

Project Jonah



Service Level Agreement

between

Project Jonah New Zealand Inc.

and

Department of Conservation

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1. Document Control

1.1. Document Information

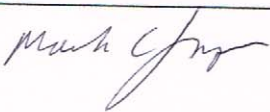
Document Id	DOCDM 5450818
Document Owner	Deputy Director General, Operations

1.2. Document History

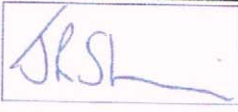
Version	Issue Date	Status update or version-specific comment
1	19 April	Reviewed by ██████████, Manager Marine Species
2	26 April	Sent to Project Jonah for review
3 (DOCCM11)	27/06/2018	Final version for sign off
4 (DOCCM15)	02/08/2018	Revised version for re-signing

1.3. Signatories

Provider – Project Jonah

Version	Issue date	Issued to	Role	Signature and date
4	02/08/2018	Mark Simpson	Chair Project Jonah	

Internal Customers

Version	Issue date	Issued to	Role	Signature and date
4	11/9/2018	Jacquelyn Shannon	Deputy Director General Operations, Acting	

2. Document Purpose

The purpose of this Service Level Agreement (SLA) is to formalise the arrangement between the Department of Conservation (DOC; customer) and Project Jonah NZ Inc. (PJ; service provider) for a further three-year period, 2018-2021. This document outlines the funding and in-kind support provided by the Department to Project Jonah, in exchange for the defined level of services. This agreement follows on from a previous Service Level Agreement of 2015-2018.

3. Service Review

This SLA is valid from the Commencement Date shown below. This SLA should be reviewed annually, by the signatories, prior to 30 June (30 June 2019 being the date for the first annual review, annually thereafter).

At each annual review an assessment of the key performance indicators (KPIs) will be conducted to review success and progress, using the annual review template.

Review of this SLA can also occur in the event of significant change to the customer need, service delivery, or funding situation (i.e. in the case that third party funding becomes available).

Commencement Date

01 July 2018

Date of Termination

30 June 2021

4. Description of Service Provider

PJ is a registered charity with a volunteer network that works toward the conservation and individual welfare of marine mammals. PJ aims to take positive action for conservation through direct assistance and/or support to incidents involving marine mammals, more specifically:

- through the provision of first aid to stranded or injured marine mammals,
- maintaining of a network of training volunteers,
- maintaining of equipment to assist with stranding responses,
- implementation of education and awareness campaigns to promote marine mammal conservation.

PJ provides a significant contribution to the management of marine mammal strandings across New Zealand. This involves the building and maintaining of a trained volunteer network to respond and assist at strandings, a training and currency programme that is valued by DOC, Iwi and broader communities. It also provides an education and advocacy programme that is well received by communities.

5. Commitment to SLA

DOC has retained a close working relationship with PJ, with many instances of good collaboration in support of marine mammal incidents. This positive engagement resulted in the establishment of a memorandum of understanding between these parties. DOC considers there is potential to grow the

relationship to support greater conservation outcomes for New Zealand. For this reason, a shared commitment to work together under an SLA was identified in 2015. This commitment was reaffirmed in 2018 with a further three years of funding to continue the relationship, but also ensure that Project Jonah have the opportunities they need to become a self-sustaining entity.

6. Scope of SLA

6.1. In scope services

PJ will provide and undertake the following services and actions:

- A fit for purpose marine mammal medic training course
- An annual marine mammal medic training programme
- A database of volunteers trained and available to assist with marine mammal incidents
- Under timely and reasonable request from DOC, an appropriate level of support at marine mammal incidents
- Safe equipment suited to assist with marine mammal incidents
- Provision of staff able to represent PJ at the SLA review meetings as well as other ad hoc meetings identified as necessary to progress the SLA

DOC will provide the following:

- Funding of \$50k per annum for three years from 1 July 2018 to 30 June 2021
- Advice and opportunities for PJ staff and key volunteers to train in key areas in relation to marine mammal incidents (e.g. CIMS2 & CIMS4) in line with the Key Performance Indicators listed below
- An agreed process, timetable and staff to support the annual review of the SLA, as well as other ad hoc meetings identified as necessary to progress the SLA.

6.2. Out of scope services

PJ is not responsible for managing stranding incidents, unless mutually agreed upon by DOC and PJ representatives.

6.3. Assumptions

PJ will continue to seek a third party sponsor that would enable the delivery of the services identified under the SLA, and other activities as agreed between PJ and the sponsor. This sponsor may be a single entity, a commercial organisation, or a combination of many parties, with the goal of providing sustainable income to ensure PJ exists beyond the term of this SLA.

7. Service Management

Delivery of the SLA will be undertaken by PJ staff and volunteers in collaboration with relevant DOC staff.

Oversight of the SLA as a whole will be administered by PJ staff in collaboration with DOC's Manager of Marine Species and Threats. Risks, benefits, opportunities and threats that arise from the SLA to be shared and discussed openly between PJ and DOC staff. These discussions to be undertaken as appropriate throughout the life of the SLA.

7.1. Key regional areas

- Northland
- Auckland
- Bay of Plenty
- Nelson
- Golden Bay
- Wellington

7.2. Key performance indicators

1. PJ and DOC share, review and agree upon the content of the marine mammal medic course beginning 1 July and finalised by 1 September of each year
2. PJ and DOC agree an annual training schedule by 1 September of each year with at least one public training session implemented annually in each of the key regional areas
3. PJ provide DOC with at least 24 guaranteed places on the marine mammal medic course over the three-year period, priority to be given to staff working in the key regional areas
4. Requests for participation by DOC staff to attend public training sessions beyond these 8 guaranteed places to be considered and, if reasonable, facilitated on a case by case basis following discussion between PJ and DOC officials
5. If an exclusive (or private) training session is requested by DOC (to train staff, key stakeholders, members of related agencies, Iwi, etc.), PJ will make every effort to accommodate this request at a mutually agreeable time and location, with DOC meeting any reasonable and related expenses incurred by PJ
6. PJ document and provide evidence to DOC by 1 July of each year that the relevant training is undertaken with full regard to the safety and wellbeing of participants, and with full account of relevant legislative requirements
7. PJ maintain an up to date database of volunteers and provides evidence of this to DOC in an annual report on the 1 July each year, including evidence data is held securely and with approval from each volunteer
8. PJ staff and key volunteers, provide to DOC annual evidence of their commitment to support the CIMS structure and process as and when implemented by DOC in support of a marine mammal incident
9. DOC to provide timely advice and information to PJ on any legislative, health & safety and/or procedural changes that directly affect the response to marine mammal incidents and strandings
10. PJ staff and volunteers provide support to DOC as and when reasonably requested to assist with marine mammal incidents within the key regional areas
11. PJ to maintain, and document, that all equipment used during training or actual stranding incidents meets all relevant statutory requirements and that staff and volunteers are trained in the safe operation of the equipment
12. DOC regional staff to enable participation by PJ staff and key volunteers in support of any debrief undertaken following a marine mammal incident in the key regional areas. If PJ attends a marine mammal incident at the request of DOC in a non-key regional area, then it is desirable that PJ staff also participate in any debrief
13. DOC and PJ undertake an annual review of this SLA by no later than 30 June with any mutually agreed recommendations recorded and reviewed into the SLA by no later than 1 July
14. DOC and PJ work collaboratively on media enquiries relating to marine mammal incidents or matters that fall to this SLA

7.3. Key performance assessment

Key performance indicators (PI)	Assessment criteria	By when	By who
1	DOC has seen, reviewed, and approved content for the medic course, assuring it is in line with DOC Marine Mammal Readiness and Response SOP	1 July - 1 September	██████████ (PJ) and ██████████ (DOC)
2	DOC and PJ agree on an annual training schedule, with at least one training session implemented annually in each of the key regional areas	1 September	██████████ (PJ) and ██████████ (DOC)
3 - 5	<p>i. At least one DOC staff member from each key regional area is given the opportunity to attend a PJ training annually to ensure clarity and alignment between local and PJ procedures</p> <p>ii. When the year's training programme is being developed, interest of attendance is gathered from staff in the key regional areas to determine spaces and/or private sessions required</p>	Throughout	Operations Managers (DOC)
6	<p>i. There is a H&S section of the training to inform students of H&S requirements at a stranding</p> <p>ii. A health and safety plan is produced in preparation for the physical afternoon session of the training</p>	Throughout	██████████ (PJ)
7	Statement of meta data describing the system, security, data collection and data exists and is provided to DOC annually	1 July	██████████ (PJ)
8	<p>i. CIMS resources are provided by DOC to PJ (see Appendix 1 and DOC SOP pages 12-18). These are studied by PJ staff and key volunteers regularly in preparation for use at stranding events. Copies of these resources are kept in stranding kits for reference</p> <p>ii. Key PJ staff will attend CIMS training where possible with guidance from DOC</p>	Throughout	██████████, in consultation with ██████████ (DOC)

	<p>iii. When CIMS structure implemented by DOC, PJ will be included and participate where necessary. Recording of this process should be completed by both parties in any debrief documentation. DOC staff managing a significant stranding with PJ assistance may be contacted by National Office staff to reflect on this KPI.</p>		
9	<p>DOC will inform PJ of any relevant changes to legislation, H&S, and/or procedure, including changes to the SOP, in sufficient time that any changes necessary can be made to training course material and procedures</p>	<p>Throughout, as changes occur</p>	<p>██████████, in consultation with ██████████ (DOC)</p>
10	<p>Requests within key regions:</p> <p>i. On DOC's request PJ will respond to a stranding in accordance with the flow chart in Appendix 2.</p> <p>ii. PJ senior stranding coordinator/s and trained volunteer medics to attend the marine mammal incident as soon as is practicable</p> <p>iii. Success of PJ (and trained volunteer support) response to a marine mammal incident to be discussed and measured at that incident's debrief.</p> <p>Requests outside of key regions:</p> <p>i. PJ will assess size and proximity of volunteer force available and endeavour to provide a similar level of support to non-key regional areas</p>	<p>Throughout</p>	<p>Relevant DOC and PJ staff</p>
11	<p>i. Asset register is kept up to date and provided to DOC annually.</p> <p>ii. A comprehensive audit of equipment is undertaken annually by PJ after the summer stranding season and prior to medic courses beginning. Equipment will be assessed for safety during this time.</p> <p>iii. Stock assessment should also occur with any equipment taken to and used at a stranding or training event</p>	<p>By 1 July</p>	<p>██████████ (PJ) and ██████████ (DOC)</p>
12	<p>If requested by DOC, PJ staff participate in stranding debriefing in the key regional areas</p>	<p>Throughout</p>	<p>Relevant DOC and PJ staff</p>
13	<p>Annual review of SLA undertaken by DOC and PJ with all recommendations</p>	<p>Start 1 March,</p>	<p>██████████ (DOC) and</p>

	recorded and a change process agreed between DOC and PJ	finalise by 1 July	██████████ (PJ), with other staff as considered necessary
14	<p>i. When responding to media enquiries, or preparing a media release specifically relating to a marine mammal incident or matter that falls under this SLA, each party will inform and consult with the other where necessary to ensure full clarity and alignment in messaging</p> <p>ii. Any conflicts, complaints, or issues will be discussed between the two parties in the first instance and attempts will be made to address and resolve directly and not through the media or any third party.</p>	Throughout	DOC staff (those leading on the stranding incident) and PJ staff

7.4. Roles and Responsibilities

Organisation	Position in SLA	Name (as of July 2018)	Responsibilities
Project Jonah	Chair	Mark Simpson	Strategic oversight & direction of Project Jonah
Project Jonah	General Manager	██████████	Manages and directs day to day operations of Project Jonah
Project Jonah	Office Manager	██████████	Performs day to day operations of Project Jonah
DOC	Relationship Manager for SLA	██████████	Manage Project Jonah relations nationally and annual review of this SLA
DOC	Assistant relationship manager	██████████	Support Project Jonah review and SLA implementation
DOC	Director, National Operations	██████████	Operational input to review and SLA; approve funding from Ops budgets
DOC	Issues Manager, National Operations	██████████	Provide Ops support to SLA implementation and review

7.5. Service costs

DOC agrees to pay Project Jonah \$50,000 per annum for three years, starting from the introduction of this SLA.

Note all monetary values mentioned are excluding GST.

7.6. Service level reporting

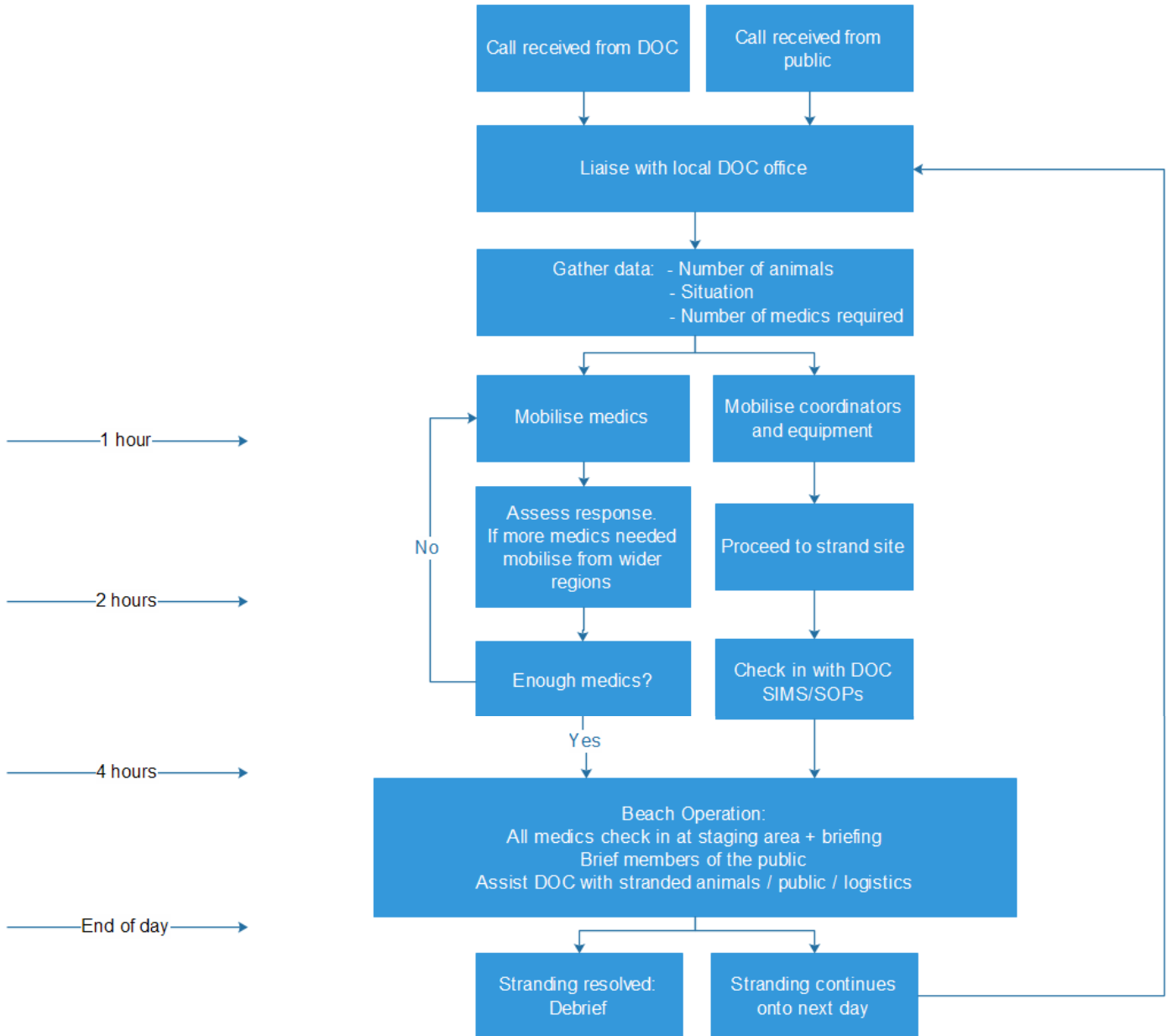
Project Jonah will provide, for the annual SLA review occurring between 1 March and 1 July each year until 2021, an overview report on the implementation of the SLA. As a guide, each report to include at least:

- Annual budget planning and account for spend under the SLA
- Progress against KPIs
- Risks and opportunities

Appendix 1. CIMS resources

- [National Rural Fire Authority \(NRFA\) website](#)
- [NRFA training materials website](#)
- [CIMS blue book/Manual](#)

Appendix 2. Project Jonah Marine Mammal Incident Response Plan



Appendix 3. DOC and Project Jonah marine mammal strandings media protocols and media messages

Agreed between DOC and Project Jonah February 2016

Roles

Department of Conservation

The Department of Conservation (DOC) administers the Marine Mammals Protection Act 1978 and accordingly is responsible for leading management of marine mammal stranding events. DOC consults and works closely with manawhenua iwi, Project Jonah and any other marine mammal rescue groups involved on the direction of rescues and decisions taken.

DOC's responsibilities include:

- Protecting the welfare of stranded animals
- Disposing of any dead marine mammals
- Ensuring the health and safety of staff, volunteers and the public
- Enabling research including the collection of scientific samples

Project Jonah

Project Jonah is a registered charity and voluntary organisation promoting marine mammal welfare and protection. Project Jonah runs Marine Mammal Medic training programmes throughout New Zealand to train volunteers in the techniques for rescuing stranded marine mammals.

Project Jonah volunteer members assist DOC staff in rescuing stranded marine mammals and can mobilise large numbers to assist particularly at mass strandings. Experienced Project Jonah members may be part of the DOC incident management structure for managing mass stranding events.

DOC and Project Jonah media protocols and joint media messages

Media protocols

- In line with DOC's responsibility for managing and directing marine mammal strandings, DOC leads the provision of information to media about the management of marine mammal strandings and decisions taken.
- Project Jonah staff provide information to media about their role and involvement in stranding events.
- Both DOC and Project Jonah may provide updates on the progress of marine mammal rescues through websites and social media sites such as Facebook and Twitter.
- As far as is practicable, DOC and Project Jonah will coordinate and share media and Internet information and material, including sharing images as appropriate.

- DOC and Project Jonah will as much as possible acknowledge in media information the key role played by each and our working closely together in rescues of stranded marine mammals.

Joint media messages

- New Zealand has one of the world's highest rates of whale strandings and is recognised as a world leader in successful whale rescues. Much of this success is thanks to DOC and Project Jonah working together, as well as the important support of iwi, local communities and other marine mammal rescue groups and volunteers.
- DOC is responsible for managing rescues of stranded whales and dolphins but makes decisions on the direction of the rescue response in consultation with manawhenua iwi, Project Jonah and other marine mammal rescue groups when they are involved.
- DOC appreciates the assistance and support of Project Jonah in working with DOC staff to rescue stranded whales and dolphins. Project Jonah marine mammal medics can play a key role in rescues of stranded marine mammals. Those with considerable experience, in particular, can valuably assist DOC staff in the response and management of whale strandings.
- Project Jonah's ability to mobilise large numbers of its marine mammal medics for mass whale and dolphin stranding rescues greatly assists DOC with managing such events.
- DOC encourages people wanting to be involved in rescues of stranded marine mammals to attend a Project Jonah Marine Mammal Medic course. Medics who complete this course will be well equipped in rescuing stranding whales and dolphins and can act as a role model to untrained rescuers. Knowing the rescue process, including health and safety risks, enables the process to run more safely and smoothly.
- DOC also appreciates other logistical assistance Project Jonah members can provide at stranding events, including taking on tasks such as providing safety briefings to volunteers or managing traffic and car parking.