



COMPLIANCE BRANCH

HONORARY FISHERY OFFICER

&

HONORARY FISHERY OFFICER COORDINATOR

Operating Standard

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CONTENTS

1	INTRODUCTION.....	5
1.1	Purpose.....	5
1.2	Scope	5
1.3	Background.....	5
2	HFO ROLE and RESPONSIBILITIES.....	6
2.1	Role.....	6
2.2	Ethics	6
2.3	<i>Duties</i>	6
2.3.1	Powers	7
2.3.2	Working Alone	7
2.3.3	Hours of Duty	7
2.3.4	SRBA (Stab Resistant Body Armour).....	8
2.3.5	Logging in / updating COMCEN (Ministry's Communication Centre)	8
2.3.6	Personal Vessels not to be used.....	8
2.3.7	Personal Vehicle Use	8
2.3.8	Critical Incident Reporting.....	8
2.4	Reporting Obligations.....	9
2.5	Expenditure	9
3	HFO RECRUITMENT and APPOINTMENT	10
3.1	Aim.....	10
3.2	Recruitment Targets	10
3.3	Methods of Recruitment	10
3.4	Screening / Vetting Checks.....	11
3.5	Warranting Procedure	11
3.6	Appointment Procedure.....	12
4	HFO TRAINING	13
4.1	Induction Training	13
4.1.1	Course Length.....	13
4.1.2	Course Tutors	13
4.1.3	Obtaining the Induction Training Package	13
4.1.4	Induction Form	14
4.1.5	OSDT Induction Training.....	14
4.2	<i>Refresher Training</i>	14
4.2.1	Training Logistics	14

4.2.2	OSDT Refresher Training	15
5	HFOC ROLE and RESPONSIBILITY	15
5.1	Background.....	15
5.2	Role.....	15
	The primary role of an HFO Co-ordinator is:	15
5.3	<i>Core Responsibilities</i>	16
5.3.1	HFOC to HFO ratio	16
5.3.2	Conducting Induction Training	16
5.3.3	Conducting Refresher Training.....	16
5.3.4	Processing of Incident Reports.....	16
5.3.5	Maintaining the HFO Database System.....	17
5.3.6	Uniform/Equipment Issue>Returns	17
5.3.7	Processing Expense Claims	17
5.3.8	Maintaining Contact with the HFO Team.....	18
5.3.9	Coordinating Patrol Logistics.....	18
5.3.10	Honorarium Recommendations.....	18
5.3.11	Coordinating Patrol Effort.....	19
5.3.12	Upholding the HFO Recognition Policy	19
5.4	Disciplinary Matters	19
5.5	HFO Exit Interviews	20
6	EQUIPMENT	21
6.1	Equipment Issue	21
6.2	Replacing Equipment.....	22
6.3	Wearing of Uniform.....	22
7	HFO EXPENDITURE.....	23
7.1	Claiming for Expenses.....	23
7.2	Mileage.....	23
7.3	Food and Drink	24
7.4	Court Costs	24
7.5	Phone Expenses.....	24
7.6	Sundry Items.....	25
8	HFO RECOGNITION POLICY	26
8.1	Social Events.....	26
8.2	<i>Length of Service Recognition</i>	26
8.3	Awards.....	27
8.4	Recognition of Service upon Resignation.....	27

9	HEALTH and SAFETY	28
9.1	Health and Safety Training for Operational Duty.....	28
9.2	Office Health and Safety.....	28
9.3	Parameters of Duty	28
9.4	Other Risk Management Tools.....	29
10	HFO ADVISORY GROUP	30
10.1	HFOAG Purpose.....	30
10.2	HFOAG members.....	30
10.3	Term of membership.....	30
10.6	HFOAG Expenses	31
11	HFO NATIONAL SUPPORT COORDINATOR.....	32
11.1	Background.....	32
11.2	Role.....	32
12.	NATIONAL/REGIONAL HFO REPRESENTATIVES	33
12.1	Background.....	33
12.2	Roles	33
	Appendix 2: CODE OF CONDUCT FOR HFOS.....	35
	Appendix 3: Expense claim form.....	38
	Appendix 4: HFO POSITION DESCRIPTION	40
	Appendix 5: APPLICATION FOR WARRANT OF APPOINTMENT AS AN HFO	42
	Appendix 6: Criminal Convictions Form	46
	Appendix 7: Induction Form.....	49
	Appendix 9: EXIT INTERVIEW	52
	Appendix 10: HFO VEHICLE USAGE POLICY.....	55
	Appendix 11: File Outcome for HFOS.....	56

1 INTRODUCTION

1.1 Purpose

The Honorary Fishery Officer (HFO) Procedure and Guidelines are to be used as a reference for Honorary Fishery Officer Coordinators (HFOC"s) with regard to: recruitment, training, management, on-going assessment and equipping of all HFOs. This document sets parameters and expectations for the roles of the HFO and the HFOC which will aid the HFO Network in minimising the risk of harm to our volunteers and enhancing safety. Utilisation of this document will ensure that as an organisation, we provide national consistency in regard to policy, resources and procedures for HFOs and HFOCs while allowing for regional flexibility. This document also provides tools and guidelines to assist HFOCs in their role.

1.2 Scope

This policy statement applies to all HFOs and all HFOCs. For the purposes of this document any Fishery Officer (FO) or individual who manages one or more HFOs shall be considered an HFOC.

1.3 Background

These procedures and guidelines should contribute to a successful and well-managed community-based voluntary group targeted at improving community knowledge and understanding of sustainable fisheries utilisation, and the detection of non-commercial offending.

On occasion, HFOs will be called on to assist with commercial fisheries enforcement but on those occasions they will act under the direction of a FO.

Critical to the success of these voluntary programmes is the recruitment of people with the right attributes from appropriate community groups and their effective management and support.

The Ministry for Primary Industries (MPI or Ministry) believes a proactive approach using HFOs will help embed sustainability values into our culture, facilitate a change in behaviour and increase community involvement in fisheries management.

A well managed HFO Network aligns with the organisation's Fisheries Service Delivery Model by ensuring that well trained HFOs work across all Service Delivery Categories (Voluntary, Assisted, Directed, Enforced).

2 HFO ROLE AND RESPONSIBILITIES

2.1 Role

The primary role of the HFO is to:

- Improve community knowledge and understanding of sustainable fisheries utilisation and practices through education;
- Detect and report on non-commercial offending; and
- Assist full time staff in other duties as required.

Refer to the HFO job description in Appendix 4 for a full list of duties required.

2.2 Ethics

HFOs are commonly perceived by the public as the face of the Ministry in the fisheries sector due to the significant occurrences of contact with the public in the course of their duties. It is important that these volunteers represent the Ministry professionally and uphold the Ministry's values.

As a warranted officer for the Ministry, an HFO is subject to professional standards and conduct as described in the State Services Standards of Integrity and Conduct.

Because an HFO is a volunteer in MPI and empowered with statutory powers, there is an additional Code of Conduct specifically for HFOs that HFOs are bound by.

The State Services Codes of Conduct sets the professional standards and ethics in broad terms. The HFO specific Code of Conduct is very similar however specific items are addressed.

Upon recruitment, HFOs will need to read both of these documents and agree in writing to uphold the conduct described as befitting a representative of the Ministry.

Refer to the Codes of Conduct in Appendices 1 and 2 for further information.

2.3 Duties

HFOs are volunteers in our organisation and have limited training compared to fully warranted officers. As such, there are limitations or parameters HFOs must operate within when undertaking field duties. It is imperative that HFOCs (with the support of their manager), enforce these limitations or parameters.

2.3.1 Powers

As previously stated in this policy, HFOs are restricted in the exercise of their powers to **non-commercial** fisheries enforcement only.

Exemption: In the presence and under the direction of a FO, HFOs may be requested to assist in respect of commercial fishing related matters.

The powers that an HFO can exercise are:

- S199 Powers of Entry and Search;
- S201 Power to question and require production of documents;
- S203 (1) (2) and (3) Order to desist from offending, request details and verification of identity;
- S204 Power to give directions to master of vessel;
- S207 (1) (a) Power to seize (except vessels, vehicles and conveyances);
- S207 (1) (b) and (c) Powers of seizure;
- S215 General Powers; and
- S219 Persons to assist FO

Particular HFOs (team leaders or advanced/senior HFOs with excellent knowledge and reporting skills) will have the power **S207 (1) (a)** to seize cars, boats etc listed on their warrant but only by prior approval through management.

Note: HFOs do NOT have the power to arrest.

2.3.2 Working Alone

It is the Ministry's preference that when conducting field duties, HFOs work at a minimum strength of two. This is to mitigate health and safety risks and must be adhered to. However, this may not always be practical due to operational requirements. See exemption below.

Exemption: District Compliance Managers (DCMs) may from time to time authorise HFOs to work alone. Managers must take all reasonable steps to ensure officer safety prior to issuing this authorisation.

Any deviation from this policy for an individual should be in writing, attached to the HFO's file and in the database and with justifications (e.g. geographical isolation to another HFO, in conjunction with other duties – Police/Council etc).

2.3.3 Hours of Duty

An HFO should complete a minimum of 100 hrs duty per annum to retain their warrant; or such hours as may be deemed necessary by regional management, with consideration given to the special nature of duties performed by HFOs in some areas.

It is important that HFOs are made aware of each regions expectation upon recruitment.

Discretion on a regional basis is encouraged here. HFOs may have justification, (e.g. work commitments that take them away for parts of the year, weather in parts of the country may also prevent this, or there may be injury or sickness etc), for not meeting the minimum requirement.

This figure has been identified to inform HFOs of MPI's expectations of them.

HFOs are not permitted to work at night (or outside the monitored hours of the Communications Centre - COMCEN) unless alongside a full time warranted FO.

Exemption: Again discretion is advised on a district level and exemptions to this rule may apply on approval from an HFOC or DCM on a case by case basis.

2.3.4 SRBA (Stab Resistant Body Armour)

It is mandatory for any HFO with issued SRBA or SRBA available to them to wear it while performing active duties in the field, as per the CPS26 SRBA policy.

Refer to Section 6 (Equipment) for further information regarding uniform issue.

2.3.5 Logging in / updating COMCEN (Ministry's Communication Centre)

All HFOs undertaking duties must log into COMCEN via phone or radio and provide regular updates on their status.

Any exemptions to this rule must have prior approval by the relevant HFOC or local management.

2.3.6 Personal Vessels not to be used

HFOs will not use personal or non Ministry vessels to conduct Ministry duties. Any deviation from this policy must be approved on a case by case basis by management who will ensure the vessel meets safety and licensing standards.

2.3.7 Personal Vehicle Use

It is up to the discretion of the manager in each region whether HFOs may use their personal vehicles for Ministry duties. If available and within proximity, Ministry vehicles are to be used rather than personal vehicles. If authorisation is granted to use personal vehicles, it is the sole responsibility of that HFO to ensure the warrant, registration and insurance are maintained and the vehicle remains road worthy.

2.3.8 Critical Incident Reporting

Any accident (however minor), incident or threat that occurs during the course of an HFO's duties must be reported to their DCM via their HFOC. The HFO must also log the "incident" in the accident register and fill in an Officer Safety Critical Incident Form (OSCI). Refer to Compliance Policy Statement 21 for more information on this process.

2.4 Reporting Obligations

In order for the offences system to work, it is imperative that every warranted officer, including HFOs report every offence detected. Without this entry, information is not shared and other officers may not be able to ascertain repetitive patterns of offending (minor or otherwise).

Details of the offending and the individual(s) involved should be recorded in line with each district's standard policy (incident sheets, notebook entries, Non Commercial Activity Logs).

National HFO incident books can be obtained from the Honorary Fishery Officer National Support Coordinator (HFONSC).

Any other suspicious activity passed on to an HFO by a member of the public or witnessed by an HFO is also required to be passed onto a fulltime staff member so it can be entered into the MPI Compliance intelligence database. It is imperative that all information is shared.

2.5 Expenditure

HFOs will incur expenses at some point and they are required to fill out an expense claim form in order to be reimbursed for those expenses that are claimable.

Refer to Appendix 3 for a copy of an Expense Claim form.

Refer to Section 7 for a guide to the type of expenses that may be able to be claimed.

3 HFO RECRUITMENT AND APPOINTMENT

3.1 Aim

In order to successfully appoint HFOs into a district; the HFOC first needs a suitable pool of applicants.

The aim is to successfully gather a pool of applicants that fit the needs of the district.

3.2 Recruitment Targets

The Ministry has a recommended ratio of 1 HFOC to up to 15 HFOs. HFOCs need to establish with their manager how many HFOs their region can support and whether further HFOs are needed.

If required, before beginning the recruitment process, take the time to consider what type of individual it is you want to recruit.

Things you will want to discuss with your manager and take into consideration are:

1. Does the mix of your team represent the area?
2. Do you want to recruit from a particular geographical area?
3. Are you looking for particular personality types in order to compliment your team or do you require specific skill set(s)?

Considering these things before the outset of your recruitment process can help save valuable time and resources.

3.3 Methods of Recruitment

Proactive steps need to be taken by the HFOC to attract suitable applications. Each district will approach this differently but some ideas include:

- Word of mouth;
- Approaching community groups in that area;
- Approaching local Iwi forums;
- Advertising in the local newspaper;
- Public notice boards;
- Public events; and
- Online applications.

With public notices and advertisements, there will be a higher risk of inviting unsuitable applicants or applicants with other motives for wanting to become an HFO. You may want to conduct an informal interview session with the applicant to ascertain suitability. A list of some questions you may wish to pose to the applicant can be found at the back of the HFO Application in Appendix 5.

The Ministry recognises the value of a diverse workforce and actively works towards a gender/age/ethnicity/skill mix which reflects the community in local areas.

Once you have found suitable individuals who are interested in the role, have them fill out an HFO Application form (refer Appendix 5)

3.4 Screening / Vetting Checks

Once applications have been received, and informal interviews and checks have taken place, applicants will need to be screened through the Ministry of Justice for criminal convictions. Criminal convictions may render the applicant unsuitable.

It is also important to address conflicts of interests with other roles they may play in the community (i.e. 186A/Kaimoana permit issuer, commercial fisher etc). If the applicant is or intends to be a Regulation 27A authorised person (permit issuer), gazetted Kaitiaki, gazetted Poutiriao (Kaitiaki equivalent) or any authorised person pursuant to customary regulations (i.e. settlement regulations), then the Ministry will consider each application on a case by case basis. However, it is the Ministry's view that any HFOs recruited should not issue permits and/or be a commercial fisher.

Training will then be undertaken before warrants are issued.

Refer the Appointment Procedure flow chart on the following page for further detail.

3.5 Warranting Procedure

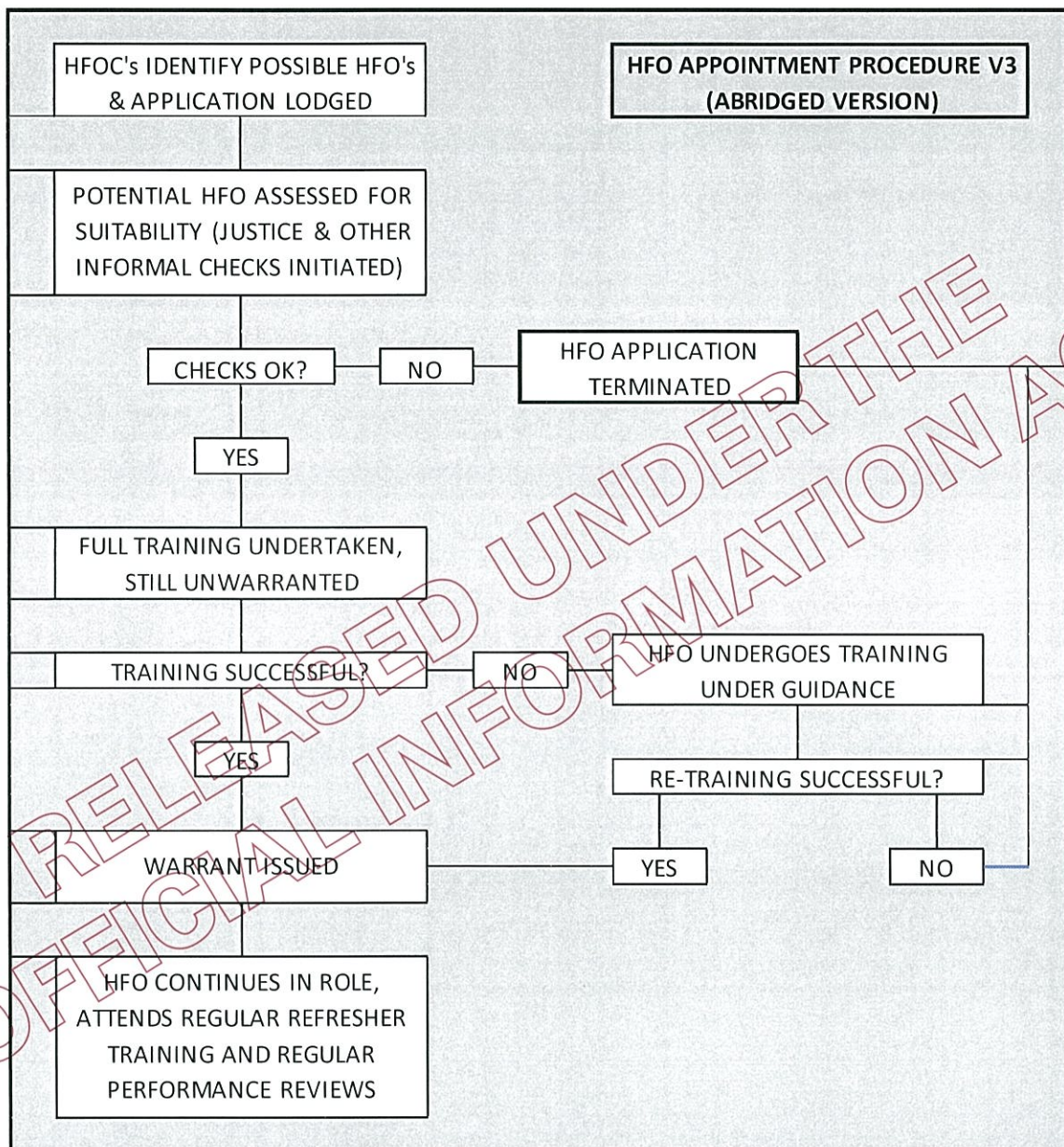
Upon successful completion of the induction training, HFO recruits will need to hold a warrant before they can work in the field. HFOCs may need to pre-order this warrant for it to arrive in time in order to present it to the individual/s at the conclusion of training.

HFOCs need to be sure that the recruit is going to successfully complete the training before sending the request.

To obtain the warrant, a form needs to be completed and sent to the HFONSC. Refer to Appendix 8 for a copy of this form.

Warrant duration is 3 years after initial review and is renewed upon approval.

3.6 Appointment Procedure



4 HFO TRAINING

4.1 Induction Training

Induction Training must be successfully completed before an HFO applicant can be appointed and warranted, ready to undertake duties in the field.

The training package has been developed to provide national consistency and is in line with the national education framework.

4.1.1 Course Length

Training is usually conducted in evenings or weekends, but may be conducted whenever the best time can be arranged for the applicants to attend.

Presentation of the training package will vary greatly between HFOCs but an approximate guide is 30 hours.

4.1.2 Course Tutors

The subject matter is normally taught by the HFOC but it can be useful for the applicants if different staff members are utilised where possible for sessions.

Other FOs may impart different but useful tips and methods to the applicants and the variety of speakers will keep the applicants more interested in the subject matter. Pou Hononga or Pou Takawaenga can also be very useful to utilise, (if available and willing) for customary sections of the training and it is important for the applicants to feel comfortable with approaching different staff members in different fields throughout the course of their duties.

It is preferable that the officer safety component of either induction or refresher training is taught by an Officer Safety Defensive Tactics (OSDT) instructor but at the very least an HFOC should cover the basics until an OSDT instructor is available to refresh the topic.

4.1.3 Obtaining the Induction Training Package

The complete training package can be obtained from the HFONSC upon request. Please take your time to read through and prepare the course material as you will need numerous other items as part of the course material that is not provided (e.g. fish id, role play props etc).

4.1.4 Induction Form

Prior to the beginning of the course, this form should be given to those attending the induction course to fill in and should be handed in at the beginning of the first session. These details are used to create their identity in the Officer Management Database and the hard copy stored in their file.

Refer to Appendix 7 for a copy of the Induction Form.

4.1.5 OSDT Induction Training

Before an HFO trainee can be warranted they must complete Officer Safety Defensive Training conducted by an OSDT instructor.

The minimum standard of training that **MUST** be completed by HFO is AWOCA and re-direction training. Any other training over and above this is at the discretion of the DCM.

4.2 Refresher Training

Additional refresher training to warranted HFOs should be conducted on a regular basis to ensure each HFO maintains their skills and technique. Topical issues, rule changes etc should also be covered.

4.2.1 Training Logistics

The basic minimum requirement is that each HFO should undergo at least two days refresher training annually. In addition to this training, other training should be delivered in a timely manner to meet any new requirements or changes. How this refresher training is conducted will vary greatly between regions.

Examples of refresher training schedules around the country include:

- Monthly or bi-monthly weekend or evening training days;
- Annual training camps;
- Districts with small numbers of HFOs may work alongside them on a regular basis and refresher training is ongoing in the field; and
- Mini training sessions incorporated into regular patrol meetings.

Any training undertaken is to be recorded and maintained in the Officer Management Database.

Topics for refresher training may include (but are not limited to):

- Powers;
- Measurement and ID of fish and shellfish;
- Customary permits;
- Incident/Report writing;
- Role playing;
- Vehicle Stops/Inspections;
- Seizing of Fish/Property and Chain of Evidence;
- Court Procedures;
- AWOCA (Ask, Why, Options, Confirm, Act) techniques;
- Rules and Regulations; and
- Officer Safety Defensive Tactics Training.

4.2.2 OSDT Refresher Training

HFOs are required to attend OSDT refresher training annually to ensure their skills remain up to date.

5 HFOC ROLE AND RESPONSIBILITY

5.1 Background

For the purposes of this document all FOs who have the additional role of managing HFOs are defined as HFOC and as such are bound by the requirements of this policy.

5.2 Role

The primary role of an HFO Co-ordinator is:

- Recruitment and training of new and existing HFOs;
- To organise and coordinate the efforts of a team of HFOs;
- To support and be a point of contact for those HFOs;
- To ensure that those HFOs uphold the integrity and professionalism of the Ministry while conducting duties;
- To co-ordinate logistics, paperwork and patrol effort for that team of HFOs.

5.3 Core Responsibilities

Within the role of HFOC, there are many specific duties that an HFOC is responsible for. Please note that office dynamics differ region to region and some of these responsibilities may be shared with other officers, management and Administration Support Officers (ASO). Management should ensure that each of these responsibilities is being catered to in their region.

5.3.1 HFOC to HFO ratio

To ensure quality HFOs are operating throughout the regions, MPI recommends a ratio of:

- 1 HFOC: ≤ 15 HFOs

5.3.2 Conducting Induction Training

It is the role of the HFOC to follow the appointment procedure and organise induction training for HFO recruits. Depending on your office the training of the recruits may be shared.

Refer Sections 3 and 4 for specific details on the recruitment, appointment and training of HFO recruits.

5.3.3 Conducting Refresher Training

It is important that HFOs maintain their knowledge of the fisheries legislation and regulations that govern their duties and refresh their technical skills on a continual basis.

Each district will differ in how and when they conduct this training but the minimum requirement is two days annually plus any other training due to changes/new requirements.

Ideally, a good HFOC will conduct more training than the minimum requirement and on a regular basis.

5.3.4 Processing of Incident Reports

It is the HFOC's responsibility to ensure that all Incident Reports and supplementary documentation are handed in, completed and processed in a timely manner.

Feedback/evaluation should be given to the HFO if parts of the incident reporting or interview are not dealt with correctly so that the HFO may manage these incidents correctly in the future. The HFOC should ensure that the HFO receives positive praise and feedback for work well done. An example of a form you may like to incorporate to help with regular feedback is included as Appendix 11.

HFOs should also be updated with file outcomes so that job satisfaction can improve or be maintained.

The processing of incident reports may be done by the HFOC, shared among the wider team, or entered by an ASO, depending on your region.

5.3.5 Maintaining the HFO Database System

It is the HFOC's responsibility to maintain the HFO Database System for all the HFOs managed by the HFOC.

Examples include:

- Changes to personal details such as address, phone number etc;
- Training conducted;
- Honorariums received;
- Expenditure reimbursed; and
- Uniform issued or returned.

A personal hard copy file may also be held by the HFOC but it is vital that the HFO Database System be maintained as this information is used by other business groups (HR, COMCEN, HFONSC), for different purposes (mail outs, stats, emergency information).

5.3.6 Uniform/Equipment Issue/Returns

An HFOC is responsible for managing HFO uniform/equipment orders. Parts of this duty may be delegated to other members of the team in your office but includes:

- Maintaining Yakka. Yakka's ordering system keeps a detailed list of what has been issued to each HFO;
- Approval to order/issue uniform/equipment from the DCM;
- Ordering of gear (normally through the relevant ASO);
- Getting the new uniform/equipment to the HFO, ensuring fit etc; and
- Receiving any returned items.

It is recommended that the HFO sign for each new item (or group of items) and that the HFOC retains a copy of the signature on file.

5.3.7 Processing Expense Claims

HFOCs will be required to give HFOs approval for expense reimbursement from time to time (as agreed with your DCM). HFOCs need to ensure that these expense claim forms are received and processed in a timely manner (monthly is recommended).

HFOCs will need to double check the form, and figures, ensure GST receipts are attached and that the items being claimed for were approved prior to the expense. Expense claim forms can then be passed onto the DCM and details of reimbursement recorded into the HFO Database System.

A running balance of kilometres (kms) claimed must be checked by the HFOC to ensure total of kms do not exceed the policy thresholds.

Refer to Section 7 for information regarding HFO Expenditure.

Refer to Appendix 3 for a copy of an Expense Claim Form.

5.3.8 Maintaining Contact with the HFO Team

One of the most important duties for an HFOC is to maintain regular contact with each individual HFO in his team. This promotes a stronger team bond, a closer affiliation to the Ministry and full time staff members, keeps enthusiasm and motivation levels high and allows plenty of opportunity to keep HFOs advised of topical information and to plan patrol effort.

It is recommended that each HFO is spoken to by their HFOC at least fortnightly. Newsletters are an ideal way of keeping HFOs regularly updated with changes and news from within the organisation.

5.3.9 Coordinating Patrol Logistics

If HFOs are planning to work, there are inevitably logistics that the HFOC will have to coordinate:

- Vehicle availability (vehicle drop off/pick up);
- Resources (pamphlets, posters, badges etc);
- Seizure kits and signage;
- Exhibits (where to store, when to pick up etc); and
- Coordinating patrol effort (tides, hot spots, times, weather).

5.3.10 Honorarium Recommendations

HFOCs are required to provide recommendations regarding the amount of honorarium awarded to each HFO in November each year, to the relevant DCM for approval.

Recommendations should be performance based.

The maximum amount that can be awarded to an HFO is \$1,000. There is a provision for an alternative to monetary payment (e.g. gift to value of taxed amount receivable) should the DCM/HFO wish.

After approval by the DCM, HFOCs shall provide the HFONSC with a list of honorarium recommendations no later than 30 November each year. The HFONSC will collate all recommendations and provide the data to Finance for processing so as to ensure that all payments are made prior to Christmas.

5.3.11 Coordinating Patrol Effort

It is important that the HFOC ensures that the time HFOs spend in the field is constructive and that consideration is given to ensuring the best outcome for the time spent.

Examples include:

- Leading patrols/operations whilst utilising HFOs;
- Coordinating HFO effort on days according to intelligence information, tides, weather, offending patterns etc;
- Advising HFOs on target areas or species; and
- Establishing patrol plans over specific periods of time to ensure adequate coverage (e.g. Christmas holidays, long weekends etc).

5.3.12 Upholding the HFO Recognition Policy

An HFOC needs to organise recognition and praise for each individual HFO when they reach the milestones listed in the HFO Recognition Policy.

HFOs who feel valued by our organisation will have better job satisfaction and longevity in the role.

Refer to Section 8 for further information on HFO Recognition.

5.4 Disciplinary Matters

Occasionally the HFOC may also be required to deal with disciplinary matters pertaining to HFOs.

If there are any issues that an HFOC believes warrant disciplinary action it is important they are reported to the relevant DCM, before considering further action.

It is also helpful to refer to the State Sector Code of Conduct (Appendix 1) the HFO Specific Code of Conduct (Appendix 2) and any other documentation or policy that may be included in that HFO's file.

If the DCM finds that dismissal is justified, the DCM will then forward the recommendation to the Director Compliance who has the delegation to dismiss HFOs.

5.5 HFO Exit Interviews

The HFO Network, like many others, has a turnover of volunteer staff. As an organisation, the Ministry has been unable to determine the majority of reasons HFOs have left in the past (i.e. whether the individual left due to dissatisfaction, dismissal, health or other).

These statistics are useful to us as an organisation to continually improve the working environment an HFO works within. In turn, it is hoped that these improvements will provide better job satisfaction, thereby retaining their services and value to the Ministry as a whole.

It is the HFOC's responsibility to ensure that upon the resignation of an HFO, an exit interview is completed by the HFO and returned for entry into the HFO Database System.

Exit interviews are to be conducted by the National HFO Representative on the HFO Advisory Group.

Note: If an HFO has resigned due to dissatisfaction and/or misconduct, it may not be feasible to have an exit interview completed. Please fill in what you can with the reasons they left so that information can be captured.

Refer to Appendix 9 for a copy of the exit interview form.

A copy of the Exit Interview should be kept electronically in the HFO Database System under that individual and a copy should also be forwarded to the HFONSC.

6 EQUIPMENT

6.1 Equipment Issue

[Refer CPS13 - Uniform Policy]

HFOs are the face of the Ministry in the eyes of the public and therefore it is important that they look smart and professional with the correct tools when in the field.

A warranted HFO should be issued with the following (mandatory):

- Blue S/S shirt x2;
- Cargo shorts x2;
- Cargo pants x2;
- Standard belt;
- Field Jersey;
- Honorary Windbreaker Jacket;
- Raincoat (jacket);
- ID Wallet;
- Baseball Cap (or replace with wide brim hat);
- Epaulettes (HFO) x2;
- Backpack;
- Duty Belt;
- PPK and Pouch;
- Torch;
- Fish Measure; Notebook and cover; Incident book and cover;
- Stationary and batteries (as required);
- Camera;
- Hand held radio (availability to one personal or pool);
- Mobile phone (if not in MPI vehicle – necessary for health & safety login);
- Overalls;
- Ministry t-shirts;
- Tie;
- SRBA; and
- SRBA blue polo shirt.

Other items that may be issued as required (discretion of the DCM):

- Large Maglite torch and ring;
- Leatherman;
- Radio;
- Radio pouches;
- CRA gauge and holder;
- PHC gauge and holder;
- Gumboots;

- Boat boots;
- Beanie;
- Wide brimmed hat;
- Large gear bag;
- Utility pouch;
- Binoculars;
- Sunglasses; and
- Oyster Ring.

Note: Until warranted, all individuals undertaking training or induction may not be issued with the full kit, but will be issued with the equipment and uniform necessary to enable them to carry out their duties.

Items remain the property of the Ministry and must be returned upon cessation of HFO warrant (this includes suspension, dismissal or resignation).

6.2 Replacing Equipment

All items are to be replaced on a fair wear and tear basis. Serviceability of equipment must be maintained and any loss/damages reported to the HFOC.

6.3 Wearing of Uniform

Approved uniform must be worn at all times when conducting Ministry duties. Uniform must not be mixed with non-uniform items. Any deviation from this policy or the wearing of civilian clothing must have the prior approval of the HFOC or local management.

NOTE: HFO uniform items are NOT to be worn when the HFO is not on active duty. Uniform items are for Ministry duties only.

Exemption: Two exceptions apply with approval from the relevant manager: Anzac Day services and funerals.

7 HFO EXPENDITURE

7.1 Claiming for Expenses

HFOs may from time to time, incur expenses and the Ministry does its best to ensure that our volunteers are not out of pocket.

If the items cannot be supplied by the Ministry, claiming expenditure is done via reimbursement where HFOs will fill out an expense claim form for that calendar month

Refer to Appendix 3 for an example of the Expense Claim form.

Note: ALL expenditure must have prior approval by an HFOC or manager.

GST Receipts must be produced and Expense Claim forms filled out for reimbursement within that calendar month. These can be obtained from the HFONSC or printed directly from Appendix 3.

Expenditure approval varies between districts due to manager policy and budget constraints. HFOCs should ascertain from their managers what the expenditure policy is in regards to HFOs.

The following comprise some commonly reimbursed expenses but there may be other expenditure that does not fit into any of these categories.

7.2 Mileage

Private motor vehicles should only be used where other forms of transport are less practicable or cost effective. Mileage will be reimbursed using the IRD approved AA mileage rates.

The current reimbursement rate is:

- 77 cents per kilometre;
- Up to a maximum of 8,000 kilometres in one year.

This rate was effective 1 April 2011. This is set as a standard across the Ministry, and any mileage claims approved need to be at this rate. Prior to travel, any mileage to be claimed needs to either have prior approval or that HFO may have a standing arrangement with their HFOC or manager.

All reimbursement must be made via expense claims. Kilometres should be attached into comments field by HFOC in HFO Database System. Fuel card vouchers cannot be used for reimbursement purposes.

The level of mileage claimed per individual will vary greatly between districts and managers. It is the responsibility of the HFOC to clearly outline to the HFO what

travel can be claimed for and what travel does not fit the region's policy for reimbursement.

Examples of some regional variances:

- Some regions may only reimburse travel outside the normal area the HFO conducts Ministry work;
- Other districts may reimburse HFOs for any Ministry related travel beyond a km limit of their residence; and
- Some districts may reimburse all travel costs.

7.3 Food and Drink

Food and drink reimbursement will be at the discretion of each district and consideration should be given as to the duties and length of duty of HFOs in the field.

Again, the HFO should have clear guidelines from their HFOC as to what can be claimed.

GST receipts need to be kept in order for reimbursement to be achieved via Expense Claim Forms.

7.4 Court Costs

If an HFO is required to attend Court, the following apply:

- If an HFO is required for three hours or less they are paid \$25.00; and
- If an HFO is required for more than three hours in any one day period then they are reimbursed \$50.00.

These can be approved once the relevant section of the Expense Claim form is filled out.

Note: any mileage claim or parking fees necessary to attend Court, should be claimed through the Ministry on the approved Expense Claim Form.

Note: these Court attendance fees are set by the Ministry of Justice.

7.5 Phone Expenses

Districts may choose to reimburse landline charges and/or toll calls in addition to honoraria but this is at managerial discretion.

It is recommended that active HFOs are issued with Ministry cell phones which would reduce the need to reimburse for the use of personal phones, while additionally providing a communication tool for health and safety reasons in the field.

This is at district discretion.

7.6 Sundry Items

Any sundry item that the HFO needs to purchase (for Ministry related duties), and cannot be readily supplied, must have prior approval by an HFOC or manager for reimbursement purposes, except in the case of an emergency.

Again, GST receipts must be kept and produced with the Expense Claim Form.

Examples of work related sundry items (but not limited to):

- Equipment;
- Clothing;
- Tools;
- Stationery;
- Photo prints; and
- Batteries.

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8 HFO RECOGNITION POLICY

8.1 Social Events

Managers can recognise quality, results, teamwork and effort by funding from the recommending managers budget up to \$20 per employee. In regards to HFOs this monetary amount is to be utilised annually on social engagements at the manager's discretion (e.g. some areas may find it more useful to provide several low key BBQs over the year while other areas may prefer a more formal annual luncheon or Christmas BBQ).

Note: this is the "minimum" approach for districts to adopt and in no way hinders the district (manager) from spending more than the allocated amount, where they see fit.

8.2 Length of Service Recognition

HFOs are volunteers and may not expend as much time in the workplace as full time staff but the levels of recognition that a person needs to feel wanted, secure and appreciated in his/her volunteer workplace remains the same. Given that they are volunteers and donate their time and effort to our organisation we need to ensure that they feel appreciated and recognised in their role.

The structure the HFOC and manager are recommended to follow is:

- Once an HFO is fully warranted a certificate and a letter of welcome to the HFO network is sent out to the recipient, signed by the DCM;
- **At 3 years**: A useful reference book (fish species, fishing knots or similar) and a certificate of service;
- **At 5 years**: An item up to the value of \$150 along with a bronze service badge
- **At 12 years**: An item up to the value of \$250, and a letter of recognition from the Director Compliance along with a silver service badge;
- **At 20 years**: A plaque of service and an award to the value of \$750, and a letter from the Deputy Director General (Operations) along with a gold service badge;
- **At 30 years**: A plaque of service and an award to the value of \$750, and a letter from the Director General along with a gold with stripe service badge.

The HFO recognition letters and Length of Service certificates are attached as appendix 13 – 16.

Badges:

5 years – Bronze

12 years – Silver

20 years – Gold

30 years – Gold with stripe

Contact the HFONSC to order the badges.

8.3 Awards

Awards can be made at the discretion of the DCM, to HFOs who have demonstrated outstanding performance. When considering an HFO for such an award, the HFOC must provide a written recommendation to the relevant DCM for their consideration.

It is recommended that for HFOs the *award* be a gift that enhances or benefits that HFO in their role with the Ministry.

Examples may be: (but are not limited to):

- a trip for two for a whale watching expedition in Kaikoura;
- for those who utilised 4x4 skills, an off-road experience for two;
- a trip for two to Leigh to include an expedition on the glass bottom boat; or
- a fishing charter for two people.

N.B. the award is to be non-monetary, i.e. vouchers are acceptable (excluding fuel) but NO cash.

8.4 Recognition of Service upon Resignation

Upon leaving or resignation from the organisation (for reasons other than dismissal) the HFO is presented with a certificate of service and if he/she has not received a plaque in the last four years, then a plaque of service also.

9 HEALTH AND SAFETY

9.1 Health and Safety Training for Operational Duty

During initial induction training, HFOs are made aware of the difficult and varied environment they work in and the health and safety risks posed. They then discuss and are instructed on ways to mitigate these risks.

Upon induction and then on an annual basis, HFOs are required to undertake training from specialised OSDT trainers on communication techniques, redirection, and retreat, all of which may mitigate risk from other persons. These will create further awareness and provide the HFO with other skills and tools to utilise in the field.

HFOCs ensure (Occupational Safety and Health (OSH) updates are included in refresher training.

9.2 Office Health and Safety

HFOs are made aware of health and safety risks posed inside and around each regional office.

They are also made aware of evacuation procedures.

9.3 Parameters of Duty

Health and safety parameters have been included in the HFO Policy to mitigate risk to volunteers. These include:

- SRBA (Stab Resistant Body Armour);
- Working in pairs;
- Daylight hours only;
- Mandatory logging in/updates to COMCEN;
- No use of personal vessels for Ministry duties; and
- All accidents and critical incidents to be reported.

Refer to Section 2.3 (HFO Role and Responsibilities) for further information.

9.4 Other Risk Management Tools

There are other tools and skills that may be utilised by the Ministry for our volunteers that help to mitigate risk. Some of these are district led initiatives and conditional upon approval from Managers. These include (but are not limited to):

- Cell phones/mobiles carried for communication to COMCEN if radio range is out;
- Vehicle radio units, trunked radio units and handheld radios for effective communication between vehicles, individual officers and COMCEN. (Note: some areas do not have adequate radio coverage);
- Effective communication strategies taught to aid cooperation and minimise aggression;
- Tactical redirection and/or withdrawal strategies taught in training;
- Assessment of scene and risks training;
- PPK (Personal Protection Kits) issued and carried;
- On road/off road 4WD training;
- Quad bike training;
- First aid training; and
- Electronic GPS based vehicle tracking with *panic alert* direct to COMCEN.

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10 HFO ADVISORY GROUP

10.1 HFOAG Purpose

The role of the HFO Advisory Group (HFOAG) is to consider non-operational issues pertaining to the HFO Network, and make recommendations directly to the Compliance Senior Leadership Team (CSLT). Any decisions ratified by CSLT would in turn be sent through the Advisory Group and management to the HFOCs for dissemination.

10.2 HFOAG members

Members of the Advisory Group shall consist of:

- Manager Operational Coordination as Chair;
- HFO National Support Coordinator;
- National HFO representative (welfare role); and
- 6 other members of the HFO Network (HFO Coordinator and HFO) representing each of the Regions:
 - North Region (HFO Coordinator & HFO)
 - Central Region (HFO Coordinator & HFO)
 - South Region (HFO Coordinator & HFO)

10.3 Term of membership

Members of the HFOAG with the exception of the Manager Operational Coordination and HFO National Support Coordinator (who are permanent appointees) will have a two year membership term with an unlimited right of renewal.

10.4 Appointment of Members

HFOC representatives will be appointed by the relevant Region Compliance Manager.

Regional HFO representative positions will be filled by seeking expressions of interest from HFOs within that region. Such expressions of interest will be considered by the HFOCs within that region after consulting with HFOs and a representative will be duly selected.

Only those HFOs who meet the following criteria will be considered for HFOAG vacancies:

- Representative of and supported by their group;
- Ability to participate in meetings (able to manage other work commitments);
- Can travel to and from Wellington in one day;
- On email;
- Open to new ideas/change

10.6 HFOAG Expenses

Travel expenses for the HFOAG members shall be met by their district. All other expenses are to be referred to the Chair.

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11 HFO NATIONAL SUPPORT COORDINATOR

11.1 Background

As a result of the 2009 MFish organisation redesign the position of Honorary Fishery Officer National Support Coordinator (HFONSC) was established.

11.2 Role

The role of HFONSC reports directly to the Manager Operational Coordination (National Programmes Compliance group, Compliance Directorate). This role is large and varied however several duties (simplified below) serve to benefit the network and its members directly:

- Provide support to the HFO Network;
- Support development and delivery of training;
- Assist with recruitment and training of HFOCs;
- Communicate with HFOs throughout the country as required;
- Communicate with HFOCs on a regular basis;
- Assist management in the development /improvement of the network;
- Provide updates to the HFO Network on any relevant matters such as policy changes etc.;
- Issue promotional material and other HFO resources upon request;
- Facilitate the resolution of issues within the HFO Network

12. NATIONAL/REGIONAL HFO REPRESENTATIVES

12.1 Background

As a consequence of the organisation redesign in 2009 and the establishment of the HFO Advisory Group and the HFONSC, a "National HFO Representative" role was also established.

12.2 Roles

The role of the National HFO Representative is to represent the interests of the HFO network where he/she can advocate directly to the HFO Advisory Group on issues that directly affect an HFO or the HFO Network as a whole. Their principal focus will be on welfare issues so as not to impinge on the role of the regional HFO representatives.



Regional HFO representatives will be responsible for the following:

- Maintaining open door policy for HFOs to approach him/her and discuss issues in confidence;
- Maintaining feedback to HFOs on issues raised and keeping them informed of progress towards resolution;
- Analyse "problems" and recommend appropriate course of action;
- Report key issues and resolutions or recommendations to the HFO Advisory Group or where the issue involves the HFO Advisory Group, to the CSLT via their Region Compliance Manager;
- Maintain contact and regular discussion on issues with local HFOCs, DCMs, HFONSC and the HFO Advisory Group;
- Provide regular updates to the HFO Advisory Group

Appendix 1: National Code of Conduct

STANDARDS OF INTEGRITY & CONDUCT

A code of conduct issued by the State Services Commissioner
under the State Sector Act 1988, section 57




WE MUST BE FAIR, IMPARTIAL, RESPONSIBLE & TRUSTWORTHY

The State Services is made up of many organisations with powers to carry out the work of New Zealand's democratically elected governments.

Whether we work in a department or in a Crown entity, we must act with a spirit of service to the community and meet the same high standards of integrity and conduct in everything we do.

We must comply with the standards of integrity and conduct set out in this code. As part of complying with this code, our organisations must maintain policies and procedures that are consistent with it.

For further information see www.ssc.govt.nz/code



FAIR

We must:

- treat everyone fairly and with respect
- be professional and responsive
- work to make government services accessible and effective
- strive to make a difference to the well-being of New Zealand and all its people

IMPARTIAL

We must:

- maintain the political neutrality required to enable us to work with current and future governments
- carry out the functions of our organisation, unaffected by our personal beliefs
- support our organisation to provide robust and unbiased advice
- respect the authority of the government of the day.

RESPONSIBLE


We must:

- act lawfully and objectively
- use our organisation's resources carefully and only for intended purposes
- treat information with care and use it only for proper purposes
- work to improve the performance and efficiency of our organisation.

TRUSTWORTHY

We must:

- be honest
- work to the best of our abilities
- ensure our actions are not affected by our personal interests or relationships
- never misuse our position for personal gain
- decline gifts or benefits that place us under any obligation or perceived influence
- avoid any activities, work or non-work, that may harm the reputation of our organisation or of the State Services.



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Appendix 2: CODE OF CONDUCT FOR HFOs

Individuals appointed as HFOs are expected to conduct their duties according to the terms below:

1. PERFORMANCE and CONDUCT

- HFOs are expected to actively promote fisheries laws and Government policy, and under no circumstances publicly criticise the Ministry or its agents. They must remain neutral and impartial when undertaking their duties
- HFOs may only promote the interests of the Ministry. They cannot use their position as a platform for political, religious, or self-interest activities and as such should remain neutral at all times.
- It is important that HFOs do not express personal views purporting to be those of the Ministry.
- HFOs must comply with the instructions of their Co-ordinator, other permanent Ministry Fishery Officers and abide by Ministry policies and operating guidelines including the State Services Standards of Integrity and Conduct. This includes instructions relating to health and safety operating procedures.
- HFOs should avoid any activities whether connected with their duties or otherwise which might bring either themselves as individuals and/or the Ministry into disrepute. This includes acting lawfully, objectively, honestly, fairly and respectfully. If doubts exist as to whether there is a conflict of interest, the HFO should discuss the situation with their Co-ordinator.
- The standard and quality of the individuals volunteering must meet the required level. If the individuals volunteering do not meet a certain standard then their services may be discontinued.

2. DRESS

- HFOs must present themselves in a manner consistent with a Government enforcement agency. This includes dress, language and behaviour. HFOs are expected to wear identifying uniform items issued to them when on duty. These items must be worn in a neat and tidy manner and without alteration. Under **no** circumstances should HFO's wear uniform items **except** when they are conducting Ministry duties. Uniform items may not be lent to, or worn by, any other person not warranted as an HFO. This does include safety equipment for trainees.

3. PARAMETERS OF DUTY

- Unless written exemption applies, HFO's must work within the parameters of their duties. Failure to work within these parameters may result in misconduct

4. ALCOHOL CONSUMPTION

Alcohol and non-prescription (other than normal pain relief type) drugs are not to be consumed before or whilst on duty. HFOs shall not consume alcohol and non-prescription drugs before or while on duty, except for normal pain relief type drugs that do not carry warnings for impairing performance.

5. MINISTRY PROPERTY

- HFOs must show all reasonable care and neither use, nor allow the use of, departmental property, resources of funds for anything other than authorised purposes.

- HFO issue equipment will remain the property of the Ministry and must be surrendered upon the request of a permanent Ministry officer, or upon cessation of duty
- Ministry property will not be used for non-Ministry activities.

6. INFORMATION

- HFOs must respect the privacy of individuals when dealing with personal information.
- HFOs may not use or reveal information gained in the course of HFO duties, except for internal Ministry matters, or the purpose it was intended for, nor may the information be used when making media statements as an individual.

7. HEALTH AND SAFETY

- HFOs must retreat if they are confronted with any dangerous or violent situation.
- HFOs are responsible for taking all practicable steps to ensure their own safety while volunteering and that not action or inaction on their part causes harm to anyone else.
- Nothing in this agreement prevents an individual defending him/herself in accordance with S48 of the Crimes Act 1961.

8. INSURANCE

- HFOs using their own vehicles for Ministry business must carry their own personal vehicle insurance.

9. DUTIES

- HFOs must report on their duties as required and in a timely manner.

10. OBJECTIVITY

- HFOs are expected to respect cultural differences and not to engage in any discrimination or harassment of members of the public because of their sex, age, marital status, sexual orientation, ethnicity, and disability, religious or ethical beliefs.
- HFOs must decline gifts (including fish and/or seafood) or benefits that place them under any obligation or perceived influence.

11. MEDIA

- HFOs cannot make any statement to news media as an HFO, be quoted as an HFO, nor release to the media any information obtained from their activities as an HFO. All enquiries must be referred to the CMD.

12. EXPENDITURE

- HFOs will only be reimbursed for expenditure incurred as a result of their duties, if prior approval has been given by the Ministry.

13. TRAINING

- The officer is expected to maintain an interest and commitment to HFO duties, and be actively involved in HFO duties.
- The standard and quality of work must meet the required level.
- At least once a year attend the training courses that are offered, and remain fully conversant with their powers and authorities.

In return I acknowledge that the Ministry will provide me with:

- Regular contact, support and guidance from my HFOC.
- Feedback on my performance and incident reports.
- Tools and procedures for identifying hazards in the workplace, minimising risk and taking remedial action where/when possible.
- Initial induction training necessary to carry out my duties to the required level, and annual refresher training to keep my skills and knowledge at the required level.
- Insurance coverage for Ministry vessels and vehicles I may be required to use during the course of performing my duties as a volunteer.
- A uniform and warrant for my role as a volunteer.
- The equipment needed to perform my duties (which I will return at the request of a Ministry staff member or when I cease to be actively involved in the volunteer programme).
- Reimbursement of reasonable expenditure I may incur as long as I have prior approval from my HFOC or manager.
- Updates of regulation and policy changes that affect my role.

I have read the State Services Standards of Integrity and Conduct and the Code of Conduct Agreement for HFOs and understand the terms in which I must conduct my duties as an HFO:

Name:

Signed

Witness:

Date:

Appendix 3 is not relevant to your request.

Appendix 4: HFO POSITION DESCRIPTION

Purpose:

Assisting in the compliance role of achieving a sustainable fisheries resource in New Zealand.

Nature and Scope:

HFO's contributions to the goals of the Ministry are in the following key areas:

- Assisting to create an effective deterrent for non-compliance.
- Detecting and apprehending non-commercial fisheries offenders and contributing to their successful prosecution.
- Encouraging a high level of voluntary compliance of fisheries laws through education, public relations and liaison.
- Gathering, recording and reporting information and intelligence on recreational, poaching and commercial fishing activities.

Person Specifications:

Qualifications:

- Good general education.
- Previous law enforcement background desirable.
- Knowledge of fishery relevant to particular area of operation.

Physical requirements:

As a field officer this is an active role requiring sound physical fitness, with good eyesight and hearing.

Skills and Attributes:

The officer must:

- Be able to demonstrate a professional competence and perform the functions of an HFO confidently.
- Be a balanced individual with an even temperament.
- Have a tidy appearance that is consistent with a Government enforcement agency.
- Have good oral communication skills, and the ability to communicate with a diverse range of people, being courteous and having sensitivity to different ethnic groups.

- Have an ability to handle confrontational situations by using and displaying a calm and rational approach, whilst being assertive if required.
- Display good judgement and be capable of thinking quickly.
- Be fair, honest and consistent in dealing with all people, and have a high level of integrity.
- Have the ability to be thoroughly conversant and fully comprehend fisheries legislation. Have good written skills.
- Have the ability to think clearly, be thorough and precise.
- Have the ability to work independently as well as within a team environment.
- Be willing to accept the supervision of the Ministry Co-ordinator.

Tasks:

- To undertake duties and exercise Fisheries Act powers in a courteous and professional manner.
- To act in a public education/advisory role on fisheries management principles and laws.
- To gather and record information/intelligence on fishing activities.
- To detect and report breaches of fisheries legislation.
- To maintain a sound knowledge of HFO powers and authorities.
- To perform within the parameters of HFO powers and authorities.
- To comply with all Ministry policies and procedures.
- To report to the HFO Co-ordinator on a regular basis, and accept his/her supervision.
- To submit reports as required by the Co-ordinator.
- Give evidence in court.
- To assist Ministry FOs as and when required.
- To attend and participate in training courses and assessments.

Induction Training:

The Ministry provides both theory and practical training upon recruitment, over a period of approximately 30 hours. Times will vary. HFO's are required to attend all modules and assessments and warrants will be issued upon successful completion of all training.

The remaining appendixes to this document are not relevant to your request.