to operate a public water ferry service on Lake Whakatipu.

Please refer below for further background as to the reasons for seeking Resource Consent for the proposed activity.

2. The activity to which this Resource Consent relates is:

To operate a scheduled public water ferry and charter water taxi service on Lake Whakatipu using a fleet of three twin engine vessels of between 8.5m and 11.3m capable of carrying between 25 and 40 passengers respectively from enclosed cabins.

3. The site to which this application relates is located at:

Location: Whakatipu-Wai-Māori/Lake Whakatipu, including berthing locations at Convelle Wharf, Steamer Wharf (extension), O'Regan's Wharf in Queenstown Bay, the public jetty at Frankton Marina, the jetty adjacent to Bay View Road at Kelvin Heights, the jetty adjacent to the Hilton Hotel at Kawarau Falls and other private jetties in Frankton Arm and around Lake Whakatipu.

Legal Description: Crown Land

4. No other resource consents are needed for the proposal other than those sought in this application.
5. Included in this application for the proposed activity is an assessment of:
 - a) actual and /or proposed potential environmental effects (AEE) as required by the Fourth Schedule of the RMA. The AEE corresponds to the scale and significance of the potential effects on the environment;
 - b) the proposed activity against the matters set out in Part 2 of the Resource Management Act 1991; and
 - c) the proposed activity against any relevant provisions of a document referred to in section 104(1)(b) of the Resource Management Act 1991, including the information required by clause 2(2) of schedule 4 of that Act.
6. Information, as required by the relevant District Plan and Regional Plan and other applicable planning documents, is contained in the attached AEE.

Contents

1.0	INTRODUCTION	5
2.0	BACKGROUND INFORMATION	5
3.0	DESCRIPTION OF THE ACTIVITY	6
4.0	RESOURCE CONSENTS REQUIRED	11
5.0	DESCRIPTION OF THE ENVIRONMENT	13
6.0	ASSESSMENT OF ACTUAL AND POTENTIAL EFFECTS	14
	6.1 ASSESSMENT MATTERS	14
	6.2 CULTURAL EFFECTS	18
	6.3 POSITIVE EFFECTS	19
7.0	STATUTORY FRAMEWORK	19
	7.1 RESOURCE MANAGEMENT ACT 1991	19
	7.2 NATIONAL POLICY STATEMENTS	20
	7.3 NATIONAL ENVIRONMENTAL STANDARDS	20
	7.4 OTAGO REGIONAL POLICY STATEMENT	20
	7.5 IWI MANAGEMENT PLANS	21
	7.6 PROPOSED DISTRICT PLAN	22
8.0	S95 ASSESSMENT	30
9.0	CONCLUSION	31

1.0 Introduction

This AEE has been prepared by Real Journeys Limited (trading as Queenstown Ferries) in support of a resource consent application to operate a public water ferry service and commercial surface water activity using three vessels on Whakatipu-Wai-Māori/Lake Whakatipu. This AEE has been prepared in accordance with Schedule 4 of the RMA and includes:

- A description of the affected environment and the activity;
- An assessment of the actual or potential effect on the environment of the activity, including management measures to help mitigate actual or potential effects;
- Identification of the persons affected by the activity and consultation undertaken.

Public water ferry services are a restricted discretionary activity under Rule 21.15.6 of the Queenstown Lakes District Council Proposed District Plan (PDP). The chartered water taxi service is a discretionary commercial surface water activity under Rule 21.15.10.

Upon consideration of the relevant statutory assessment matters, it is considered the activity subject to this application has less than minor effects on the environment and does not adversely affect any person. The application is considered consistent with the most relevant objectives and policies of the PDP, the provisions of the two relevant iwi management plans, the objectives of the National Policy Statement for Freshwater, and the purpose of the Resource Management Act 1991.

The activity described in this application is a distinct public water ferry service and commercial surface water activity that does not relate to any other existing boating and Public Water Ferry Service activities on Lake Whakatipu operated by Realnz (i.e. the TSS Earnslaw, Queenstown Jet and the Fiordlander Class Vessel Public Water Ferry Service to Walter Peak).

2.0 Background Information

Realnz and its predecessors have been operating in Fiordland National Park for nearly 70 years, and in Queenstown since 1969. It is the largest tourism operator in the region and has a well-earned reputation for providing high quality excursions, enjoyed by visitors from around the world.

The entity that is now known as Queenstown Ferries has its genesis in a water taxi service that began operating on Lake Whakatipu in 1997 under the ownership of M H Mellon and E A Fox. The service was originally operated under RM97O289 before it was sold to Frontier Adventure Tours Ltd in 2003 (and the consent was subsequently amended under RMO3O710). It was then sold on to Queenstown Water Taxis Ltd in 2008.

Go Orange, a predecessor to Realnz, purchased the operation from Queenstown Water Taxis Ltd in 2018, taking over the four vessels, the charter water taxi service, and the scheduled ferry service that by the end of 2011 had been established between Queenstown Bay and Frankton Marina. The service was relaunched by Go Orange in 2018 as Queenstown Ferries. In 2021 Go Orange was absorbed into Real Journeys, which was then rebranded to Realnz.

Today Queenstown Ferries continues to operate a fleet of three vessels, primarily providing a scheduled passenger ferry service on Frankton Arm between the Hilton Hotel and Queenstown Bay, though charter water taxi services to anywhere on the lake are also offered. The existing resource consent (i.e. RM1970289 as amended by RMO30710) is no longer considered fit for purpose for the current operation and will be surrendered upon granting of the replacement consent.

In addition to Queenstown Ferries, Realnz also currently operates the *TSS Earnslaw* and Queenstown Jet (a fleet of three jet boats offering thrill-ride and site-seeing tours) on Lake Whakatipu, the jet boats operating in Queenstown Bay and Frankton Arm only. The Company also holds a resource consent (RM220756) to operate up to two Fiordlander class vessels on Lake Whakatipu, principally the "Explorer" and "Fiordlander II". The main use of the Fiordlander class vessels in the past has been as a substitute for the *Earnslaw* during her annual survey and maintenance periods, including shepherding her to and from the Kelvin Peninsula slipway, and during extended surveys and refits. However, RM220756 also authorises Realnz to operate the Fiordlander class vessels as a Public Water Ferry Service operating scheduled passenger services between Queenstown Bay and Walter Peak for up to 14 sailings per day, typically between the hours of 8am and 10pm.

3.0 Description of the Activity

This application seeks land use consent from Queenstown Lakes District Council (QLDC) to operate a public water ferry service and commercial surface water activity, known as Queenstown Ferries, on Lake Whakatipu. The Queenstown Ferries public water ferry service operation consists of scheduled passenger ferry services using a fleet of three twin engine vessels of between 8.5m and 11.3m length and capable of carrying between 25 and 40 passengers respectively in their enclosed cabins.

The ferry service currently operates on a route between Queenstown Bay and the Hilton Hotel near the Kawarau River outlet. The route includes two additional scheduled stops along Frankton Arm, being the Bayview jetty at Kelvin Heights, and the Frankton Marina, for which existing access arrangements are in place. A one-way trip between the Hilton Hotel and Queenstown Bay takes 15-20 minutes. The service operates 364 days a year (not operating on Christmas Day) and services generally run every hour between the hours of 7:30 am and 10:35 pm during the peak summer period (last departure being from the Hilton to Queenstown at 10:15 pm), though the frequencies services is temporarily increased during periods of higher demand associated with special events such as New Years Eve or the LUMA Southern Light Project.

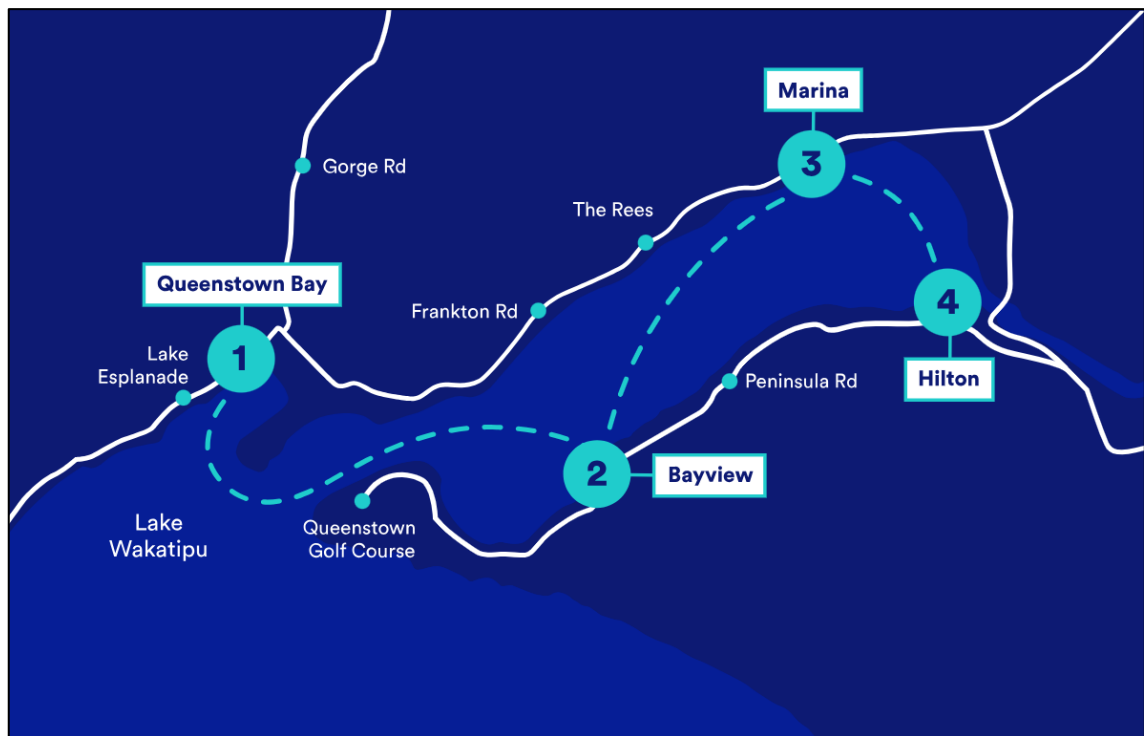


Figure 1: Map of Queenstown Ferries route and scheduled stops. Source: Queenstown Ferries website.

In addition to the public water ferry service, the application also seeks consent for a commercial water surface activity consisting of private chartered water transport services for transfers to any location around the lake.

The Vessels





Figure 2: Interior and Exterior photos of "Simply the Best"

Table 1: Vessel Description for the "Simply the Best"

Simply the Best (MNZ# 128151)	
Description:	Naiad Rigid Inflatable Boat
Overall Length / Beam	11.3m / 4.2m
Engines (twin drive):	2x 300 horsepower outboards (total 442 kW)
Max Cruising Speed:	30 knots
Surveyed for in enclosed waters:	40 passengers
Commenced service:	2011



Figure 3: Interior and Exterior photos of “Takara”

Table 2: Vessel Description for the “Takara”

Takara (MNZ# 136367)	
Description:	Aluminium Pontoon Style Boat
Overall Length	9.25m
Engines (twin drive):	2x 250 horsepower outboards (total 372 kW)
Max Cruising Speed:	30 knots
Surveyed for in enclosed waters:	35 passengers
Commenced service:	2017



Figure 4: Interior and Exterior photos of “Sass”

Table 3: Vessel Description for the “Sass”

Sass (MNZ# 136672)	
Description:	Aluminium Pontoon Style Boat
Overall Length	8.5m
Engines (twin drive):	2x 200 horsepower outboards (total 300 kW)

Max Cruising Speed:	30 knots
Surveyed for in enclosed waters:	25 passengers
Commenced service:	2018

The water taxi vessels are generally berthed at either Convelle, Steamers or O'Regans wharves in Queenstown Bay, but are occasionally trailered at the Frankton Marina where scheduled servicing and maintenance is undertaken. Refueling of the vessels occurs via the Allied Petroleum marine fuel stop at St Omer Wharf or the RD Petroleum marina fuel stop at Frankton Marina.

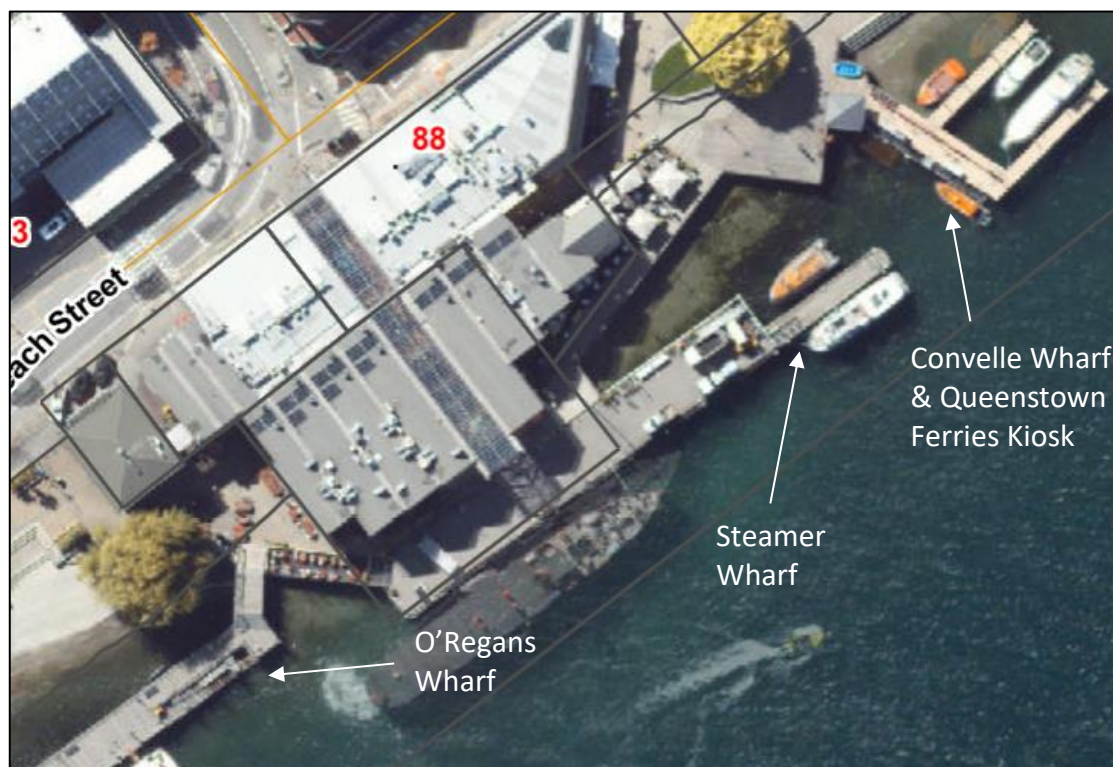


Figure 5: Queenstown Ferries berths in Queenstown Bay

4.0 Resource Consents Required

Most of Lake Whakatipu is identified as being within the Rural Zone of the PDP, with the exception of the head of Queenstown Bay, which is identified as being within the Queenstown Waterfront Subzone of the Queenstown Town Centre zone. The Council has made decisions on the Rural Zone section of the PDP and the zoning of Lake Whakatipu has not been appealed, meaning the majority of the activities and standards for the Rural Zone are beyond challenge and can therefore be treated as operative.

Also beyond challenge is the PDP definition of 'Public Water Ferry Services', which states:

Public Water Ferry Service: Means a ferry service for the carriage of passengers for hire or reward, which is available to the public generally and is operated to a fixed regular schedule, including during normal commuting hours, runs between various stops and provides the ability for passengers to embark and disembark from the vessel at those various stops, but does not include any such service that:

- is contracted or funded by the Ministry of Education for the sole or primary purpose of transporting school children to and from school; or
- is operated for the sole or primary purpose of transporting passengers to or from a predetermined event.

The definition is limited to that part of the ferry service that occurs on the surface of the water and excludes any associated activity that occurs on land or on a structure attached to land, including the lake bed.

The proposal is for a ferry service for the carriage of passengers for hire or reward, the Maritime NZ definition of the term "ferry" being "any ship which carries passengers on a regular or irregular service between any two or more places of embarkation or disembarkation". The service is available to ferry the public generally between Queenstown and various stops within Frankton Arm, and is operated to a fixed regular schedule made available online well in advance of sailings. While 'normal commuting hours' are not defined anywhere, the vessels operate between 7:30 am and 10:35 pm, enabling commuters travelling to or from Queenstown for work to use the service. The service does not include any Ministry of Education contracted or funded school transport elements, and is not operated for the sole or primary purpose of transporting passengers to or from a predetermined event.

The proposed activity is assessed under the relevant activity rules and standards of the PDP below:

Table 2: PDP Activities

Rule	Activity	Activity Status
Chapter 12 – Queenstown Town Centre		
12.4.8.2	Public water ferry services (surface of water activity only) within the Queenstown Bay Waterfront Subzone	Restricted Discretionary
12.4.11.	Commercial surface of water activities within the Queenstown Bay Waterfront Subzone	Discretionary
Chapter 21 – Rural		
21.15.6	Public Water Ferry Services	Restricted Discretionary
21.15.10	Motorised and non-motorised Commercial Boating Activities	Discretionary

4.2 Summary of Consents Required

In summary, the following consents are required for the activity:

- **Restricted Discretionary** activity under Rules 12.4.8.2 and 21.15.6 to operate a public water ferry service.

- **Discretionary** activity under Rule 12.4.11 for a commercial surface of water activity within the Queenstown Bay Waterfront Subzone, and Rule 21.15.10 to operate a motorised commercial boating activity on the surface of Lake Whakatipu.

The application also seeks any other consents necessary to enable the proposal.

Overall, resource consent is required for a **discretionary** activity.

5.0 Description of the Environment

Whakatipu-Wai-Māori/Lake Whakatipu

The application site is Whakatipu-Wai-Māori/Lake Whakatipu ("the lake"). We understand the lake is "Crown Land".

The lake is New Zealand's longest lake with a length of 80 km; and at 291 km², it is the country's third largest lake by area. The lake level is at an altitude of approximately 310m amsl. The general topography of the lake is a narrow "S" shape. The Dart River/Te Awa Whakatipu and Rees/Puahiri/Puahere Rivers are the main rivers that feed the lake and flow into its northern end. The lake is drained by the Kawarau River, which flows out from the northeastern end of the lake's Frankton Arm, east of central Queenstown. Because the lake has only one outlet, the lake level can rise significantly during major rain events, flooding adjoining towns.

Lake Whakatipu is flanked to the east by the Richardson Mountains and The Remarkables/Kawarau, and to the west by Humboldt and Ailsa Mountain ranges of the Mount Aspiring National Park. To the south are the Eyre Mountains.

The land around the margins of the lake is in both private and Crown ownership.

Glenorchy, Queenstown, and Kingston townships are located at the northern, eastern, and southern extremities of the lake respectively. These towns are connected by a road following the eastern/northern edge of the lake. There is limited roading along the western/southern edge of the lake.

The lake is highly valued for its recreational attributes, with adjoining settlements popular tourist and holiday destinations. Many types of tourism and recreation activities, including boating, fishing and swimming, are undertaken on the lake, and the shores of the lake are well utilised for activities such as picnicking, walking, cycling, sightseeing and fishing.

The lake is also a highly significant natural resource and a highly valued cultural resource to the people of Ngāi Tahu. It is recognised as a Statutory Acknowledgement Area under the Ngāi Tahu Claims Settlement Act, and Wāhi Tupuna under the PDP.

The entire lake (excluding Queenstown Bay and Frankton Arm) is identified in the PDP as an Outstanding Natural Landscape (ONL), with Queenstown Bay subsequently having been identified as an ONL in a variation to the PDP currently under consideration by the Council.

Queenstown Bay is characterized by the strong interface of waterfront activities with the Town Center, and includes many waterfront restaurants and bars; wharves, jetties, and moorings; and frequent use of the surface of the water by commercial and non-commercial

watercraft. Queenstown Ferries activities are based at Convelle Wharf and the kiosk thereon that is shared with Queenstown Jet (also owned by Realnz).

Frankton Arm is surrounded by residential zoning and associated activities, including numerous large-scale visitor accommodation activities and the Frankton Marina. The bay at the south-western end of the Arm is popular with recreational boaties and also contains the facilities of the Wakatipu Yacht Club and the slipway for the *TSS Earnslaw*, located adjacent to the Queenstown Golf Club at the head of the peninsula. The eastern end of the Arm is occupied by Frankton Beach and an adjoining reserve area that is also popular for bathing and recreational boating.

Realnz and its predecessors have been operating water-based transport and recreation activities on the lake for over 50 years. These operations, particularly the services provided by the *TSS Earnslaw*, represent an important and iconic component of Queenstown's history.

6.0 Assessment of Actual and Potential Effects

This Assessment of Environmental Effects has been carried out in accordance with Schedule 4 of the Act in such detail as corresponds with the scale and significance of the effects that the activity may have on the environment.

6.1 Assessment Matters

The matters of discretion for Public Water Ferry Services listed in Rules 12.4.8.2 and 21.15.6 of the PDP are addressed in the table below.

Table 4: Assessment Matters

Matters of Discretion	Assessment
Rules 12.4.8.2 & 21.15.6	
<ul style="list-style-type: none">Effects on the transport network	<p>The Queenstown Ferries activity has an overall very positive effect on the transport network by providing a scheduled and regular service as an alternative to other forms of public transport or private vehicle usage, thereby diverting transport users away from already congested parts of the road network in the Queenstown and Frankton areas.</p> <p>Passenger numbers are limited by the surveyed capacity for the vessels, with the maximum provided for in any single vessel being 40 passengers. Services are scheduled to ensure that each of the stops is serviced regularly enough that large numbers of passengers will not accumulate on or around the wharves.</p>

	<p>Sufficient off-street public parking is available at each of the stops to accommodate passengers who may drive from their residence/accommodation to the ferry stop and there are bus routes within walking distance of all stops that passengers are able to connect with.</p> <p>Overall, given the regularity and scheduled nature of the service, and the proximity of each of the stops to public transport connections and off-street car parking facilities, the potential adverse effects on the transport network are considered less than minor and easily outweighed by the positive effects the activity has.</p>
<ul style="list-style-type: none"> Effects on navigational safety 	<p>Maritime New Zealand (MNZ) and the Queenstown Lakes District Navigation Safety Bylaw 2014 control navigation on Lake Whakatipu. In particular it is noted that all vessels must slow to a maximum of five knots when within 200m of the shore and within 50m of another vessel, as required by Maritime Rule 91: Navigation Safety Rules and the Queenstown Lakes District Navigation Safety Bylaw 2014.</p> <p>The Queenstown Ferries operations are now well-established and anticipated by other operators and recreational users in the Queenstown Bay and Frankton Arm areas. The route for the vessels is generally well understood and the potential for conflict with any other operators and recreational water users is low.</p> <p>Furthermore, the operation generally has good lines of communication with the skippers of other vessels and other companies operating in the area, meaning any operational issues that might arise can be readily addressed.</p> <p>MNZ's Maritime Operator Safety System (MOSS) requires commercial vessels to be operated under a Maritime Transport Operator Plan (MTOP); which is a safety system developed for the organisation as a whole, covering its entire operation, including land and marine based staff. Consequently, Real Journeys (as the owner/operator of Queenstown Ferries) MTOP is a construct of a number of existing plans and processes that are an intrinsic part of the business. That is, the responsibility for MTOP compliance is devolved across most of our</p>

	<p>company operations; from office administration or engineering assignments, through to staff working directly on vessels; supervisors; 'experience' managers; and right to the Chief Executive Officer; with the majority of staff working in the Real Journeys part of the business having responsibilities under our MTOP.</p> <p>Part of Real Journeys MTOP framework is Real Journeys Standing Orders which directs launch masters to navigate within parameters over and above the relevant Maritime Rules and Navigation Safety Bylaws. Through observance of our MTOP (including MNZ audits), Real Journeys meets Maritime New Zealand's requirements to operate in accordance with navigational safety regulations; specifically, vessels are maintained 'in survey'. In addition, as required by MOSS, Real Journeys holds a MNZ Passenger and Non-passenger Maritime Transport Operator Certificate (MTOC-1002-01) valid until 10 July 2024 (see Appendix 5). The Queenstown Ferries vessels operate under the Company's MTOP and MTOC. Consequently, the operation should be considered compliant with respect to navigational safety.</p>
<ul style="list-style-type: none"> Location, scale, and intensity of the activity 	<p>Public Water Ferry Services can only operate on the lake, and only at a scale commensurate with the transport needs of the community. For Queenstown, this means that Queenstown Ferries operate their public water ferry service as a scheduled service on Frankton Arm to meet the demands of regular commuters and tourists staying and visitor accommodation remote from central Queenstown. The service operates a regular schedule during peak times that results in a vessel transiting Queenstown Bay and Frankton Arm up to twice an hour, though during special events there may be more than one vessel operating on the lake at the same time in order to satisfied short periods of more intense demand for the service. This scale of activity is considered to be in keeping with the intensity of activity that can be anticipated on these two sections of the lake that have historically received a relatively high level of marine activity.</p> <p>The chartered water taxi service is a lower key activity occurring on a much more occasional basis as and when required.</p>

<ul style="list-style-type: none"> Effects on landscape and amenity values 	<p>It is noted that Lake Whakatipu, and large areas of land around the lake, are identified in the PDP as an ONL, except for Frankton Arm.</p> <p>It is also noted that the Kawarau River Water Conservation Order (WCO) applies to Lake Whakatipu, including Frankton Arm. Outstanding characteristics identified in the WCO include the lake's fishery; scenic characteristics; scientific value, in particular water clarity and bryophyte (non-vascular plant) community; recreational purposes, in particular boating; as well as its significance in accordance with tikanga Māori. The lake and wider area are also a popular location for adventure tourism, with many and varied activities located within easy reach of the lake.</p> <p>The existing Queenstown Ferries operation is a well-established fixture within the existing Frankton Arm and Lake Whakatipu environment. No changes in the size and scale of the operation or the vessels are proposed as part of this application.</p> <p>This part of the lake is already frequented by a high volume of vessels, both recreational and commercial, and including larger passenger vessels, like the Million Dollar 2, and much more disruptive vessels, such as the numerous nosier, faster, and more conspicuous commercial jet boats. Such activities are anticipated within this landscape, and the landscape and amenity effect of the Queenstown Ferries operation is considered less than minor.</p> <p>The Queenstown Ferries vessels are of a size and type that are appropriate for the current berthing locations at Convelle, Steamers and O'Regan's Wharves in Queenstown Bay. The vessels are reasonably low profile when berthed at these structures and do not dominate or obstruct views in any notable way.</p> <p>Queenstown Ferries activities have not materially altered the landscape or visual amenity of the Queenstown Bay area during the last decade and more of its operation. Their activity in the ONL in particular is transitory in nature and not a permanent features. The size and nature of the</p>
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	<p>vessels will not change as a result of this application; nor will its berthing location.</p> <p>Overall, the effects on landscape and amenity values of Queenstown Bay, Frankton Arm and the wider Lake Whakatipu will be less than minor.</p>
<ul style="list-style-type: none"> Congestion and safety, including effects on other commercial operators and recreational users 	<p>See discussion under Navigational Safety above.</p>
<ul style="list-style-type: none"> Waste disposal 	<p>The existing servicing arrangements for the Queenstown Ferries operation will remain unchanged. There are no onboard toilet or kitchen facilities on any of the vessels and so there is no sewage or sullage to be disposed of. Refueling will continue to primarily be undertaken at the existing Allied Petroleum Marine Fuel Stop at the St Omer Wharf or the RD Petroleum fuel stop at Frankton Marina, both of which have spill kits on site. Any vessel spills are managed as per vessel manuals.</p> <p>Rubbish will continue to be collected and contained onboard before being disposed of to an appropriate facility onshore.</p> <p>Overall, the potential adverse effects associated with waste disposal from the vessels are considered to be less than minor.</p>
<ul style="list-style-type: none"> Cumulative effects 	<p>The activity to which this application relates is existing and has been operating in its current form for a number of years. There are no changes in the scale, nature and intensity of the existing activity proposed as part of this application.</p>

6.2 Cultural effects

It is noted that Lake Whakatipu is a Statutory Acknowledgement Area with which the Resource Management Act recognises Ngāi Tahu have a special relationship. In developing the application consideration has been given to the two relevant iwi management plans, being the Kai Tahu ki Otago Natural Resource Management Plan (2005) and Te Tangi a Tauira – Ngāi Tahu ki Murihiku Natural Resource and Environmental Iwi Management Plan 2008. The Queenstown Ferries operation complies with all of the management guidelines for water within these management plans.

The Frankton Arm area within which the ferry service operates is a highly modified area. There are no cultural or heritage values specific to the area identified in the PDP. The area experiences a high level of use by existing vessels including existing ferry, jet boat and lake

cruising activities across multiple operators. Overall, it is considered that Queenstown Ferries activities do not have any detrimental impact on any areas of cultural significance or Ngai Tahu's special relationship with Lake Whakatipu.

6.3 Positive Effects

The activity has significant positive social effects in providing an efficient public transport alternative to and from central Queenstown. The service is scheduled and regular and therefore helps to divert traffic away from an increasingly congested roading network. It improves the ability for the public to access services and employment opportunities in Queenstown, and also to access recreation opportunities, thereby improving both economic and social outcomes for the community.

7.0 Statutory Framework

7.1 Resource Management Act 1991

Part 2 of the Act sets out its purpose and principles. The purpose of the Act is described in Section 5 as being to promote the sustainable management of natural and physical resources. Sustainable management is defined in the same section as meaning the use, development, and protection of natural and physical resources in a way, or at a rate, which enables people and communities to provide for their social, economic, and cultural well-being while:

- (a) Sustaining the potential of natural and physical resources to meet the foreseeable needs of future generations; and
- (b) Safeguarding the life-supporting capacity of air, water, soil and ecosystems; and
- (c) Avoiding, remedying, or mitigating any adverse effects of activities on the environment.

The Queenstown Ferries public water ferry services help provide for the social and economic wellbeing of the Queenstown Lakes community. The activity does not adversely impact on the life-supporting capacity of air, water, soil, or ecosystems, and does not prevent future generations from meeting their social, economic, and cultural needs. Any existing adverse effects on the environment are well understood and have been mitigated such that the activity is considered to achieve the sustainable management purpose of the Act.

Section 6 of the Act lists the matters of national importance that a consent authority shall recognise and provide for when considering applications for resource consent. The matters under Section 6 that are considered to be relevant to this proposal and therefore need to be specifically recognised or provided for are:

- (a) The preservation of the natural character of the coastal environment (including the coastal marine area), wetlands, and lakes and rivers and their margins, and the protection of them from inappropriate subdivision, use and development;
- (b) The protection of outstanding natural features and landscapes from inappropriate subdivision, use and development;
- (d) The relationship of Māori and their culture and traditions with their ancestral lands, water, sites and waahi tapu, and other taonga;

The activities subject to this application are existing and well-established activities in the Queenstown Lakes environment. The activities have not given rise to any degradation of any outstanding natural features or landscapes, or the natural character of the lake. The activities also enhance public access to the lake and its margins, and do not affect the relationship of Māori to the water.

Section 7 of the Act lists a number of other matters that a consent authority must have particular regard to when considering applications for resource consent. The matters in Section 7 that are considered relevant to this application are:

- (a) *Kaitiakitanga:*
 - (aa) *the ethic of stewardship:*
- (b) *The efficient use and development of natural and physical resources:*
 - (ba) *the efficiency of the end use of energy:*
- (c) *The maintenance and enhancement of amenity values:*
- (d) *Intrinsic values of ecosystems:*
- (f) *The maintenance and enhancement of the quality of the environment:*
- (g) *Any finite characteristics of natural and physical resources:*
- (h) *The protection of the habitat of trout and salmon:*
- (i) *The effects of climate change:*
- (j) *The benefits to be derived from the use and development of renewable energy.*

For the reasons discussed in the Assessment of Environmental Effects above, the application as lodged is considered consistent with the provisions of Section 7 of the RMA.

Section 8 sets out a consent authority's responsibilities in relation to the Treaty of Waitangi. The proposal is considered consistent with section 8 of the Act.

7.2 National Policy Statements

There is one National Policy Statement in effect that is of some relevance to the activity subject to this application, being the National Policy Statement for Freshwater Management (NPS-FM). The NPSFM applies to all freshwater and receiving environments that are affected by freshwater. The objective of the NPS-FM is to ensure that natural and physical resources are managed in a way that prioritises:

- a) First, the health and well-being of water bodies and freshwater ecosystems;
- b) Second, the health needs of people (such as drinking water); and
- c) Third, the ability of people and communities to provide for their social, economic and cultural well-being, now and in the future.

Queenstown Ferries activities do not result in adverse effects on the health and well-being of the lake and its freshwater ecosystems. They also help the Queenstown Lakes community to provide for their social, economic and cultural well-being by enabling an effective and efficient public transport option as an alternative to private motor vehicle use. The application therefore aligns with the objective of the NPS-FM.

7.3 National Environmental Standards

There is one National Environmental Standard (NES) in effect that is potentially relevant to the activity subject to this application, being the NES for freshwater (NESFW). The NESFW sets

requirements for carrying out certain activities that pose risks to freshwater ecosystems. The regulations generally apply to wetlands, culverts, weirs and passive flap gates, and there is nothing in the proposal that requires consent under the NESFW.

7.4 Otago Regional Policy Statement

The Otago Regional Policy Statement (RPS) sets the direction for the future management, and promotion of the sustainable management, of the region's natural and physical resources, as well as providing the policy context for regional plans and establishing the framework for district plans.

The Partially Operative RPS 2019 (PORPS19) was declared partially operative on 15 March 2021, at which time the RPS 1998 was also revoked. Following a 2019 review of the region's freshwater management framework and the introduction in 2020 of new national regulations, the PORPS19 has now been reviewed, and the Proposed Otago Regional Policy Statement 2021 (PRPS21) was notified on 26 June 2021. Hearings are scheduled to be completed by the end of 2023.

The application has been considered against the objectives and policies of the PORPS19 and the PRPS21. Queenstown Ferries activities ensure that the waters of Lake Whakatipu are protected from any significant adverse effects by avoiding any taking, diverting of, or discharging into, the water. The water taxi vessels and the public water ferry service currently operated by Queenstown Ferries have been a fixture within the Lake Whakatipu environment since around 2008, though other water taxi services were operating prior to this. The application does not propose any changes to the current operation that would give rise to any additional adverse landscape and amenity effects. The activity is generally consistent with the broad policy direction of both Regional Policy Statements, particularly in relation to natural features and landscapes, and the impacts of activities on nature conservation values.

7.5 Iwi Management Plans

7.5.1 Te Tangi a Tauira – Ngāi Tahu ki Murihiku Natural Resource and Environmental Iwi Management Plan 2008

The application site is located in an area that comes under the High Country and Foothills section of the Te Tangi a Tauira, though it is noted that the Ngāi Tahu ki Murihiku General water policy and water quality policies for the Southland Plains and Fiordland are also applicable to activities occurring in, around, on or affecting high country waterways. Broadly speaking, these policies seek to ensure that the significance of landscapes and sites of cultural significance to Ngāi Tahu are taken into account and protected; access to and use of landscapes, wāhi tapu and mahinga kai sites is retained; and the education of tourists and visitors about the cultural significance of landscapes and sites is encouraged.

Overall, the application is considered consistent with the relevant policies of Te Tangi a Tauira. The activity is well-established and is not considered to result in any adverse effects on the relationship between iwi and any landscapes and sites of cultural significance. The ability for iwi to access sites and landscapes of significance to their culture is not compromised by the activity. The activity does not involve the provision of any information to clients about any historical or cultural matters relating to tangata whenua of the area.

7.5.2 Kāi Tahu ki Otago Natural Resource Management Plan 2005

The Kāi Tahu ki Otago Natural Resource Management Plan sets out Kāi Tahu ki Otago's overall objectives and policies in regard to resource management for the Otago region. The provisions of Chapter 10 Clutha/Mata-au Catchments are the most relevant, along with Chapter 5 Otago Region. Of particular relevance are Policies 5.6.4.1, 5.6.4.3, 5.6.4.4 and 5.6.4.5, which require that landscape features of significance to Kāi Tahu ki Otago are protected; the effects of visitor and recreational activities on these landscapes are controlled; and tourist operators ensure interpretation of Kāi Tahu ki Otago histories are appropriate and developed in collaboration with Kāi Tahu ki Otago. Policy 5.6.4.32 requires that adequate provision is made for the storage and collection of litter and refuse, and disposal in an approved matter. Similarly, policy 5.6.4.35 requires all liquid waste products to be disposed of to an appropriate sewer reticulation system, while policy 5.6.4.36 requires refueling of any vessels to be carried out at an approved refueling facility only.

The ferry service activity does not provide any information to clients about any historical or cultural matters relating to tangata whenua of the area. Solid waste will be collected and contained on the vessel before being disposed of onshore at an approved facility. There are no toilet or kitchen facilities on board, so no liquid waste requiring disposal. Refueling of the vessels occurs at approved refueling location at St Omer Wharf and Frankton Marina.

Overall, the application is not inconsistent with, or contrary to, any of the objectives or policies in either of the relevant iwi management plans.

7.6 Proposed Queenstown Lakes District Plan

The following objectives and policies of the PDP are considered the most relevant to this application:

Table 5: PDP provisions

Provision	Detail	Comment
Chapter 3 – Strategic Direction		
3.2.4	The distinctive natural environments and ecosystems of the District are protected.	The activity does not have anything more than a minor impact on the natural character and ecosystems of the area in which it operates, an area that has already been highly modified by existing land use surface water activities.
3.2.4.4	The water quality and functions of the District's lakes, rivers and wetlands are maintained or enhanced.	The activity does not affect the functions of Lake Whakatipu.
3.2.4.5	Public access to the natural environment is maintained or enhanced.	The activity enhances public access to the natural environment by providing a service for people to travel on, and

Provision	Detail	Comment
		experience, the natural environment of Lake Whakatipu and its margins.
3.2.5	The retention of the District's distinctive landscapes.	The activity does not have any detrimental impact on the District's distinctive landscapes. The water taxi vessels are already a well-established fixture on Lake Whakatipu, and the Frankton Arm and Queenstown Bay areas are already frequented by a number of passenger vessels, and a high number of recreational vessels, all of which contribute to the existing character of the area.
3.2.5.2	<p>Within the Rural Zone, new subdivision, use and development is inappropriate on Outstanding Natural Features or in Outstanding Natural Landscapes, unless:</p> <p>a. Where the landscape values are Priority Areas of Outstanding Natural Features and Outstanding Natural Landscapes are specified in Schedule 21.22, those values are protected; or</p> <p>b. Where landscape values of Outstanding Natural Features and Outstanding Natural Landscapes are not specified in Schedule 21.22, the values identified according to SP 3.3.45 are protected.</p>	Lake Whakatipu, with the exception of Frankton Arm, is identified as an Outstanding Natural Feature and part of the area within which the public water ferry service operates is identified as a Priority Area, being the Queenstown Bay and Environs ONL. The values identified for this Priority Area in Schedule 21.22 will continue to be protected.
3.2.7	The partnership between Council and Ngāi Tahu is nurtured.	As discussed above, tangata whenua values have been considered when preparing this application, including reference to the relevant iwi management plans.
3.2.7.1	Ngāi Tahu values, interests and customary resources, including taonga species and habitats, and wāhi tupuna, are protected.	As discussed above, tangata whenua values have been considered when preparing this application, including reference to the relevant iwi management

Provision	Detail	Comment
		plans. The activity has been assessed as having less than minor effects overall, and specifically in terms of mahinga kai, and the mauri of the water.
3.3.2	<p>In rural areas, provide for commercial recreation and tourism related activities that enable people to access and appreciate the District's landscapes provided that those activities are located and designed and are of a nature that:</p> <ul style="list-style-type: none"> a. Protects the landscape values of Outstanding Natural Features and Outstanding Natural Landscapes; and b. Maintains the landscape character and maintains or enhances the visual amenity values of Rural Character Landscapes. 	The application is for an existing commercial surface of water activity partially related to tourism that enables improved access for people to be able to appreciate the District's landscapes without having undue impacts on landscape values, rural character and visual amenity.
3.3.20	Manage subdivision and/or development that may have adverse effects on natural character and nature conservation values of the District's lakes, rivers, wetlands and their beds and margins so that their life-supporting capacity is safeguarded; and the natural character is maintained or enhanced as far as practicable.	As discussed above, the application is an existing activity and any adverse effects on natural character and conservation values and the life-supporting capacity of the lake and its margins are considered less than minor.
3.3.30	Protect the landscape values of Outstanding Natural Features and Outstanding Natural Landscapes.	As discussed above, the application is for an existing activity, the effect of which on the landscape values of the Outstanding Natural Landscape is considered less than minor.
3.3.49	Avoid significant adverse effects on wāhi tupuna within the District.	The application is for an existing activity within a wāhi tupuna area. The impacts on the wāhi tupuna are considered less than minor.

Provision	Detail	Comment
3.3.5O	Avoid remedy or mitigate other adverse effects on wāhi tupuna within the District.	As discussed above, the application is for an existing activity within a wāhi tūpuna area. The impacts on the wāhi tūpuna are considered less than minor.
Chapter 5 – Tangata Whenua		
5.3.5	Wāhi Tūpuna and all their components are appropriately managed and protected.	The application relates to the ongoing operation of an existing activity within a wāhi tūpuna area. The impacts on the wāhi tūpuna are considered less than minor.
5.3.5.5	Avoid where practicable, adverse effects on the relationship between Ngāi Tahu and the wāhi tupuna.	As the application is for an existing activity already occurring within the wāhi tūpuna, and there are no changes proposed that would affect the ability of iwi to access sites and landscapes of cultural significance, any adverse effects the activity has on the relationship between Ngāi Tahu and the wāhi tupuna are less than minor.
Chapter 6 – Landscapes		
6.3.3.1	Recognise that subdivision and development is inappropriate on Outstanding Natural Features or in Outstanding Natural Landscapes unless: <ul style="list-style-type: none"> a. Landscape values are protected; and b. In the case of any subdivision or development, all buildings and other structures and all changes to landform or other physical changes to the appearance of land will be reasonably difficult to see from beyond the boundary of the site in question. 	The well-established nature of the water taxis on Lake Whakatipu, and the presence of other existing passenger vessels and wharf structures in the Queenstown Bay and Frankton Arm areas, means that the application will not have any additional detrimental effect on landscape values.
6.3.3.2	Ensure that the protection of Outstanding Natural Features and Outstanding Natural Landscapes includes recognition	The two relevant iwi management plans relating to Whakatipu-wai-Māori have been considered in the preparing this application. The cultural significance of

Provision	Detail	Comment
	of any values relating to cultural and historic elements, geological features and matters of cultural and spiritual value to Tangata Whenua, including tōpuni and wāhi tupuna.	the landscapes and sites within the surrounding area will not be adversely affected by the continued operation of the public water ferry service. There are no geological or historic heritage features affected by the application.
6.3.5.4	Provide for appropriate commercial and recreational activities on the surface of water bodies that do not involve the constructure of new structures.	The activities provided for in this application are existing commercial activities on Lake Whakatipu that have a less than minor adverse effect on the environment and are therefore considered appropriate commercial uses of the surface of Lake Whakatipu. No new structures are proposed as part of this application. The application is therefore considered to be in keeping with the intent of the policy.
Chapter 21 - Rural		
21.2.1	<p>A range of land uses, including farming are enabled while:</p> <ol style="list-style-type: none"> Protecting the landscape values of Outstanding Natural Features and Outstanding Natural Landscapes; Maintaining the landscape character of Rural Character Landscapes and maintaining or enhancing their visual amenity values; Maintaining or enhancing amenity values within the rural environment; and Maintaining or enhancing nature conservation values. 	Public water ferry services, commercial surface water activities and associated wharf and jetty structures are all well-established and anticipated uses of this part of the Rural Zone. As outlined above, the water taxi activities are relatively small scale, existing activities that do not threaten landscape values and maintain rural amenity values. The public water ferry service will help improve public access to the lake and its margins, which will help to enhance nature conservation values. The application is therefore considered to be consistent with this objective.
21.2.1.6	Avoid adverse cumulative impacts on ecosystem services and nature conservation values.	The water taxi vessels already operate in the area and have done so for a significant period of time. Cumulative impacts on ecosystem services and nature conservation values are considered to be

Provision	Detail	Comment
		less than minor. The application is considered to be consistent with this policy.
21.2.17	Have regard to the spiritual beliefs, cultural traditions and practices of Tangata whenua.	As discussed above, the two relevant iwi management plans relating to Whakatipu-wai-Māori have been considered in preparing this application. The relationship of tangata whenua to the landscapes and sites in the area, and the ability to access and use the area is protected.
21.2.12	The natural character of lakes and rivers and their margins is protected, or enhanced, while also providing for appropriate activities, including recreation, commercial recreation and public transport.	The Queenstown Ferries activities are a well-established part of the environment of Lake Whakatipu and do not degrade the natural character of the lake and its margins. They are therefore considered to be appropriate activities within this environmental context. The application is considered to be consistent with this policy.
21.2.12.1	Have regard to statutory obligations, Wāhi Tūpuna and the spiritual beliefs, and cultural traditions of tangata whenua where activities are undertaken on the surface of lakes and rivers and their margins.	As discussed above, the Whakātipu-wai-Māori Statutory Acknowledgement and wāhi tupuna have been had regard to in preparing this application, as has the relationship of tangata whenua with the lake and the surrounding area, including through reference to the two relevant iwi management plans for the area.
21.2.12.2	Enable people to have access to a wide range of recreational experiences on the lakes and rivers, and their margins, while having regard to environmental and safety constraints of the various parts of each lake and river.	The Queenstown Ferries activities enhance the ability of the public to access recreational experiences along the margins of Lake Whakatipu, and Frankton Arm in particular (e.g. golf course, cycle tracks, bathing beaches etc.) The application is considered to be consistent with this policy.
21.2.12.3	Avoid or mitigate the adverse effects of frequent, large-scale or intrusive commercial activities such as those with high levels of noise, vibration, speed and wash, in particular motorized craft, in areas of high passive recreational use, significant conservation values and wildlife habitat.	While the part of Lake Whakatipu within which the public water ferry service operates does experience reasonable degree of passive recreation use, the water taxi vessels themselves are not particularly intrusive. Furthermore, being scheduled services, the schedule and route are generally well known, and any effects are transitory, short-lived and well anticipated by the community, ensuring

Provision	Detail	Comment
		their impact on the environment is no more than minor. The application is considered to be consistent with this policy.
21.2.12.5	Protect, maintain or enhance the natural character and nature conservation values of lakes, rivers and their margins from inappropriate activities with particular regard to nest and spawning areas, the intrinsic value of ecosystem services and areas of indigenous fauna habitat and recreational values.	As discussed above, the Queenstown Ferries activities are well-established and operate in a manner that maintains the natural character and nature conservation values of the lake and its margins. They do not impact on any nest and spawning areas, ecosystem services or areas of indigenous fauna habitat and recreation values. The application is considered to be consistent with this policy.
21.2.12.6	Recognise and provide for the maintenance and enhancement of public access to and enjoyment of the margins of the lakes and rivers.	The Queenstown Ferries activities effectively maintain public access to the margins of Lake Whakatipu, particularly in the Frankton Arm and Queenstown Bay area. The application is considered to be consistent with this policy.
21.2.12.8	Encourage development and use of water based public ferry services, and provide for water based transport, including necessary infrastructure and marinas, in a way that: <ul style="list-style-type: none"> a. Avoids adverse effects on the environment as far as practicable; or b. Otherwise, remedies and mitigates such adverse effects. 	The existing public water ferry service that is the subject of this application provides effective and efficient water-based passenger transport capacity on Lake Whakatipu, providing a transport link for commuters between Queenstown and the communities surrounding Frankton Arm. The service provides access to recreational and conservation values in these areas and is considered to be consistent with this policy.
21.2.12.9	Take into account the potential adverse effects on nature conservation values from the boat wake of commercial boating activities, having specific regard to the intensity and nature of commercial jet boat activities and the potential for turbidity and erosion.	The Queenstown Ferries services remain clear of the shoreline except when berthing at a Ferry stop. The wake at planning speed is low, and the speed restriction of 5 knots within 200m of the shoreline (outside of access lanes) ensures it remains low as the vessel approaches the stops. Any wake effects from the vessels are no worse than naturally occurring wind waves and wake generated by other existing commercial vessels on the lake. The activity is therefore considered to be consistent with this policy.

Provision	Detail	Comment
21.2.12.10	Manage the nature, scale and number of commercial boating activities on waterbodies to ensure the safety of passengers and other users of the water body, having particular regard to compatibility with existing activities	The Queenstown Ferries activities are already operating on Lake Whakatipu. There will be no change in compatibility with any other existing commercial boating activities. The application is therefore considered to be consistent with this policy.
Chapter 39 – Wāhi Tūpuna		
39.2.1	Manawhenua values, within identified wāhi tupuna areas, are recognised and provided for.	The manawhenua values for the Whakātipu-wai-Māori wāhi tupuna, being wāhi taoka, Mahika kai and ara tawhito, have been recognised and provided for in the preparation of this application.
39.2.1.3	<p>Within identified wāhi tupuna areas:</p> <p>a. Avoid significant adverse effects on Manawhenua values and avoid, remedy or mitigate other adverse effects on Manawhenua values from subdivision, use and development listed as a potential threat in Schedule 39.6.</p>	As discussed above, the activities subject to this application are existing and well-established activities within a wāhi tūpuna area. The impacts on the manawhenua values of wāhi tūpuna are considered less than minor.
Chapter 12 – Queenstown Town Centre		
12.2.4	A compact Town Centre that is safe and easily accessible for both visitors and residents.	The Queenstown Ferries activities give effect to this objective by contributing to the accessibility of the area from the surrounding residential suburbs around Frankton Arm.
12.2.4.1	Encourage a reduction in the dominance of vehicles within the Town Centre and a shift in priority toward providing for public transport, facilitating shared transport, and providing safe and pleasant pedestrian and cycle access to and through the Town Centre.	An efficient and effective scheduled public water ferry service helps to encourage those wanting to access the CBD to move away from private motor vehicles that can dominate the town centre. The application gives effect to this policy.

Provision	Detail	Comment
12.2.5	Integrated management of the Queenstown Bay land-water interface, the activities at this interface and the establishment of a dynamic and attractive environment that benefits both residents and visitors.	The Queenstown Ferries activities contribute to the dynamic environment of the Queenstown Bay land-water interface by providing easy public transport access from the surrounding residential suburbs around Frankton Arm.
12.2.5.9	Provide for public water ferry services within the Queenstown Town Centre waterfront Subzone.	Queenstown Ferries activities give effect to this policy.

8.0 Section 95 Assessment

Section 95A of the Act requires that the consent authority must publicly notify an application if:

- The applicant requests it; or
- It decides under section 95D of the Act that the activity will have or is likely to have adverse effects on the environment that are more than minor; or
- There are special circumstances that require notification.

The only exception to this is when a rule or NES precludes public notification of the application and there are no special circumstances that would warrant such a rule or NES being dispensed with, or the application is for an activity listed in section 95A(5).

In this instance there is no rule or NES that precludes public notification of the application, nor is it an application for an activity listed in Section 95A(5). Realnz is not requesting notification of the application, and there are no apparent special circumstances that would require public notification. Therefore the 'more than minor effect on the environment' test provided by Section 95D of the Act applies.

In deciding whether an activity will have adverse effects on the environment that are more than minor, Section 95D of the Act states that consent authority must disregard:

- Any effects on persons who own or occupy the site or adjacent land;
- Trade competition and its effects;
- Any effects on persons who had given written approval of the application;
- Any adverse effect that does not relate to a matter which a rule or NES reserves control or restricts discretion.

Section 95D also states that a consent authority may disregard any adverse effect if a rule or NES permits an activity with that effect.

For the reasons described in the Assessment of Environmental Effects above, the adverse effects of this proposal are considered less than minor. As a consequence, it is considered that the application does not require public notification under Section 95A of the Act.

If a consent authority does not publicly notify an application for resource consent, section 95B of the Act states that it must decide whether limited notification is appropriate by confirming if there are any affected protected customary rights groups, affected person or affected order holders in relation to the activity. The exception to this is that if there is a rule or NES that precludes limited notification of the application, or the application is for an activity listed in Section 95B(6).

In this instance there is no rule or NES that precludes limited notification of the application, and the application is not one for an activity listed in Section 95B(6).

Section 95E states that a person is 'affected' if the adverse effects of an activity on a person are minor or more than minor (but not less than minor). In deciding this, Section 95E(2) of the Act states that a consent authority:

- May disregard any adverse effect if a rule or NES permits an activity with that effect;
- Must disregard any adverse effect that does not relate to a matter which a rule or NES reserves control or restricts discretion;
- Must have regard to any relevant statutory acknowledgement;
- Must disregard any effects on persons who have given written approval of the application.

On the basis of the conclusions reached of the assessment of environmental effects in section 6 above, the actual adverse effects of the activity on any other parties or properties are less than minor. We therefore submit that there are no parties that meet the threshold under Section 95E of the Act to be considered affected parties to the proposed change in vessel operations.

The application does not require notification under Sections 95A and 95B, and having regard to the nature and location of the activity, no potentially affected parties have been identified. The application can therefore be processed on a non-notified basis.

9.0 Conclusion

The public water ferry service activity subject to this application is a restricted discretionary activity under Rules 12.4.8.2 and 21.15.6 of the PDP, while the commercial surface water activity element is a discretionary activity under Rules 12.4.11 and 21.15.10 of the PDP.

As outlined in the Assessment of Effects contained in Section 6 above, it is considered the activities covered by this application have a less than minor effect on rural character and amenity values, the landscape values of the wider area, and the relationship of Māori with the lake. The activities are considered to be an appropriate use of the lake that in fact lead to significant positive social and economic effects associated with the provision of an effective and efficient alternative public transport option.

Given the well-established nature of the activity and the generally accepted presence of the water taxi vessels on the lake, adverse effects on the environment are considered less than minor and RealNZ considers that there are no parties meeting the threshold to be considered affected parties under Section 95E of the Act.

Having considered the objectives and policies of both District Plans, particularly those relating to the Rural and Queenstown Town Centre Zones, Tangata Whenua, Wāhi Tūpuna and Landscapes, we have concluded that the application is consistent with the current planning framework. It is therefore submitted that, pursuant to sections 95, 95A, 95B, 104 and 104B of the RMA, the application can be processed on a non-notified basis and be granted.

Appendix 1 – Proposed Conditions

1. That the activity must be undertaken/carried out in accordance with the application as submitted, with the exception of the amendments required by the following conditions of consent. For avoidance of doubt the consent is for three vessels described in Condition 2 below to operate:
 - a. a scheduled public water ferry service on Lake Whakatipu between Queenstown Bay the jetty adjacent to the Hilton Hotel at Kawarau Falls with additional stops at the jetty adjacent to Bay View Road, Kelvin Heights, and the public jetty at Frankton Marina, and berths in Queenstown Bay at Conville, Steamer (extension) and O'Regan's Wharves; and
 - b. a chartered water taxi service offering transfers to anywhere on Lake Whakatipu.
2. The activities described in Condition 1 may be undertaken using only the following vessels, or similar equivalent replacement vessels that have been approved by the Manager Resource Consents at Queenstown Lakes District Council:
 - *Simply the Best* (MNZ 128151) – twin engine 11.3m Naiad Rigid Inflatable Boat surveyed for a maximum 40 passengers;
 - *Takara* (MNZ 136367) – twin engine 9.25m Aluminium Pontoon style boat surveyed for a maximum 35 passengers;
 - *Sass* (MNZ 136672) – twin engine Aluminium Pontoon style boat surveyed for a maximum 25 passengers.
3. The scheduled operations of the public ferry service may change over time, but the public ferry service timetable must at all times be displayed and/or notified to the public (such as by website or "app").
4. The existing resource consent RM970289 (as amended by RMO30710) is to be surrendered within one month of the granting of this consent.
5. The applicant is to pay in full all charges fixed in accordance with section 36(1) of the Resource Management Act 1991 and any finalised, additional charges under section 36(3) of the Act.
6. The consent holder is liable for costs associated with the monitoring of this resource consent under Section 35 of the Resource Management Act 1991.
7. Any vessel operating under this consent shall not exceed 5 knots within 200 metres from the shoreline of Lake Whakatipu, except in any access lane established under the Queenstown Lakes District Council Navigation Safety Bylaw 2018 (or any regulation that subsequently supersedes the 2018 bylaw), when berthing and in emergencies.
8. The activity shall be carried out in accordance with the Queenstown Lakes District Navigation Safety Bylaw 2009.

9. While any vessel operating under this consent is within Queenstown Bay as defined by a line between the beacon on the south side of the bay and the mouth of One Mile Creek, the following conditions shall apply:
 - a) The vessel shall give way to the *TSS Earnslaw* at all times and in all conditions
 - b) When travelling into or out of Queenstown Bay consideration shall be given to other users with regard to wake.
10. Refuelling will take place at legally established refuelling stations only.
11. Adequate provision should be made for the storage and collection of recyclables, litter and refuse. These are to be disposed of in an appropriate manner to a Council approved refuse disposal (treatment) service and recycling facility.
12. That standard practices for boat cleaning are adhered to, including but not limited to undertaking all possible measures to ensure Didymo is not spread.
13. The consent holder and its staff will not provide information to its clients about any historical, spiritual or cultural matters relating to the Takata Whenua of the area without first consulting with the local Papatipu Runanga and obtaining their agreement that the information to be provided is both appropriate and accurate.

Review

14. Within ten working days of each anniversary of the date of this decision the Council may, in accordance with Sections 128 and 129 of the Resource Management Act 1991, serve notice on the consent holder of its intention to review the conditions of this resource consent for any of the following purposes:
 - (a) To deal with any adverse effects on the environment that may arise from the exercise of the consent which were not foreseen at the time the application was considered and which it is appropriate to deal with at a later stage.
 - (b) To deal with any adverse effects on the environment which may arise from the exercise of the consent and which could not be properly assessed at the time the application was considered.
 - (c) To avoid, remedy and mitigate any adverse effects on the environment which may arise from the exercise of the consent and which have been caused by a change in circumstances or which may be more appropriately addressed as a result of a change in circumstances, such that the conditions of this resource consent are no longer appropriate in terms of the purpose of the Resource Management Act 1991.

Appendix 2 – Example of Vessel Manual

SIMPLY THE BEST VESSEL MANUAL



MNZ 128151

OPN: 8

Due for review May 2023

*Simply The Best Vessel Manual Version 4
Reviewed: 20/06/2022*

Page 1

Table of Contents

Operations Communications	5
Emergency contact information	5
1. Crew Familiarisation and Training	6
Induction and Training	6
Skipper	6
New Crew Member	6
Drills and Ongoing Training	6
2. Vessel Manual	7
Vessel Details	7
Category & Activities	7
Non-Commercial Use	7
Current Vessel Certificates	8
3. Safe Operating Procedures	9
Conditions in which the operation is conducted	9
Area of Operation	9
Safety Considerations	9
Transportation of Passengers (Commercial / Non-Commercial Use)	10
Definition	10
Policy	10
Passenger Access	10
Passenger briefing	10
Trailing	11
Visitors Policy	11
Hazardous Substances	12
Policy	12
Hazardous Substances Inventory	12
Use of Emergency Equipment	13
Fire Extinguishers	13
EPIRB	13
VHF Radio	13
Anchor	14
Life Rings	14
4. Emergency Procedures	16
Fire	16
Person Overboard	17
Medical Emergency	18

Mechanical Failure	19
Loss of Steering	19
Loss of Propulsion	19
Stricken Ship (Grounding, Collision, Capsize, Sinking)	21
Management Of Risks	24
Policy	24
	24
Risk Matrix 2022	24
Small Vessel (with outboard engines) Risk Register	25
5. Vessel Maintenance and Equipment Checklists	34
Policy	34
Procedure	34
Skipper Pre-trip and End-of-trip Checks	35
100 Hour Services and Detailed Maintenance	36
Simply The Best – Equipment List	37
Spare Parts List	38
6. Survey Plan	39
7. Vessel Records and Sign-off Sheets	40
Skipper Induction Checklist	41
Crew Induction Checklist	42
8. Vessel and Crew Documents	43
Vessel Documents	43
Skipper & Crew Documents	43
9. Forms	43

Operations Communications		
Duty Manager (Kiosk)	Kiosk landline 03 441 1124 VHF Channel 10	Kiosk number to divert to the Duty Manager mobile
Earnslaw Base Office (business hours)	034425006 VHF Channel 10	
Queenstown Base Office (Stone building) (business hours)	034425001 VHF Channel 10	
Frankton Marina office – land line	N/A	
Engineering Maintenance Technician	021 1222439	
Sealogs	info@sealogs.com 021 184 2304	
Emergency contact information		
Duty Manager (Kiosk)	Kiosk landline 03 441 1124 VHF Channel 10	
Earnslaw Base Office (business hours)	034425006 VHF Channel 10	
Queenstown Base Office (Stone building) (business hours)	034425001 VHF Channel 10	
Dan Maroszek	027 533 5910 Email: dan.maroszek@realnz.com	
Katherine Walker	0272 653962 Email: Katherine.walker@realnz.com	
Brent Marshall	0274 956881 Email: brent.marshall@realnz.com	

1. Crew Familiarisation and Training

Induction and Training

Skipper

Before taking the vessel on a voyage, new skippers will read and understand this vessel safety manual. They will complete a full induction referred to as: **Skipper Induction Checklist**. A copy of the completed induction checklist will be kept with the MTOP. Vessel Inductions will be recorded in the Crew Training section of SeaLogs with the final sign off will be completed by a Senior Skipper and either the Chief Launch Master, or the Head of Maritime Operations.

New Crew Member

Within one week of employment with Real Journeys Limited and before going on a voyage in a Crew role, all new crew will read and familiarise themselves with the plan and will complete a full induction which will include a: **Crew Induction Checklist**. A copy of the completed induction checklist will be kept with the MTOP. Vessel Inductions will be recorded in the Crew Training section of SeaLogs with the final sign off will be completed by a Senior Skipper and either the Chief Launch Master, or the Head of Maritime Operations.

Note:

1. *Blank induction checklists are kept at the back of the plan folder.*
2. *Crew re-joining after not having worked on the vessel for more than 6 months are required to be fully re-inducted.*
3. *Any new crew will be supervised until their training has been completed as required by; the Realnz Maritime Transport Operator Plan and the Health and Safety at Work Act 2015.*

Drills and Ongoing Training

Onboard Training


Drills will be carried out at weekly intervals and will follow the drill schedule (in the Memo file). RealNZ standing orders applies which requires all skippers to participate in drills. Therefore drills timings must be scheduled so that all skippers are taking part.

Skipper and crew competency will be monitored on an on-going basis by observation, feedback and examining the outcome of any drills, incident, accident or hazard reviews. Crew will complete a full induction and undertake refresher training if they have not worked on-board the vessel within the preceding 6 months or at any time increased competency is required.

All crew drills and refresher training will be recorded into SeaLogs.

2. Vessel Manual

Vessel Details

Vessel Name	Simply The Best	
MNZ Number	128151	
Call Sign	ZMX7568	
Year Built	2011	
Drive Type	Outboard	
Engine	x2 Mercury Sea-Pro 300HP	
Auxiliary		
Length Overall	11.3m	
Hull Construction	Naiad rigid inflatable Aluminium	
Certificated areas of operation		Enclosed Waters All South Island lakes and inland waterways.
Certificate(s) of Competency Required ¹		
Skipper	New Skippers may operate in accordance with this MTOP and Realnz water taxi training. Skippers shall hold a Skipper Restricted Limits (SRL) or LLO Ringfenced or Higher + Passenger Endorsement.	
Crew	Further crew are not required but may be carried.	

Category & Activities

Simply The Best is intended for use as a commercial **Passenger** Vessel, primarily a water taxi but may also be available for charters and sight-seeing tours.

Non-Commercial Use

Although Maritime Rule Part 19 allows that Part 31 Crewing and Watchkeeping and Part 20 Operating Limits do not apply during non-commercial use, it is Realnz's policy that vessels within the Maritime Transport Operator Plan will not be used for non-commercial use without a suitably qualified Skipper/Master on board.

All safe operating procedures within the company MTOP and specifically the vessel safety manual requirements must be applied during non-commercial use. This includes safety briefings and life saving appliances etc.

Any non-commercial use of a vessel must be clearly recorded in the Ship's Log.

Non-commercial use is defined as 'vessel used exclusively during sea trials, relocation or the owner or operator's pleasure subject to any conditions imposed (i.e., subject to surveyor imposed conditions).

Non-commercial use of all vessels in the MTOP is approved by either the Head of Maritime Operations, the Head of Asset Management or Chief Executive Officer.

Current Vessel Certificates

Certificate Type	Issue Date	Expiry Date
Certificate of Survey	09/10/2020	08/09/2025
Radio Survey	23/02/2021	23/02/2025
EPIRB Battery	N/A	Oct 2022
Fire Extinguisher Inspection	Inspected Annually	

3. Safe Operating Procedures

Conditions in which the operation is conducted

Area of Operation

Simply The Best will be operated in safe weather and Lake or sea environment with the Skipper's knowing the weather forecast before and during every trip. The Skipper will be responsible for obtaining knowledge around weather forecasts and weather changes. **Simply The Best** is predominately berthed in Queenstown Bay.

Safety Considerations

The skipper must consider at least the following information when making decisions regarding the operation of the vessel:

- The current and forecasted weather conditions and lake/sea state (taking into consideration local weather patterns)
- Visibility
- As applicable – swell, currents, river and tidal flows (including any changes that could result in wind against tide)
- The health, mobility and comfort of all persons on-board
- Any other hazard, new or existing, that makes or could make, the operation unsafe
- Any operational defect must be considered e.g. engine or steering problems
- Any other information relevant to the safety of the operation

A water taxi service may be cancelled by the General Manager Experiences, Queenstown, or the Head of Maritime Operations, if it is deemed unsafe to proceed.

The skipper additionally, always has the authority to cancel a trip if he/she deems it is unsafe to proceed.

Transportation of Passengers (Commercial / Non-Commercial Use)

Definition

A passenger is defined as anyone who is not the skipper or is not someone employed or engaged in any capacity on the business of the vessel during commercial operations. If the person is an employee or a contractor and the vessel is their place of work, the Health and Safety at Work Act 2015 applies in respect of responsibilities.

Policy

All passengers will be given a general and health and safety briefing and will be told of the vessel hazards, emergency procedures, where the emergency equipment is located and where the muster station is, prior to departing on any trip. Passenger safety is the direct responsibility of the Skipper.

Passenger Access

All passengers are boarded and disembarked either side at the stern. Before passengers are permitted to embark or disembark the vessel:

- The vessel must be made secure in the most effective way practicable.
- Risks must be assessed including lake/sea state and movement of the vessel, presence of other traffic, safety of area being accessed, safe egress from the drop off point, other possible hazards including slips and trips.
- Clear instruction must be given.
- Assistance must be offered where required.
- The action must be abandoned if any concerns for safety are present.
- Adequate lighting during night operations is highly recommended.

Passenger briefing

A safety briefing card is available to skippers on the vessel, to provide a prompt of information to cover in the safety briefing.

This includes but is not limited to:

The skipper has ultimate and overriding authority at all times, therefore, please follow all instructions given.

- In the event of an emergency, the muster station is **near the back of the vessel**.
- If you are standing, please be holding on to the seats or hand holds above.
- Briefing of relevant hazards
- Location of the safety equipment including lifejackets, fire extinguishers, first aid kit and radio – in case of emergency.
- Please do not assist in the operation of the vessel unless requested by the skipper, particularly when coming alongside.
- Thanks for joining the Queenstown Water Taxis, please enjoy the ride.

Trailing

On occasion the vessel may be required to be hauled out for inspections or maintenance. During this time when launching and or retrieving a vessel onto/off the trailer, a spotter should be used wherever practical to ensure all blind spots are visibly monitored before movement commences.

The spotter must communicate verbally or via hand signals back to the driver of the towing vehicle.

Visitors Policy

All visitors to the vessel other than passengers (contractors, inspectors, surveyors etc..) are required to be made aware of any hazards that they will encounter while onboard the vessel. Visitors should be met on the wharf by either the skipper or a senior Skipper and taken through the hazards before boarding.

Hazardous Substances

Simply The Best, apart from fuel and steering fluid, does not carry Dangerous Goods, unless prior approval has been obtained from Maritime New Zealand. Substances subject to the Hazardous Substances and New Organisms Act 1996 (HSNO Act) are routinely carried, including fuel, lubricating oils and cleaning products.

Policy

For all such substances, the appropriate personal protective equipment and procedures are strongly encouraged to be used and carried if and when required.

Please refer to <http://www.hazardoussubstances.govt.nz> for more information.

Hazardous Substances Inventory

Substance	Description	PPE Needed?
650 litres	Petrol in the main fuel tank. (320 Litres) A fuel spill kit is located at fuelling station. Care must be taken, advised to have a rag to wipe up any spills.	No, however gloves are available.
20 litres	Diesel in heater fuel tank, located in the Bow (50 Litres)	As above
Spare oil and lubes – 5 litre containers maximum size.	Carried in the rear port locker for topping up the oil and at times there is hydraulic fluid for the steering.	No, however care must be taken to avoid spillages.

Use of Emergency Equipment

Fire Extinguishers

Location: **Under helm seat and under rear bench**

- Unclip fire extinguisher
- Undo safety clip, tag or pin
- Aim at base of fire and operate the lever or trigger.
- Fill out accident, incident, mishap and fault report
- Arrange a replacement or recharging of fire extinguisher
- Take all due steps to ensure a similar fire does not occur again

Location of fire extinguishers over the page.



EPIRB

Location: **Starboard side window pillar**

- Tie to life jacket
- Raise aerial and switch on
- Place in water



VHF Radio

Location: **above and to left of helm.**

- Turn the radio on
- Switch to channel **16 and 5**
- Press side of handset to transmit
- Give type of call (**MAYDAY or PAN**) three times
- Name of vessel (**Simply The Best**) three times and
- Radio call sign (**ZMX7568**) once
- Explain the current position, followed by the nature of the emergency, number of persons on board, any other relevant information, then finish transmit by saying "Over".
- Wait for response, if no response repeat again.
- Continue to monitor the radio and keep giving updates as the situation develops.



Anchor

Location: **Lower starboard stern locker.**

To Launch:

- Lower anchor off the side of the boat
- Can use the cleat to help control the speed of deployment
- Once happy, secure the anchor warp around the bow cleat.
- Adjust if necessary, the boat should lie head to wind.

To Retrieve:

- Drive boat forwards to ease pressure on the anchor line
- Carefully head to the bow, grab the anchor warp and begin pulling it back to stern of boat and into the anchor compartment. Once comfortable, undo the anchor warp from around the bow cleat.
- Once completed, place the anchor into the anchor compartment and back on top of the chain and warp.



Life Rings

Location: **Stern (above head) x 2**

- Undo from tethers
- Check that the line attached is free and not tangled
- If vessel travelling at high speed: throw Life Ring and line over the side in the direction of the person in the water. Make the transition from high speed to slow speed with care, - warning other passengers or crew on board to hold on, careful of wake, other vessel, depth etc.
- If vessel travelling at low speed and the person is in close proximity to the vessel: hold on to the end of the line, throw the life ring towards the person in the water (careful not to hit them)
- Once person is holding onto the Life Ring you can slowly pull them in towards the boat.
- Retrieval of a person from the water and onto **Simply The Best**, is via the stern transom, or if possible, the edge of the vessel. Extreme care when a person is near or around the propeller.



Use of Other Equipment

Pontoon

It is critical that the pontoons are kept in the correct pressure range during operations (even while berthed). They can and will expand and contract quite dramatically with different temperatures and whether or not they are sitting in direct sunlight.

Correct pressures are between 2.5 and 3 psi which is very firm to the touch even with your body weight on them they should not lose shape at all, remember these are designed to take the impact of wharfs/other boats etc and protect the boat. When operated at the correct pressure heavy impacts or contact with fixed structures should be absorbed by the pontoon and the metal structure of the boat should not sustain any damage.

Having the pontoon inflated to the correct pressure will also assist in a safer boarding & disembarking procedure as the pontoons will remain firm when customers stand on them while accessing the vessel.



4. Emergency Procedures

Fire

If a fire is detected on the vessel

- Raise the alarm, radio call for help - make a Mayday on Channel 16
- Activate the EPIRB
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Alert all passengers. Ensure they are safe from the fire and smoke and advise what action they should take (don lifejackets)
- Attempt to fight fire with the extinguisher.
- Assess vessel and passengers (what's happening, where you are, what you need to do)
- Head to the closest wharf/shore if possible.

If a fire **cannot** be extinguished or contained

- Shut off all power and fuel supplies to the fire if possible (back port side to the fuel cut off valve to the engine).
- Move all passengers to an area away from the fire if possible.
- Protect and move any other safety equipment if possible, e.g. First aid kit, EPIRB, fire bucket.
- Prepare for abandon the vessel and await rescue.

After event:

- Record in logbook
- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention.

Person Overboard

- Alert all persons on board
- Push MOB button on GPS
- Mayday call on VHF Channel 16
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty manager phone
- Maintain lookout to try to keep sight of person in water
- Reverse vessels course

If person overboard is located

- Throw line or lifebuoy to person in water. Either side of vessel which is protected from water conditions/weather.
- Retrieve person from the water

If person overboard is not located

- Continue to search, as directed by RCC/Police or other On Scene Commander
- Report updates to shore operations base.
- Proceed as directed by RCC/police or ONC

After event:

- Record in logbook.
- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention.

Medical Emergency

In case of medical emergency, ascertain as quickly and accurately as possible the extent of the injury or illness.

If life threatening or serious:

- Mayday call on VHF Channel 16
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Follow strictly any medical advice given to stabilize the patient (use the boat towel for comfort)
- Proceed with best possible speed toward assistance or nearest wharf (ideally Frankton Marina or Nga Tahu wharf, next to Southern Discoveries).
- Keep radio contact with shore base and continually update on the situation
- Assist with evacuation of patient when assistance arrives or at the wharf.

Minor injury/illness:

- Make patient as comfortable as possible
- Monitor situation for any signs of deterioration.
- **Always** recommend or refer patient to a doctor or the hospital on return to base.

Location First Aid Kit:



In all cases:

- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention

First aid kit can be found in compartment under helm seat.

Mechanical Failure

Loss of Steering

- Assess the situation - Is the vessel in imminent danger? (Can I anchor? Drift? Wind conditions?)

If vessel is in imminent danger and requires immediate assistance

- Mayday call on VHF Channel 16
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Assemble everyone at muster station near the rear of the vessel.
- Use engines to steer if at all possible.
- Make call for assistance (give situation report i.e.: danger, expected outcome). – Pan-pan.
- Prepare to abandon vessel (don lifejackets etc) **(Only abandon vessel as last resort but be prepared)**

If the vessel is **not** in imminent danger:

- Send a pan pan message to advise of the urgent situation
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Transfer passengers onto assisting vessel for them to proceed to the nearest wharf.
- Await return of the vessel and either tow, fix or replace, to enable the vessel to be fully checked over by Realnz' Engineering Maintenance Technician or Assistant.

Loss of Propulsion

- Assess the situation - Is the vessel in imminent danger? Can I use the other engine?

If vessel is in imminent danger and requires immediate assistance

- Mayday call on VHF Channel 16
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Use engines to steer the boat as much as possible.
- If immediate danger, assemble everyone at near the rear of the vessel, don lifejackets.
- Transfer passengers if safe to do so. Secure vessel if able to do so (anchor)
- Get tow ropes ready to be towed by another vessel.
- Prepare to abandon vessel **(Only abandon vessel as last resort but be prepared)**

If the vessel is **not** in imminent danger

- Send a pan pan message to advise of the urgent situation
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Troubleshoot, checking fuel levels, kill cord attached correctly, fuel shut off valve open.
- Check engine oil levels
- If no problems found, attempt restart.

No restart

- Try another restart
- Call for assistance - transfer the passengers onto another vessel, call mechanic for advice.

Due for review May 2023

*Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022*

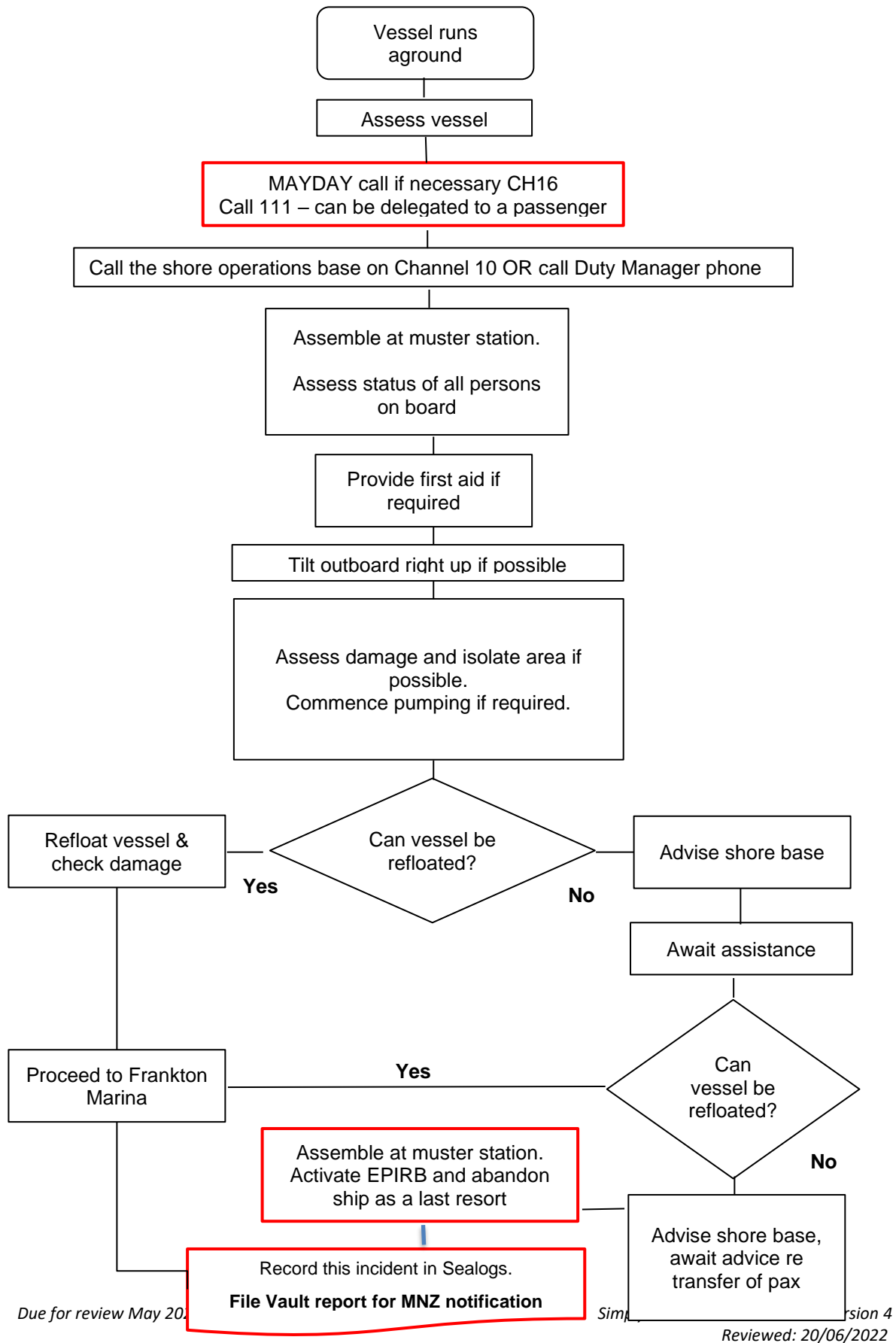
- Request a tow (if no passengers), tow vessel to nearest wharf or ideally Frankton Marina for the mechanics to check out.
- Record in log book

In all cases:

- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention

Stricken Ship (Grounding, Collision, Capsize, Sinking)

Vessel Grounding



Vessel Collision

- Assess vessel status

If vessel is in imminent danger and requires immediate assistance:

- Mayday call on VHF Channel 16
- Activate EPIRB
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Alert all persons on board of emergency.
- Assemble at muster station.
- Assess injuries and provide first aid if required
- Continual advice to shore base
- Assess damage and isolate area if possible
- Bilge pumps coping-operating

If bilge pumps are coping

- Advise shore base, request to have other vessel standing by
- Assist the other vessel if required
- Proceed to nearest port
- Record in logbook

If bilge pumps are **not** coping

- Advise shore base, request another vessel to assist
- Assemble everyone at muster station, prepare to abandon ship.
- Prepare to abandon ship as a last resort
- Mayday call on Channel 16 advising of abandon ship
- Record in logbook

In all cases:

- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention

Abandoning Vessel (Sinking and Capsize)

- Mayday call on VHF Channel 16
- Activate EPIRB
- Call 111 – can be delegated to a passenger.
- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Leave all the lights on, if at night time
- Alert all persons on board of emergency and to assemble at muster station
- Issue and ensure life jackets are fitted correctly to all persons
- Launch Life Rings and enter the water. Using Life Ring as a central huddle location
- Take activated EPIRB with you
- Huddle position in the water to keep everyone together and everyone warm
- If the shore is close, move toward shore. Keep EPIRB operational
- If the shore is not close, await rescue. Keep EPIRB operational
- Record in logbook

In all cases:

- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention

Fuel Spillage.

- Call the shore operations base on Channel 10 OR call Duty Manager phone
- Raise alarm, as well as stop source of spillage
- Contain spill as much as possible
- Notify Harbour Master
- Commence clean up (using Emergency Spill Kits, located at the fuel stations)
- Record in logbook
- Notify other parties – under the advice of Harbour Master (DOC, Council etc)
- Commence Training and implement corrective actions to prevent a reoccurrence.

In all cases:

- File Incident report directly into Vault, or email to safety@realnz.com – part of process of reporting to MNZ
- Follow-up safety meeting with Head of Maritime Operations to cover off any corrective actions, on-going training and prevention

Management Of Risks

Policy

1. The skipper and crew are required to eliminate risks to health and safety, so far as is reasonably practicable; and if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.
2. The skipper and crew must comply with paragraph (1) to the extent to which they have or would reasonably be expected to have, the ability to influence and control the matter to which the risks relate.

		LIKELIHOOD				
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
		Conceivable but rare - Not expected to ever occur again (1 in 100)	Unlikely to occur - 1 in 33 chance in your working life	Could reasonably be expected to occur - once in 10 years	Likely to occur - several times every 5-10 years	Expected to occur - at any time, or at least once per year.
CONSEQUENCE	Catastrophic (5) Multiple Fatality (MF)	Medium 5	High 10	High 15	Very High 20	Very High 25
	Major (4) Fatality (SF) or serious permanent disability	Medium 4	Medium 8	High 12	High 16	Very High 20
	Moderate (3) Lost Time Injury (LTI) / Serious Harm Injury requiring hospitalisation; or lost time injury	Low 3	Medium 6	Medium 9	High 12	High 15
	Minor (2) Medical Aid injury (MA) Injury requiring medical treatment	Very Low 2	Low 4	Medium 6	Medium 8	Medium 10
	Insignificant (1) First Aid Injury (FA) Injury requiring first aid treatment or less	Very Low 1	Very Low 2	Low 3	Medium 4	Medium 5

Risk Matrix 2022

Small Vessel (with outboard engines) Risk Register

Risk Subject	Description	Raw Risk (Likelihood / Consequence)	Residual Risk (Likelihood / Consequence)	Next Review Date	Controls	Further Controls Required	Date to be completed by?
Stress & Fatigue	The effects of work-related stress can vary from individual to individual. In general, work-related stress is associated with: Illness and disease, Low morale and engagement, Anxiety, Low productivity & Antisocial behaviours.	(L3 / C4) High 12	(L2 / C4) Medium 8	May 2023	Stress: <ul style="list-style-type: none"> Policies & procedures in place to manage workplace stress and fatigue and help the company, managers and staff be better aligned. Realnz provides the services of an organisational counselling programme. OCP provide access to professional support and guidance from counsellors to enhance your home life, personal wellbeing and your work performance. Link: https://realjourneys.sharepoint.com/sites/pandp/SitePages/Wellbeing.aspx		
	Fatigue is a state of physical and/or mental exhaustion. It can reduce a person's ability to perform work safely and effectively. Fatigue reduces alertness. This may lead to errors, and an increase in workplace incidents and injuries.				Fatigue: <ul style="list-style-type: none"> Self-assessment fatigue form available on board all vessels Open communication between staff regarding fatigue issues. Sensitive event reporting available within Vault for any personal health issues where employee does not feel comfortable discussing with manager. OCP services as above. Fatigue: <ul style="list-style-type: none"> Management of rostering to ensure suitable days off and set achievable demands for your workers in relation to agreed hours of work with suitable breaks for food & hydration. Agenda item on regular health & safety and Maritime Operations meetings Skipper forums/communications regularly held to include discussions on any workload pressures 		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Slips / Trips / Falls	Steps and Stairs on Vessels	(L3 / C4) High 12	(L2 / C3) Medium 6	May 2023	Laminated Safety Briefing card on board all vessels, covering common accidents on board		
	Sea Sills				Safety briefing on departure to warn passengers about areas where there is an increased likelihood of a slip / trip / fall. This may be in the form of signage on smaller vessels.		
	Object / spills on floor				Crew to remain vigilant and to provide verbal instruction to passengers where possible.		
	Deck Surfaces				Decks to be kept as clean and tidy as possible, spilled fluids cleaned up immediately.		
	Doors and Hatches				Hazard tape, strip lighting, barriers or signage as required to warn / highlighting potential hazards to passengers.		
Man Overboard	Risk of personal injury to employees, contractors and members of the public from hypothermia and drowning.	(L3 / C4) High 12	(L1 / C4) Medium 5	May 2023	Defect reporting maintenance programme in place to ensure flooring, stair treads, hazard tape, strip lighting and other hazards are maintained that any defects are notified to the correct people who can in turn ensure the defect is repaired.		
					Safety briefing on departure to warn passengers about the dangers of falling overboard and what to do in an emergency. This may be in the form of signage on smaller vessels.		
					Sitting on top rails or edges of vessel NOT permitted at any time. Crew to reinforce this if anyone is spotted doing this.		
					Initial training given followed by completion of man overboard drills on a regular basis. Dummy used for 1 in 5 drills.		
					PPE – lifejackets available for all passengers		
					Life-saving equipment – life rings provided on all vessels		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Solo Work	Risk of personal injury to employees when working alone in isolated environments and on vessels.	(L4 / C3) High 12	(L3 / C4) Medium 9	May 2023	Managers aware of any workers carrying out solo work, their location & contact details.		
					Solo Working SOP		
					Cameras – in place at the water taxi kiosk Cameras – installed on board each vessel		
					Security – additional crew rostered on board at known busy times		
Fire	Risk of personal injury or death to employees, contractors and members of the public from fire on board vessels, toxic fumes and possible abandonment of vessel.	(L3 / C4) High 12	(L1 / C4) Medium 4	May 2023	Regulated by Maritime Rule Part 40A.		
					1. Effective installation of fire extinguishers.		
					2. Fuel isolation and ventilation systems.		
					Firefighting equipment with service & maintenance programme.		
					Crew to remove aggregations of combustible material and to ensure appliances are used as per manufacturer's instructions.		
					Crew to be familiar with emergency procedures and their role in an emergency. Initial training - Crew to be familiar with emergency procedures and their role in an emergency. Drills – regular drills held		
Flooding	Risk of personal injury or death to employees, contractors and	(L1 / C5) Medium 5	(L1 / C4) Medium 5	May 2023	Design and construction to ensure vessel is fit for purpose.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

	members of the public from exposure to elements / drowning.				<p>Maintenance programme in place carried out by Real Journeys Engineering.</p> <p>Regular checks - float switch tested to ensure it is operational.</p> <p>Regular maintenance - inspections to include checking for debris that may block pumps or pick-ups, all pick up covers are inspected for blockages and all float switches are checked for operation.</p> <p>Crew to be familiar with emergency procedures and their role in an emergency. Initial training - Crew to be familiar with emergency procedures and their role in an emergency. Drills – regular drills held</p>		
Collisions	Risk of vessel damage or personal injury to employees, contractors and members of the public as a result of a collision with an object or other vessel.	(L2 / C5) Medium 10	(L1 / C4) Medium 4	May 2023	<p>As per vessel survey document, minimum crewing assessment, and MSCD if applicable, all Skippers to have relevant licence for the specification of the vessel.</p> <p>Clearance training completed to ensure they are competent to be skipper on the vessel and manage emergencies.</p> <p>Electronic navigation systems such as Radar or Chart Plotter where applicable.</p> <p>Crew to be familiar with emergency procedures and their role in an emergency. Initial training - Crew to be familiar with emergency procedures and their role in an emergency. Drills – regular drills held</p>		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Grounding	Risk of vessel damage or personal injury to employees, contractors and members of the public as a result of a vessel grounding.	(L3 / C4) High 12	(L1 / C4) Medium 4	May 2023	As per vessel survey document, minimum crewing assessment, and MSCD if applicable, all Skippers to have relevant licence for the specification of the vessel.		
					Clearance training completed to ensure they are competent to be skipper on the vessel and manage emergencies.		
					Electronic navigation systems such as Radar or Chart Plotter where applicable.		
					Crew to be familiar with emergency procedures and their role in an emergency. Initial training - Crew to be familiar with emergency procedures and their role in an emergency.		
					Drills – regular drills held		
					Monitoring of Lake levels		
Mooring / Berthing / Anchoring / Lines	Vessel Ropes, lines & fenders all have the potential to cause crushing, amputation, laceration and burns due to pinch points or rope entanglement.	(L3 / C3) Medium 9	(L1 / C3) Low 3	May 2023	Lines: Design & construction, Restricted access, Crew supervision, training and competency checks are controls that can be used to reduce the risk.		
	Risk of personal injury to employees from crush or entanglement.				Anchor: Training is mandatory as set out in MTOP.		
	Anchor chain and locker has moving machinery. Chain is heavy and has moving interlinks.				Anchor: Suitable preventers appropriate for size of vessel (Brake, Claw & Clutch) which are suitably serviced and maintained.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Engines	Unauthorised access by passengers onboard the vessel could expose them to the dangers associated with the engines.	(L2 / C4) Medium 8	(L1 / C4) Medium 4	May 2023	Unauthorised Access: Engines are located at the rear of the vessel away from passenger areas. Crew to monitor passengers to ensure they do not try to access any unauthorised areas.		
	Risk of personal injury or death to employees or contractors from electrocution, entanglement or burns from running machinery.				Electrical: Crew training in relation to engines & any work tasks they are required to undertake. Caution is advised for new skippers & crew.		
					Entanglement or Burns: Engine covers fitted to over outboard motors to ensure that moving or hot parts are accessible while cover is on. Keep hands & body clear of moving parts.		
Bunkering / Refuelling	Risk of personal injury to employees including skin irritation, eye irritation, fume inhalation and explosion.	(L2 / C3) Medium 6	(L1 / C3) Low 3	May 2023	Crew training in relation to bunkering procedure including spill kit location and use.		
					Care must be taken when bunkering or emptying tanks.		
					Vessel should be appropriately secured, and engine switched off while bunkering.		
Passengers	Embarking / Disembarking Vessels and the risks associated with ramps, gangways, gaps and pinch points	(L3 / C4) High 12	(L2 / C4) Medium 8	May 2023	Vessel to be moved as close to the wharf as practical before boarding & disembarking passengers.		
					Ramps to be used where practical and to be designed, constructed and suitably secured so they are fit for purpose.		
					Boarding passengers to be managed by additional crew with verbal instructions around steps & low head heights given as required which is overseen by the skipper.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

					Children to be removed from push chairs while boarding unless suitable ramp is used.		
	Restricted / Unauthorised access				Closed doors, barriers, signage & video cameras used as required to ensure that passengers do not enter restricted areas.		
	Aggressive hostile or intoxicated passengers				Crew to monitor passengers prior to boarding / during trip where possible and be aware of passengers who seem agitated.		
	Risk of injury to unsupervised children from the exposure to hazards.				Crew training in relation to aggressive passenger SOP.		
Confined Spaces	Risk of personal injury to employees/contractors from Lack of oxygen, toxic gases & fumes, flammable or explosive atmospheres, engulfment, extremes of temperature etc.	(L1 / C4) Medium 4	(L1 / C4) Medium 4	May 2023	Worksafe Approved Confined Space Entry Plan & permit. Plan to be approved by Worksafe prior to entry and permits valid for one entry only.		
					Confined spaces procedure.		
					Only staff with formal NZQA training are permitted to work in confined spaces.		
Working @ Height	Risk of personal injury to employees or contractors from falls when working at heights.	(L2 / C4) Medium 8	(L1 / C4) Medium 4	May 2023	Staff Training - external provider Unit Standards 17600, 23229, 25045 & 15757.		
					Working at height SOP.		
					Certified safety equipment which is fit for purpose & inspected regularly.		
					Access should be restricted to isolate the hazard with barriers & signage.		
Electrical	Risk of death or serious injury to	(L2 / C4)	(L1 / C4)	May	Electrical cords are tested and tagged annually.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Systems	employees/contractors from electrocution/burns	Medium 8	Medium 4	2023	Any work to be carried out on electrical systems by certified electrician.		
					Tag Out SOP.		
Severe weather	Risk of personal injury to employees, contractors or members of the public from injuries inflicted by vessel movements during severe weather.	(L3 / C3) Medium 9	(L1 / C3) Low 4	May 2023	Skipper to be monitoring current and upcoming weather patterns and make judgement calls based on this information.		
					Vessel to be secure for sea with maintenance & service programme in place.		
					Safety briefing given to passengers should cover if the vessel may experience sudden movements from being in rough seas or choppy lake surface states.		
					Speed reduced in rough weather/choppy sea states.		
Dangerous substances	Hazardous substances have a risk of harm through ingestion, inhalation or absorption.	(L2 / C3) Medium 6	(L1 / C3) Low 3	May 2023	If the product is hazardous then it should be added to the hazardous substance register and a safety data sheet kept on file. These safety data sheets will outline correct use, PPE and actions to follow in an emergency.		
	Heavy duty batteries and risk of eye damage or skin burns due to acid contact.				Staff Training is mandatory.		
	Biohazards and the risk of illness from exposure.				Ensure area is adequately ventilated & PPE.		
					Maintenance & inspection programme for waste removal pipes.		
					Skipper & Crew training and clearance process.		
					PPE & Sanitiser provided for tasks that involve dealing with waste products.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

Manual Handling	Risk of personal injury to employees due to lifting heavy or awkward loads resulting in manual handling injuries.	(L3 / C3) Medium 9	(L1 / C3) Low 3	May 2023	Construction & design to eliminate awkward, extended & heavy lifts where possible.		
					Manual handling training where workers tasks involves a significant amount of manual handling.		
					Split the load or ask for assistance.		
Firearms	Risk of personal injury to employees, contractors or member of the public from discharged firearm.	(L1 / C5) Medium 5	(L1 / C3) Low 3	May 2023	Ammunition in personal use quantities is stored in the owner's personal affects.		
					Rifles bolt to be removed from the firearm / In semi-automatic or lever or pump-action type firearms the breech, magazine assembly and chamber are clear (i.e. no ammunition present) / For transport the bolt is to be forward and the firing pin spring released in a safe direction. In single shot, rolling block type firearms the receiver and chamber are clear. The firearm is to be transported with the breech closed and hammer-firing mechanism forward/released.		
					The pistol(s) must at all times be carried from one place to another in a locked carrying case of stout construction / At no time should any storage or carrying case also contain ammunition suitable for any pistol stored or carried therein.		
Trailer Launch / Recovery	Risk of personal injury to employees, contractors or member of the public from trailer operations.	(L2 / C4) Medium 8	(L1 / C4) Medium 4	May 2023	Spotters used when manoeuvring trailers where possible.		
					Only competent staff members to launch & recover trailers.		

Due for review May 2023

Simply the Best Vessel Manual Version 4
Reviewed: 20/06/2022

5. Vessel Maintenance and Equipment Checklists

Policy

All daily checks and routine maintenance will be completed by the skipper. Any major maintenance or repairs will be conducted inhouse by the Real Journeys Engineering Maintenance Technician or the Real Journeys Engineering Maintenance Assistant. The maintenance plan will cover the vessel's hull, decks and superstructure, the vessel's machinery, equipment and critical shipboard systems as required by; (MR 19.45(1))

Procedure

Maintenance is to be carried out as per the schedule. **Once maintenance has been completed it is to be recorded in the vessel's logbook - there is a specific field in the logbook that states that "Checks are completed in accordance to vessels manual".**

If "Yes" is selected, then that evidences that the Skipper is happy with the start-of-day and daily checks.

If "No" then the Head of Maritime Operations and/or the Chief Launch Master must be advised and after consultation, a decision will be made as to whether the vessel is deemed seaworthy and able to operate in accordance with the MTOP. If the vessel is not deemed seaworthy, then operations must cease until the vessel is cleared by the Asset Management Team, in agreement with the Head of Maritime Operations. . should cease from operating until had clearance to do so.

Skipper Pre-trip and End-of-trip Checks	
Pre-trip	
Visual check of vessel hull, superstructure, water level, windows and deck equipment	
Check engine oil levels, visual inspection of outboard – including mounts, hoses, fuel lines	
Check steering, including hoses, rams,	
Check that start and house batteries are being charged or at the relevant volts	
Check VHF radio, chart plotter and lights are working	
Check lifejackets are properly stowed, visual check of fire extinguishers, first aid kit, and EPIRB	
Check the automatic bilge pump is operating	
Once engines started, check tell-tales for anything unusual, forward and reverse gears.	
Check weather forecast and note engine hours in Sea Logs logbook.	
Remove mooring lines and/or dock lines (if applicable).	
Check with Shore base prior to departure. If Hilton schedule, then make sure you have boat phone and cash tin, plus not any pickups.	
End of day shutdown	
Notify Shore Base or the relevant person that you are back and completed your Trip Report.	
Clean the vessel	
Refuel if required	
Secure the vessel in mooring or dock lines.	
Turn off Chart plotter, radio, lights, and all switches.	
Hide the keys.	
Take the cash tin and boat phone up to the kiosk and leave it in there. Fill in your time sheet, lock the door and head off home.	

Important phone numbers:

RJ's Engineering Maintenance Technician 021 1222439

RJ's Engineering Maintenance Assistant 027 204 6186

Kiosk/ Shore base 03 441 1124

100 Hour Services and Detailed Maintenance

The 100-hour services on both the vessel and outboard are conducted in-house by the Real Journeys Engineering Maintenance Technician & Assistant. The oil and filter are changed along with a number of checks that Mercury requires, and the overall “Fit for purpose” of the vessel. The Real Journeys Engineering Maintenance Technician & Assistant keep a record of all work carried out in detail, which is then recorded in Maximo.

Below is a list of checks that the Skippers do each month, to ensure that the other aspects of the vessel are in top condition. It is important to note though that as there can be long periods of time between ***Simply The Best*** being used, the Routine Maintenance Checks listed below, are to be completed during the first trip after they fall due.

Routine Maintenance Checks

(to be recorded into SeaLogs)

- Bow, stern and mooring lines in good condition
- Life rings, light and line
- Bilge clean and tidy
- EPIRB tested
- Life jackets, check are dry, number, in correct location
- First Aid kit up to date
- Tool kit
- Anchor, chain and warp
- Heater hoses, heater fuel, heater switch
- Remaining equipment listed on the Safety Equipment List.

Simply The Best – Equipment List	
Description	Notes
<u>FIRE</u>	
Fire Axe	
Fire Bucket x 2	
Fire Extinguisher x 1	2.5kg Dry Powder
Fire Extinguisher x 1	4.5kg Dry Powder
Fire Extinguisher x 1	4.5kg Dry Powder
Ships Knife	
<u>LSA</u>	
Life Jackets (1xSkipper / 41x Adult 71N / 5X Child)	MNZ Approved,
Rescue Quoit and Line	15m Floating line w Floating Ring
Life Ring	
Lifebuoy Light	Attached to Life Ring
First Aid Kit	
First Aid Booklet	In First Aid Kit
Thermal Blanket	In First Aid Kit
EPIRB	
<u>NAVIGATION</u>	
Binoculars	
Boating Guide	
Charts	
Sound Signal (Horn)	Red
Morse Signalling (Torch)	Spare Batteries in Glove Compartment
<u>ANCHOR</u>	
Ships Anchor (14kg Danforth)	8m Chain, 20m warp
Anchor Hauling Gear	Done by Hand
<u>CERTIFICATION</u>	
Certificate of Survey	
Ships Name & Call Sign	
<u>DECK</u>	
Boat Hook	
Bailer	
Oars x 2	
<u>ELECTRICAL</u>	

Radar	
Chart plotter	
Battery Box Cover	
VHF Radio	

Note: *The above safety equipment list meets the requirements of; (MR 19.46(1))*

Spare Parts List	
Item	Notes
Fuses	
Duct Tape	
Electrical tape	
Zip ties	
Nuts & bolts	Mixture of sizes
Spare Batteries	
Engine oil	5 litres
Power steering fluid	
Tool kit	Mixture of tools
Ropes and warp (mixed thickness)	

Note:

The above spare parts list meets the requirements of; (MR 19.46(1))

6. Survey Plan

The following section contains the vessel's survey plan; this is based on the surveyor's survey plan template which meets the requirements of: (MR 19.43(1), 19.64 and MR 44.41(2)) and contains the following,

1. Survey plan approval
2. Ship details
3. Scope of certification
4. Certificates and exemptions
5. Survey or inspection checklist
6. History of survey plan amendments
7. Survey items schedule

Note:

1. *If the survey plan is amended, prior written approval will be sort from a recognised surveyor as per (MR 19.43(3) (a) and (b)).*
2. *If any major repairs or major modifications are made to the ship, that change the scope of the vessel's certification, these changes will be approved by a recognised surveyor as required by (MR 19.64(b) and 44.23(g)).*

7. Vessel Records and Sign-off Sheets

The following documents can be located:

In SeaLogs

1. Daily start up checks completed and any maintenance and/or corrective actions carried out.
2. Trip reports, with estimated time of next contact with shore base. Summary of information can be split into sections: Scheduled trips (Hilton) and Non-scheduled (Charters etc.)
3. Record of Drills and Ongoing Training.

In Vault Software

4. Record of Incidents, Accidents, and Mishaps (also noted in the logbook)

In Z:Drive

5. Record of Safety Plan Reviews
6. Record of Hazard Reviews and Changes (Hazard board at workshop & kiosk / also noted in the MTOP folder)
7. Record of External Audits, Inspections, and Surveys
8. Contractor Sign-in Register (Workshop)
9. Record of Survey Plan Amendments

Held with Real Journeys Engineering & Maximo Software

10. Record of all maintenance & Maintenance Plan
11. Detailed Maintenance Log.

In Vessel Manual

12. Skipper Induction Check Sheet
13. Crew Induction Check Sheet

Skipper Induction Checklist

All Skippers who work for Realnz must complete this process. Then be inducted on each vessel by a the Chief Launch Master or a Senior Skipper and record details of each Induction into SeaLogs.

Please circle the appropriate word and initial in the space provided	Yes/No	Initials
Do you have any medical condition that may cause safety concerns or prevent you from doing certain tasks or increase the likelihood of a medical incident? If yes, please indicate what the medical condition is:	Yes/No	_____
Are you taking any medication that may cause safety concerns or increase the likelihood of a medical incident? If yes, please indicate what the medication is:	Yes/No	_____
I acknowledge that I have read and understood the maritime transport operator plan and that I am familiar with the following sections: Maritime transport operator details, Roles of responsible persons Control of information and documents, Health and safety, Crew familiarisation and training, Environmental policy, Vessel details, Safe operating procedures, Emergency procedures, Hazards of the operation	Yes/No	_____
I acknowledge that I have been shown and am familiar with how the vessel handles when at sea.	Yes/No	_____
I acknowledge that I have been shown and am familiar with how to use all navigational and safety equipment on board the vessel.	Yes/No	_____
I acknowledge that I have been briefed on the emergency procedures in place aboard the vessel and instructed in my role in the event of an emergency.	Yes/No	_____
I acknowledge that I have been briefed on the safe operating procedures in place aboard the vessel and instructed in my role in carrying out these procedures.	Yes/No	_____
I acknowledge that I am responsible for leading and instructing the crew.	Yes/No	_____

I acknowledge that I have been briefed on hazards and safety procedures as outlined above, and that I have read and understood all safety information and instructions supplied to me as part of this induction process. I am prepared to meet my obligations and responsibilities as set out in the Maritime Transport Operator Plan and under the HSW Act.

Name of crew

Crew's signature

Skipper's name

Date

Skipper's signature

Date

Crew Induction Checklist

All crew who work for Realnz must complete this process. Then be inducted on each vessel by the Chief Launch Master or a Senior Skipper and record details of each Induction into SeaLogs.

Please tick the appropriate box and initial in the space provided.	Yes/No	Initials
Do you have any medical condition that may cause safety concerns or prevent you from doing certain tasks or increase the likelihood of a medical incident? If yes, please indicate what the medical condition is: _____	Yes/No	_____
Are you taking any medication that may cause safety concerns or increase the likelihood of a medical incident? If yes, please indicate what the medication is: _____	Yes/No	_____
I acknowledge that I have read and understood all hazard notices and warnings posted on the vessel.	Yes/No	_____
I acknowledge that I have been shown the vessel's hazard register and been advised of the hazard management process aboard the vessel.	Yes/No	_____
I acknowledge that I have been given a safety tour of the vessel and shown the location of the emergency equipment.	Yes/No	_____
I acknowledge that I have been briefed on the emergency procedures in place aboard the vessel and instructed in my role in the event of an emergency.	Yes/No	_____
I acknowledge that I have been briefed on the safe operating procedures in place aboard the vessel and instructed in my role in carrying out these procedures.	Yes/No	_____
I acknowledge that I am prepared to follow all lawful instructions of the skipper.	Yes/No	_____

I acknowledge that I have been briefed on hazards and safety procedures as outlined above, and that I have read and understood all safety information and instructions supplied to me as part of this induction process. I am prepared to meet my obligations and responsibilities as set out in the Maritime Transport Operator Plan and under the HSW Act.

Name of crew

Crew's signature

Date

Skipper's name

Skipper's signature

Date

8. Vessel and Crew Documents

Copies of the following documents can be located in this section, not specifically in the following order listed below though:

Vessel Documents

- Maritime Transport Operator Certificate (MTOC) – in Sharepoint
- Maritime Transport Operator Plan – on vessel
- Company Standing orders – on vessel
- Certificate of Survey (CoS) – on vessel
- Survey Report – in Sharepoint
- Survey Plan – in Sharepoint
- Radio Survey / Inspection certificate – on vessel
- Compass – Deviation Table certificate
- EPIRB registration form
- MOSS audit report – in Sharepoint
- Non-conformities reports
- Vessel log – SeaLogs on board
- Daily handover book – in Kiosk

Note:

The Fire Extinguisher certificate is held in Sharepoint.

Skipper & Crew Documents

1. Skipper induction check sheets
2. Crew induction check sheets

Note:

Skipper Induction, first aid, licenses etc. are held in Vault

9. Forms

Forms and certificates will be held with the MTOP in the Water Taxi operation kiosk.

Maritime Transport Act 1994 (MTA) Reporting Requirements and Definition Excerpts (as at 1 June 2017)

30 Recording and notification of accidents, incidents, and mishaps

Every employer of seafarers on a New Zealand ship shall maintain (in a form approved by the Director) a register of accidents, incidents, and mishaps; and shall record in the register particulars relating to—

- (a) every accident or incident; and
- (b) every mishap.

Compare: 1992 No 96 s 25(1)

31 Obligation to notify all accidents, incidents, etc

(1) The master of—

- (a) any New Zealand ship; or
- (b) any foreign ship in New Zealand waters— that is involved in a mishap that results in serious harm to a person, an accident, or an incident, shall notify the mishap, accident, or incident to the Authority as soon as practicable.

(2) If, due to injuries or death or for other good reason, the master of a ship referred to in subsection (1) is unable to give the necessary notice under that subsection, the operator of the ship shall provide the necessary notice.

(3) Every person who—

- (a) operates, maintains, or services, or does any other act in respect of any New Zealand ship, any foreign ship in New Zealand waters, or any maritime product; and
- (b) is involved in an accident, incident, or mishap resulting in serious harm, involving a New Zealand ship, or a foreign ship in New Zealand waters— shall, where required to do so under maritime rules, notify the accident, incident, or mishap to the Authority as soon as practicable.

(4) The co-ordinator of any search and rescue operation for any ship or person missing at sea shall notify the Authority of the operation as soon as practicable.

(5) The Authority may, on being notified under this section, request such additional information in such form as it considers appropriate in each specific case, and the master or operator or person of whom the request is made shall provide the additional information forthwith.

Compare: 1990 No 98 s 26

Definitions under the MTA

Accident means an occurrence that involves a ship and in which—

- (a) a person is seriously harmed as a result of—
 - (i) being on the ship; or
 - (ii) direct contact with any part of the ship, including any part that has become detached from the ship; or

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- (iii) direct exposure to the wash of the ship or interaction (other than direct contact) between 2 ships; or
- (iv) being involved in the salvage of any ship— except where the injuries are self-inflicted or inflicted by other persons, or when injuries are to stowaways hiding outside the areas normally available to passengers and crew; or
- (b) the ship sustains damage or structural failure that—
 - (i) adversely affects the structural strength, performance, or seaworthiness of the ship; or
 - (ii) would normally require major repair or replacement of the affected component; or
 - (iii) poses a threat to the safety of people on board the ship; or
- (c) there is a complete or partial failure of machinery or equipment that affects the seaworthiness of the ship; or
- (d) there is a loss of, or damage to, or movement of, or change in the state of, the cargo of the ship which poses a risk to the ship or other ships; or
- (e) there is a significant loss of, or significant damage to, property (not being the cargo carried by the ship) or the property of any person (whether or not on board the ship), whether or not the loss or damage arises from an interaction between 2 ships; or
- (f) there is a loss or escape of any substance or thing that—
 - (i) may result, or has resulted, in serious harm to any person; or
 - (ii) may pose a risk, or has resulted in damage, to the ship or other ships; or
 - (iii) may pose a risk, or has resulted in damage, to any property (whether or not on board the ship); or
- (g) a person is lost at sea (whether or not subsequently found) or is missing; or
- (h) the ship is foundering, capsizing, being abandoned, stranding, missing, or has foundered, capsized, been abandoned, stranded, been in a collision, or has had a major fire on board

Incident means any occurrence, other than an accident, that is associated with the operation of a ship and affects or could affect the safety of operation

Mishap means an event that—

- (a) causes any person to be harmed; or
- (b) in different circumstances, might have caused any person to be harmed

Health and Safety at Work Act 2015 (HSWA) Reporting Requirements and Definition Excerpts

25 Meaning of notifiable event

In this Act, unless the context otherwise requires, a **notifiable event** means any of the following events that arise from work:

- (a) the death of a person; or
- (b) a notifiable injury or illness; or
- (c) a notifiable incident.

Compare: Model Work Health and Safety Act (Aust) s 35

56 Duty to notify notifiable event

(1) A PCBU must, as soon as possible after becoming aware that a notifiable event arising out of the conduct of the business or undertaking has occurred, ensure that the regulator is notified of the event.

(2) A notification under subsection (1)—

- (a) may be given by telephone or in writing (including by email, or other electronic means); and
- (b) must be given by the fastest possible means in the circumstances.

(3) For the purposes of subsection (2), a person giving notice by telephone must—

- (a) give the details of the incident requested by the regulator; and
- (b) if required by the regulator, give a written notice of the incident within 48 hours of being informed of the requirement.

(4) Notice given in writing under subsection (2) or (3) must be in a form, or contain the details, approved by the regulator.

(5) If the regulator receives notice by telephone and a written notice is not required, the regulator must give the PCBU—

- (a) details of the information received; or
- (b) an acknowledgement of having received notice.

(6) A person who contravenes subsection (1) commits an offence and is liable on conviction,—

- (a) for an individual, to a fine not exceeding \$10,000;
- (b) for any other person, to a fine not exceeding \$50,000.

Compare: Model Work Health and Safety Act (Aust) s 38(1)–(6)

23 Meaning of notifiable injury or illness

(1) In this Act, unless the context otherwise requires, a **notifiable injury or illness**, in relation to a person, means—

(a) any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):

- (i) the amputation of any part of his or her body;
- (ii) a serious head injury;

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- (iii) a serious eye injury:
- (iv) a serious burn:
- (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping):
- (vi) a spinal injury:
- (vii) the loss of a bodily function:
- (viii) serious lacerations:
- (b) an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment:
- (c) an injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance:
- (d) any serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work—
 - (i) with micro-organisms; or
 - (ii) that involves providing treatment or care to a person; or
 - (iii) that involves contact with human blood or bodily substances; or
 - (iv) that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
 - (v) that involves handling or contact with fish or marine mammals:
- (e) any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section.
- (2) Despite subsection (1), **notifiable injury or illness** does not include any injury or illness declared by regulations not to be a notifiable injury or illness for the purposes of this Act.
- (3) In this section,—

animal has the same meaning as in [section 2\(1\)](#) of the Animal Welfare Act 1999

fish has the same meaning as in [section 2\(1\)](#) of the Fisheries Act 1996

marine mammal has the same meaning as in [section 2\(1\)](#) of the Marine Mammals Protection Act 1978.

Compare: Model Work Health and Safety Act (Aust) s 36

24 Meaning of notifiable incident

- (1) In this Act, unless the context otherwise requires, a **notifiable incident** means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to—
 - (a) an escape, a spillage, or a leakage of a substance; or
 - (b) an implosion, explosion, or fire; or
 - (c) an escape of gas or steam; or
 - (d) an escape of a pressurised substance; or
 - (e) an electric shock; or
 - (f) the fall or release from a height of any plant, substance, or thing; or

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(g) the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or

(h) the collapse or partial collapse of a structure; or

(i) the collapse or failure of an excavation or any shoring supporting an excavation; or

(j) the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or

(k) the interruption of the main system of ventilation in an underground excavation or tunnel; or

(l) a collision between 2 vessels, a vessel capsize, or the inrush of water into a vessel; or

(m) any other incident declared by regulations to be a notifiable incident for the purposes of this section.

(2) Despite subsection (1), **notifiable incident** does not include an incident declared by regulations not be a notifiable incident for the purposes of this Act.

Compare: Model Work Health and Safety Act (Aust) s 37

Appendix 3 – Realnz Oil or Diesel Spillage Contingency Plan

Real Journeys Oil or Diesel Spillage Contingency Plan

Oil, diesel and hydraulic oil can result from the following types of occurrence:

OPERATIONAL SPILLS

- Spillages during refueling including tank overflow;
- Leaking hoses / lines / oil containers;
- Rupture of hoses including high pressure hoses;
- Operator error.

SPILLS RESULTING FROM ACCIDENTS

- Hull damage;
- Grounding;
- Fire and or explosion;
- Collision;
- Excessive list.

In the event of an OPERATIONAL SPILL carry out the following procedures:

1. IDENTIFY
 - The oil or chemical spilt and the spill source
2. STOP SPILL
 - If possible by turning off pump switch and or closing the appropriate valve or source associated with the spill if you can do so safely.
3. CONTAIN
 - With absorbent booms and pads.
 - Contain the spread of spill on land as much as possible by forming a temporary bund/containment structure or using portable spill kit.
 - If a large spill contact workshop to deploy trailer spill kit.
4. ALERT
 - Notify Duty Manager as soon as possible of the location and size of spill
5. REPORT
 - If contaminant has entered waterway report spill to Environment Southland on 0800 768-845
 - Complete Real Journeys Incident Report.
6. CLEAN UP
 - Remove and dispose of the contaminated absorbent booms or pads
7. FOLLOW UP
 - Evaluate incident and devise procedure or plan to prevent reoccurrence.

SPILLS RESULTING FROM ACCIDENTS – refer Real Journeys Safe Ship Management Manual

Appendix 4 – Real Journeys Ltd Maritime Transport Operator Certificate

Maritime Transport Operator Certificate

Issued under section 41 of the Maritime Transport Act (MTA) 1994 and Maritime Rule 19.22(1)

LEGAL NAME(S) OF OPERATOR **Real Journeys Limited**

CATEGORIES OF OPERATION **Passenger, Non-passenger**

OPERATION ID NO. **OPN-8**

THIS IS TO CERTIFY THAT the Director of Maritime New Zealand (MNZ) is satisfied the applicant meets the applicable requirements of section 41 of the MTA 1994 and Maritime Rule Part 19 in respect of the maritime transport operation identified above.

This maritime transport operator certificate is subject to the following conditions:

1. Each ship that forms part of the maritime transport operation is operated in accordance with Maritime Rule Part 19.
2. The operator will undergo audits and inspections of the operation as required by the Director under section 54 of the MTA 1994.

ISSUED **11 July 2014**

CERTIFICATE NO. **MTOC-1002-01**

EXPIRES **10 July 2024**



Keith Manch
Director

Note: you must obtain approval from the Director of MNZ for any changes to maritime transport operator details. You must also notify the Director about vessels entering or leaving your operation or changes to contact information.

[Please see the reverse for further information.](#)