



SAILABILITY WELLINGTON  
OPERATING PROCEDURES MANUAL

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## FOREWORD

Sailability Wellington has grown and evolved over nearly 20 years.

We provide a significant sailing programme with more than 250 people involved. We have sailing hubs at Wellington, Hutt and Porirua

We are a 'club' in many ways. We teach people to sail, we encourage them to enjoy sailing as a 'Sport-for-life'. We assist, enable and support our members – which includes our volunteers - to race and enjoy all aspects of sailing.

Most importantly, people with disabilities enjoy being part of Sailability. For that reason, we ask sailors to commit to a full season and pay an annual membership, as they would in any other club. Members enjoy sailing on the same day each week and at the same time. Experience has shown that this regularity encourages sailors to come back year after year. Indeed, some sailors who have been with us since 'day one' in August 2002!

Over time, many people have contributed to the success of Sailability Wellington. Our volunteers demonstrate a passion for sailing and wonderful care for the members regardless of their disability.

Long may this continue!

Warren Rankin, Chair  
Sailability Wellington Trust

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## INTRODUCTION

Sailability Wellington Trust (SWT) are required to meet the requirements of Yachting New Zealand, Maritime New Zealand, OSH Regulations and our Insurers. The intent of these Operating Procedures is to provide a safe operating environment for all people involved with Sailability.

Because Sailability Wellington (SW) operate from three locations, over 6 days per week, with different volunteers on different days, we aim for common procedures.

It is important that volunteers know what each role encompasses and to have this document as a reminder and useful resource. We welcome input to help improve these procedures and the described roles. It should be treated as a “living” document.

Thank you for helping with the work of Sailability Wellington.

Don Manning, CEO  
Sailability Wellington Trust

## SAILING AREAS

Sailing areas at each location have been determined by experience. These may be amended on sailing days by the controlling authority, which is comprised of the Chief Executive Officer (CEO), Operations Officer (OO) and the Officer of the Day (OOD). Amendments to the sailing areas are recorded on the daily sailing notes.

Both sailors and volunteers are required to display proper seamanship including adhering to the rules of the sea and are to avoid sailing near to a lee shore.

Sailability members (which encompasses both volunteers and sailors) must be aware of other water users. In areas that are used by launching, departing or arriving boats Sailability boats are obliged to keep clear. Please keep clear early, and in an obvious manner.

Sailability yachts must remain within sight of the dock or support boat, unless otherwise authorised.

## SAILING HUB SPECIFICS

### EVANS BAY

There is a slime problem at Evans Bay which can cause the walkways and ramps to become slippery. Please be aware of this when launching and retrieving boats, and when loading and unloading sailors.

Evans Bay is subject to rapid changes in wind direction and strength, which can be exacerbated by the geography. Consequently, the wind here can be stronger than elsewhere in the harbour.

### SEAVIEW

Yachts are not allowed in: -

- the fairway near the seawall beyond the main sailing area,
- the power boat launch ramp or
- amongst the marina pontoons

Generally, this means the area south of the operating dock defined by a line along the dock from the Eastbourne road to the breakwater.

#### **Leaving Seaview Marina**

Sailability vessels may only leave Seaview marina with the explicit permission of the Officer of the Day (OOD) and on condition of there being a second support boat. In these instances:

- Please observe the Port-to-Port rule when leaving and re-entering the marina
- Support boat operations and time limits must be agreed and noted at that time
- The OOD is to ensure the Bosun notes this in the log when permission is given

### TITAHI BAY

The pontoon ramp can become quite steep as the tide recedes. Please be aware of this and undertake necessary precautions. Some sailors may require assistance, including those who are visually impaired, unstable on their feet or user frames or wheelchairs.

Porirua Harbour has many areas which become quite shallow towards the bottom of the tide. If a sailor becomes stuck, they should radio for assistance.

The harbour is popular with rowing skiffs, wakas, canoes and kayaks. Sailors need to be mindful.

## HEALTH AND SAFETY

Sailability volunteers are responsible for their own safety - Do not do anything that makes you or those around you unsafe.

Support people and visitors are responsible for their own safety but may be less familiar with the risks in and around Sailability facilities. As volunteers, we encourage

Sailability operates in multi hazard environments where accidents can happen easily. In addition to being near the water; hoists, support boats, the weather, other water users, slippery docks and ramps, vehicles and heavy weights etc. can also pose risks.

Ensure that all wheelchair users taken onto the dock have their seat belt and foot ties released.

Two people are required to lift any equipment or person over 32kg.

## ACCIDENTS OR INJURIES

- All injuries, incidents and accidents must be reported to the OOD, who is responsible for them.

## FIRST AID

- First Aid kits are found within the equipment container at each site and in each support boat. These kits include 'Space Blankets' which are to be used in the case of hypothermia.
- All volunteers are eligible for and are encouraged to have first aid training.

## LIFE JACKETS

Anyone associated with Sailability Wellington (members, support people and visitors) are required to wear life jackets on the docks, on access ways near to the water and in Sailability boats.

This rule enables clear and simple checks to be made; and ensures all people are safe if:

- they slip or fall into the water, and / or
- they attempt to rescue anyone in the water.

There may not be enough time for a rescuer to put on a life jacket if a person goes into the water. It must already be worn.

**Note:** It is not appropriate to ask people not involved with Sailability to wear life jackets if they are on the dock.

## HOISTS

### PLEASE TAKE CARE AT ALL TIMES

This is a piece of machinery that can be dangerous. Ensure the safety stop is fitted to the cross bar whenever it is being used to lift a sailor.

When using the hoist:

- Ensure the yacht is secured fore and aft and the skipper is in the boat
- Minimize the distance under the person when lifting from a chair or from the boat. Only lift the sailor high enough to be able to remove their chair, then immediately lower them as close to the dock level as is practical before swinging them over to the boat.

### Hoist checks

- The hoist rope and any gear used with the hoist should be inspected daily (It is the CEO's role to ensure the rope and safety stop are replaced when required).
- Hoist weight limits – the double purchase system must be used when the weight of the person being lifted exceeds 100 kg.

## SKIPPER

- All safety regulations must be adhered to by skippers and crew on the boat.
- **Support boats:** all support boat skippers must be authorised or certified by Sailability Wellington's Safety Officer
- **Yachts:** Skippers deemed competent by the Officer of the Day can helm our vessels. No formal certification is required.

## SAILING DAY FORMAT

### Start of day

- Arrive at designated location on time
- Open storage facilities and Hoist Sailability flag (OOD)
- Remove boats from storage
- Rig boats for sailing (Skippers)
  - Check bow rope ties and fit bungs
  - Fit and rig headsail and jib sheets
  - Fit and secure mast in boat
  - Fit and rig mainsail and boom
- Launch boats (Skippers & Dock crew)
- Prepare boats for sailing (Skippers & Dock crew)
  - Fit rudders
  - Hoist and secure centreboards
- Double check all rope ties
- Launch support boat (Support boat crew)
- Provide VHF radios to team (Bosun)

### End of day

- Derig boats (Skippers)
  - Furl sails
  - Unrig masts and headsails
- Remove rudders and centreboards (Skippers & Dock crew)
- Wash boats and remove bungs
- Put boats back into container
- Collect all VHF radios and place on charge (Bosun)
- Take down Sailability flag and lock up container (OO)

### Other duties

- Docks are cleaned down where necessary (Dock crew)
- All ropes are collected and correctly tied
- Ensure all other equipment is stored in the container, including lifejacket rack, hoist, poles, ropes, etc.

### Accidents or injuries

- All injuries, incidents, accidents must be reported to the OOD.
- Incident Report forms and procedures are the responsibility of the OOD.



## ROLES AND RESPONSIBILITIES

### OPERATIONAL

#### CHIEF EXECUTIVE OFFICER (CEO)

**Reports to:** Sailability Wellington Trustees

**Liaises with:** Operations Officer, Officer of the Day, Purser, Bosun, Maintenance team

##### **Role overview:**

- The 'conductor' of the team.
- Responsible for strategic development and management of Sailability Wellington, and the oversight and coordination of the 'day to day' operations of Sailability Wellington.
- Responsible for implementation of a sailing programme with activities and experiences which meet the needs of the sailors.

##### **Operational responsibilities:**

- Local fund raising
- Marketing, advertising and publicity
- Liaises with Government, Council, Not for Profit and other private sector organisations.
- Financial management
- Health and Safety - ensures procedures are clearly defined and followed
- Record keeping as required
- Attends monthly Sailability Wellington Trustee meetings

##### **Sailing program responsibilities**

- Ensures that the sailing programme reflects the needs and goals of the sailors; and the experiences provided are safe and enjoyable for sailors and volunteers
- Ensures the quantity and quality of volunteers on the water and on the marina meets the needs on sailing days
- Promotes and arranges for participation in away regattas
- Plans and outlines 'on the water' activities, games, races etc.
- Ensures any boat maintenance is communicated to the maintenance team (maintenance sheets and verbally)
- Ensures boats and equipment is available, maintained and adequately stored

### **Sailing day responsibilities**

- Overviews sailing day operations (incl. sailing area, weather, volunteers, boats, issues etc)
- Arranges the message for the daily message service
- Operates as / or appointments Officer of the Day (OOD)
- Organises and produces daily sailing schedule (incl. who is sailing when, arrival times)
- Ensures refreshments are arranged and organised
  - Lunch: volunteers available, shopping, food preparation, lunch clean-up,
  - Post sailing debrief: beverages available

## **OPERATIONS OFFICER**

**Reports to:** CEO

**Liaises with:** Officer of the Day, Purser, Bosun, Maintenance team

### **Role overview:**

- Assists and support the CEO with operational tasks and sailing days

### **Operational responsibilities:**

- Deputise for the CEO when the CEO is absent
- Manages administrative tasks as required by the CEO
- Manages volunteer recruitment, induction and training
- Record keeping as required

### **Sailing day responsibilities**

- Deputise for the CEO when the CEO is absent

## **CLUB CAPTAIN**

**Reports to:** CEO

**Liaises with:** OO, Purser

### **Role overview:**

- Manages sailor memberships including subscriptions, resignations cancellations etc

## MAINTENANCE TEAM

**Reports to:** CEO, OO

**Liaises with:** Skippers, bosun, dockhands

### **Role overview:**

- This team ensures Sailability vessels and equipment are in good working order and safe to use

### **Responsibilities**

- Schedules, arranges and / or undertakes routine maintenance of vessels and equipment
- Updates and maintains maintenance logs
- Sees to day to day repairs

## SAILING DAYS

### OFFICER OF THE DAY (OOD)

**Reports to:** CEO, OO

**Liaises with:** Sailing Skippers, Patrol Boat Skippers, Purser, Bosun, Maintenance Officer, Emergency Services (where required)

### **Role overview:**

- Responsible for the safe and successful management of sailing “on the day” and is the person in charge of all on water activities.
- All volunteers report to the OOD.
- There must be an OOD, and there can only be one person holding the position at any one time
- OOD must always be present and alert to sailing activities - safety of sailors and volunteers is paramount
- OOD may be part of another role
- OOD must ensure that they pass the role to a suitable person if they leave the dock area or become busy with other matters – such as responding to an accident or other event.
- In the event of an incident or accident, the OOD directs Emergency Procedures and liaises with emergency services. Incident Report forms and procedures are the responsibility of the OOD.

### **Sailing day responsibilities**

- Makes the decision (depending on conditions) to:
  - sail or cancel by 8.00am – notifies volunteers and sailors of the decision.
  - abort sailing if conditions become unfavourable during the day
- Ensures the sailing day programmes runs smoothly, involving volunteers who are experienced (or are paired with an experienced volunteer) for their sailing day role and all volunteers work as a team demonstrating a professional operation
- Organises Bosun, Purser, skippers, dock hands, support boat crew, catering team
- Determines and ensures that
  - Skippers and sailors match skills and other needs
  - Determines the numbers of boats on the water (reduce if not enough volunteers or skilled skippers)
  - Operation of the dock is safe
  - Everyone is safe
  - Support boat operators are always ready and on standby and operating as required.
  - Sailing areas are observed and variations approved or declined.
  - Reefing requirements are sensibly managed (this may vary by skipper)
- Reallocating roles as required for operational or safety requirements.
- Ensures sailing areas are observed.
- Checks radios status and choses channel accordingly

### **At the start of the day**

- Welcomes, meet and greet volunteers and assign roles (in collaboration with CEO and / or OO)
- Solicits and follows up on positive feedback to ensure this is passed on as required.
- Notes events and achievements for certificates.
- Ensures photos and other records of events are kept and available.
- Ensure all tasks are completed through to 'lock up' and debrief at the end of the day

### **End of Day/ shutdown**

- Ensures all equipment is cleaned and returned
- Notes any maintenance needed
- Removes flag
- Locks container
- Hosts the debrief with refreshments and notes any feedback

## PURSER

**Reports to:** OOD

**Liaises with:** Bosun, sailor supporters.

### **Role overview:**

The Purser who is the main part of the team that interacts with the sailors as they arrive, ensures all sailors have correct documentation and records are updated etc.

### **Sailing day responsibilities**

- Understands the programme for the day
- Works with the OOD and the Bosun to make the day a success
- Keeps the Bosun informed of number of members waiting and manages the “through put” to maximise the sailing opportunity, dispatching of groups ready for departure
- Actively contributes to the “Fun with Safety” culture of Sailability.
- Updates attendance register of sailors and volunteers

### **Before sailing**

- Greets members, caregivers, guests, recording names and arrival times etc.
- Ensures sailors are fit to sail (Is sailors appropriately dressed for the conditions etc)
- Checks personal care needs (Bathroom needs, support seats etc)
- Dogs - Ensure that only companion dogs in ‘working’ mode are permitted on the dock
- Ensures all those who go onto the dock are fitted with life jackets
- Fits Life Jackets (amends sizes in schedule if necessary)
- Assists caregivers with any hoist sling fittings if required
- Ensures all wheelchair restraints are undone
- Escorts sailors to dock or arranges assistance - Encourages Caregivers to accompany sailor to dock and assist with entry to boat
- Ensures any notes are passed to Bosun as required
- Requests feedback from Bosun

### **After sailing**

- Escorts sailors back from to dock or arranges assistance - Encourages Caregivers to assist sailor with exiting the boat and accompanying them back from the dock
- Removes and stores life jackets
- Ensures all sailors are signed off
- Records feedback, comments and achievements.
- Finalise Member’s experiences by way of a chat and encouragement.
- Notifies club captain of any cancellations/resignations for follow-up

## BOSUN

**Reports to:** Officer of the Day

**Liaises with:** Dock hands, Purser, Skippers, Sailors, Support Boat Crews

### **Role overview:**

This role covers the leadership of the dock crew. It is keeping an eye on the minute by minute operations, leading the work being done and being aware of people, boats, ropes, boat hooks and sails.

### **Sailing day responsibilities**

- Understands the programme for the day.
- Sets up Sailability Net, operates as master station and conducts radio checks
- Issues radios to Skippers and solo sailors
- Verifies that Support Boat is available and appropriately crewed.
- Ensures that dock is safe, clean and useable.
- Monitors weather changes, keeping OOD and Skippers informed.
- Ensures that 2 people are in the support boat when its operating as such
- Actively contributes to the “Fun with Safety” culture of Sailability Wellington.

### **Sailing Boat checks**

- Ensures each skipper does a test sail as soon as possible, notes when skipper reports completed.
- Performs a radio check with all skippers

### **Sailor transfer to / from Dock**

- Liaises with the Purser for drop off / pick up of sailors to / from the dock
- Liaises with Purser for each Group: Specifies numbers or person required.
- Allocates members to a boat and record on sheet.
- Records boats, skippers and members time slots.
- Oversees member loading / unloading.

### **Sailing**

- Oversees loading members into boats.
- Instructs Skippers as required (expected time to return, messages from Purser/caregiver).
- Manages sailing time (time to return to dock).
- Manages Support boat when needed (with help from OOD).

On occasions when support people (minders, family etc) go out in the Support boat the Bosun ensures that:

- the OOD has approved the trip
- Records who goes out on the daily sailing sheet (This is to cover our obligations under ACC and OSH regulations).
- Prompts for and note any feedback, comments

### **End of sailing**

- Leads the dismantling of boats and returning boats to shore.
- Returns hoist inertia reels, T- bars and safety equipment trolley “to lock up
- Ensures all notes are returned to the OOD for processing.
- Ensures all VHF radios are returned to the radio box

## **DOCKHANDS**

**Reports to:** Bosun

**Liaises with:** Sailors, Bosun, Sailors, Skippers

### **Role overview:**

This is the important role of interacting with the sailors, skippers, Bosun and OOD, by being ready and available to assist every time when needed.

### **Sailing day responsibilities**

- **Two dockhands must be present for loading and unloading of sailors**
- Agree on mooring method: Minimum requirement is bow tied to dock and boat hook for stern.
- Setup stern mooring lines (Seaview and Titahi Bay)
- At all times ensure hands of sailors are safe from crush between boat and dock - move boat to ensure no crush can happen.
- Jetty preparation.
- Clean down jetty (if needed).
- Set boat mooring points.
- Install hoist.
- Deliver boat hooks to dock.
- Mooring for loading / unloading.
- Assist Sailability members in and out of boats.

- Fit slings (if not already done).
- Operate Hoist when required
- Act as 'Lookout' for all boats on the water.
- Other duties to be performed as required.
- Escort members to / from dock.
- Assist on / with Support boat.

## SAILING BOAT SKIPPER

**Reports to:** Officer of the Day

**Liaises with:** Bosun, Dockhands, Patrol Boat Crew

### Role overview:

Skippers are teachers, coaches and buddies. They strive to ensure our sailors have a fabulous sailing experience. They take no risks.

- Safety is paramount. Skippers must always act with care and caution.
- Skippers are required to follow instructions of the OOD and Bosun.
- Skippers must sail within the approved areas and in site of dock crew

### Sailing day responsibilities

- Rigs boats and ensures they are ready to sail
  - Gear check: joystick, bailer, centreboard pins, bungs in, rudder, VHF.
- Conducts radio checks with Bosun
- Receives Purser / Bosun notes or messages prior sailing.
- Is always on board the yacht before sailors are loaded or unloaded
- Assists dockhands with loading / unloading sailors
- Passes on comments, feedback and achievements of the sail to Bosun / Purser
- Checks boat set-up and safety between sessions.

### Whilst sailing

- Listens for instructions from OOD and Bosun.
- Encourages sailor participation.
- Listens to sailors' concerns.
- Reviews sail reefing settings - these may change during the day.



### After sailing

- Helps to prepare boat for lifting out of water.
- Washes and empties boat
- Removes bung, drains boat, replace bung
- Notes any maintenance issues and reports them to OOD.
- Helps return boats back into storage container.

## SUPPORT BOAT SKIPPER AND CREW

**Reports to:** Officer of the Day

**Liaises with:** Sailing Skippers, Bosun, dockhands

### Role overview:

Ensures the on-water safety of sailors and volunteers.

Motorboats can be dangerous, so this role requires skill and experience. Learn by starting as crewperson with an experienced skipper.

- Support Boat skippers must be signed off by the Sailability Safety Officer - Do not take on this role unless you are confident with the boat, the area, the weather and being around sailing dinghies.
- **Support boats must always have two crew when being used during sailing.**
- The boat and crew must be ready at all times when sailors are on the water.

### Sailing day responsibilities

- Prepares vessel including:
  - Checking battery, fuel and oil. Fitting bung.
  - Gear check: boat hook, paddle, lines, fuel, life jackets, 1<sup>st</sup> Aid Kit, anchor and warp, painter.
- Launches Support boat.
- Test drives boat to ensure safe operation.
- Performs radio check with Bosun and OOD
- Maintains logbook for each day
- Always operates vessel in a safe and proper manner.

## Operations

- Remains vigilant and within in sailing area at all times
- Responds immediately when assistance is required (either based on observations or radio requests)
- Assists sailors with reefing / rigging adjustments where necessary or required
- 'Learn to sail' solo sailors' need a Support boat to be following them at all times.
- Positions and retrieves buoys according to activities set by OOD, CEO.
- **Any exceptions to this are an OOD call.**

## End of Day

- Ensures VHF radios are returned to VHF box
- Prepares vessel for packing away including:
  - Putting boat on trailer.
  - Washing down boat and trailer
  - Rinsing motor with fresh water
  - Isolating power.
  - Tie down Support boat.
- Ensures there is enough fuel for the next day. **Do not leave with low fuel.**
- Return Support Boat to storage.

## VHF RADIO NETWORK

Sailability Wellington volunteers do not require a radio operators license.

## SAILABILITY NET

To meet the Maritime NZ regulations, we establish a radio network (or Net) for each sailing day. The purpose of this network is to facilitate communication between shore, dock and vessel crews, thus ensuring smooth and safe sailing operations.

The 'Bosun' is the "Master Station" on the Sailability Net.

### Vessel identification

Each boat has a unique call sign which can be found on the Bosun's daily logs and on inside of each yacht. However, in general practice Sailability sailing vessels are known by their colour.

During regattas or large sailing events when there are likely to be multiple vessels of the same colour, the first letter of the colour and last 2 vessel numbers will be used.

Safety vessels are called "Support Boat" or the 'VESSEL NAME'.

### Setting up Sailability Net

At the start of the days sailing, the "Master of the Net" will establish contact with all vessels in the Sailability fleet. The following is an example of how this would be done:

Bosun: "All stations, all stations, this is SAILABILITY BOSUN, please report".

Sailability boat: "Green Over".

Bosun: "Green, Roger"

Next boat: "Orange Over".

Bosun: "Orange, Roger"

This continues until all boats have made contact with the Master of the Net.

Once all boats have made contact, Sailability Wellington Net has been established and calling is quick and easy after that.

### **Ongoing communication on Sailability Net**

For normal message calling the Bosun would call the vessel's call sign, eg. "Green Boat, Green Boat, this is Sailability Bosun" (using the boat name twice gives time for the receiving station to 'prick up their ears' and hear if the call is theirs).

The yacht replies, "Green Boat, over".

Bosun says "Green Boat return to dock" (or whatever the message is). Green boat says, "Green Boat, Roger".

The reverse also applies

In normal message calling the vessel would call the Bosun, "Sailability Bosun, Sailability Bosun, this is Purple Boat"

The bosun replies, "Sailability Bosun, over".

The Purple Boat says, "Purple Boat needs assistance" (or whatever the message is). Bosun says "Sailability Bosun, Roger" (or whatever the appropriate instruction is).

### **Mayday**

The term "Mayday" relates to a serious emergency situation, where serious injury or worse may occur. The OOD and Bosun are responsible for the response to any Mayday call.