



2010

RACQ CQ RESCUE Annual Community Report

RACQ



This Annual Community Report and Appeal has been assisted greatly by: Mock Orange; Dean Whitting at dwphoto; Darryl Wright Photography; Louise Clare Photography; Channel 7; 4MK & Zinc FM; the Daily Mercury; and Payne Print.

Thank you also to Fosters Australia, Milton Picture Framers, Chunk Ice and Bob Sim.

Throughout the past year media coverage for RACQ CQ RESCUE has been supported by:

Locally

- Channel 7 Local News
- WIN News Mackay
- The Daily Mercury
- ABC Tropical North
- 4MK & Zinc FM
- The Whitsunday Times
- The Whitsunday Guardian
- The CQ News
- The Midweek
- The Bowen Independent.

Further afield

- The Townsville Bulletin
- The Courier Mail
- The Rockhampton Bulletin
- Brisbane Times
- Ten Network News
- Channel 9 News Brisbane

A word from our Chairman

It is difficult to believe Central Queensland Helicopter Rescue Service (RACQ CQ RESCUE) has been operating now for fourteen years.

Since the first flight in 1996 the company has evolved immensely. The first helicopter utilized by CQ RESQ (as it was known then), was a single-engine Bell LongRanger and the crew included a paramedic, and nurses from Mackay Base Hospital. While the helicopter could transport two patients at any one time, the space in the aircraft was cramped with stretchers layered on top of each other.

From this aircraft, to the current situation of having access to two twin-engine single pilot Bell 412 helicopters has taken RACQ CQ RESCUE ahead in leaps and bounds.

The crew now consists of an Intensive Care Paramedic provided by the Queensland Ambulance Service and is available 24/7. We also have a doctor at the RACQ CQ RESCUE base who is funded by the State Government.

Since the doctor and paramedic have been made available to RACQ CQ RESCUE, the number of missions carried out by the rescue helicopter has more than doubled.

With the increase in task numbers and the upgrade to these very capable helicopters, the annual operational cost in 2010 is expected to be \$4.9 million.

Almost \$2 million per annum is provided by the State Government and the remaining

amount is raised through sponsorship including our naming-rights sponsor RACQ, business donations, community donations and community fundraising events. It would be virtually impossible to operate this life-saving service without their wonderful support.

We are in the process of weighing our options in relation to sustainability ideas. As operational costs are likely to increase in coming years and revenue within the community having its limits, this is something we need to assess sooner rather than later.

It is my hope and that of my fellow board members that you will donate generously to RACQ CQ RESCUE's 2010 annual appeal in support of your helicopter rescue service – Your lifeline when you need it most!

To the Management and Staff of RACQ CQ RESCUE, to the Crew who play such an important role, to my colleagues on the Board of Directors I thank you for your support during the past twelve months.

I would also like to take this opportunity to thank the agencies with whom we work closely including but not limited to: all levels of Government – Federal, State and Local; the Queensland Ambulance Service; the Queensland Police Service; the Whitsunday Water Police; the Queensland Fire Service; Volunteer Marine Rescue; the Australian Maritime Safety Authority and the State Emergency Service.

To our naming rights sponsor, RACQ; our Platinum Partners, BHP (Billiton Mitsubishi Alliance), CFMEU, G & S Engineering and Xstrata Coal we thank you for your support. We are also very grateful to our major sponsors; to charity groups and service clubs; to Rescue 100 Club members; to payroll supporters and to each and every individual who contributes towards making RACQ CQ RESCUE a very successful life-saving operation.

Sincerely,



Dr Peter Bastable OAM
Chairman, RACQ CQ RESCUE



CQ RESCUE TESTING SERVICES

In mid-2010 CQ RESCUE commenced a testing service for drug and alcohol screening. There are now a number of certified testers based at CQ RESCUE with facilities at the CQ RESCUE hangar or for convenience, testers will go to

individual businesses as requested. The service offers urine and saliva screening and alcohol breath testing.

For more information, call Jenny on 4998 5232 or email testing@cqrescue.com.au.

How we help and why...



For a million members a year stranded by the roadside RACQ is all about protection, assistance and security when they need it most.

If there is one thing more reassuring than the sight of an RACQ van for a motorist whose car has broken down, it is the sight – and sound – of a rescue helicopter for someone who is critically ill, injured or otherwise in mortal distress.

The synergies between RACQ and CQ Rescue are immediately obvious and the result has been a mutually rewarding relationship that has benefited not only our members but the resident population and visitors to central Queensland.

*Ian Gillespie
RACQ Chief Executive Officer*



Leighton Contractors is proud to support the valuable services of RACQ CQ RESCUE.

As a business that employs a large number of people in Central Queensland, it is comforting to know that this great not for profit organisation is there to help regional communities in their time of need.

Leighton Contractors has been a major sponsor of RACQ CQ RESCUE for the last six years thereby assisting to ensure this invaluable service continues to operate. Our employees also demonstrate their commitment to RACQ CQ RESCUE by making individual voluntary payroll deductions each month.

Our primary company value at Leighton Contractors is "Safety and Health above all else". In RACQ CQ RESCUE we have found an organisation that shares this value and we look forward to a longstanding and mutually beneficial relationship with them.

*David Dawes, Employee Services Manager,
Leighton Mining*



Absolute Enterprises, a family-owned Engineering/Radiator Repair business based at Paget is proud to be a member of Rescue 100 Club.

Our initial participation goes back to when we owned a farming and grazing enterprise out

west and became very aware at that time of the possibility of needing the expertise and immediate response to such a service as RACQ CQ RESCUE. That initial membership has been continued by our family.

Now being in a business where we have employees travelling to mine sites with line boring rigs, Absolute Enterprises has taken out another Rescue 100 Club membership, as again we are reminded of the necessity of having such a valuable service in time of need should one of our valued employees become involved in an accident.

We will continue our Rescue 100 Club memberships and as our business grows, we have budgeted to increase our level of contribution to help sustain this invaluable service to our community.

*Rod & Marg Birch
Andrew & Samantha Birch
Owners, Absolute Enterprises*



McDonalds supports various charities and we wanted to continue that giving spirit on a local level. We choose to donate to RACQ CQ RESCUE each year because so many people benefit from this helicopter rescue service.

Our involvement is that of a major sponsor which we believe is money well spent. Many local people owe their lives to RACQ CQ RESCUE. We've come to rely on them so often that it's difficult to imagine our community without this service.

We are proud to be associated with RACQ CQ RESCUE. Keep up the great work!

*Ron & Chree Reseck - McDonalds, Mackay
Michael & Jane Muller - McDonalds, Airlie Beach*



As an inaugural member of the Rescue 100 Club, I initially joined on the basis of supporting a very important service. This service is invaluable to not only the mining, farming and tourism industries but also to the everyday person in the street.

During my eight years of involvement with RACQ CQ RESCUE, this helicopter rescue service has gone from strength to strength and has been responsible for saving countless lives. There is no question this service is a worthy one.

I am proud to support RACQ CQ RESCUE and I will continue to help them provide a vital service to the people of this region.

Graham Bowling - Mortgage Choice



We choose to be members of the Rescue 100 Club in support of CQ RESCUE because we believe in giving back to our community and this gives us that opportunity.

We feel the helicopter rescue service is a valuable and worthwhile asset for Mackay and we are pleased to be in a position to support them and the wonderful work they do.

*John & Heather Carroll - Owners,
John Carroll Retravision Mackay*



The RACQ CQ RESCUE service is viewed as a vital piece of insurance by G&S for the community and for its employees.

G&S is proud to be a Platinum Partner Sponsor for this worthwhile service which provides G&S with an opportunity to fulfil its policy of supporting local communities in which it operates.

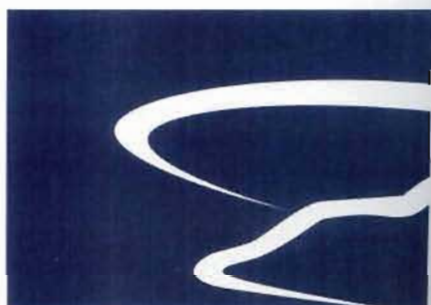
G&S operates in some remote locations and it is reassuring to know that, if necessary, one of its employees could call on the service of RACQ CQ RESCUE to assist in an emergency.

As a Platinum Partner, G&S is a proud corporate contributor but the company also encourages donations from its staff through payroll contributions. Regular incentives are used to encourage increased payroll contributions and with G&S matching every dollar contributed, the employees know that the company is serious in its support of this essential community service.

G&S has also used RACQ CQ RESCUE to perform blanket drug testing for our employees at both our head office in Mackay and on sites. RACQ CQ RESCUE benefits from the revenue generated from such tests.

G&S is proud to continue its support and association with such a valuable community service which provides a lifeline to our employees and the communities in which they live and work.

*Mick Crowe, Chief Executive Officer
G & S Engineering*



Without RACQ CQ RESCUE...



Without RACQ CQ RESCUE...

71 year old Noel would not have received the help he needed when his quad bike flipped back on top of him as he was putting out a fire on his property at Turrawulla near Nebo. The ground gave way causing the quad bike to flip back over the embankment.

Noel sustained a broken neck as a result of his accident and was transported on board the RACQ CQ RESCUE helicopter to Mackay Base Hospital where he underwent further examination and was eventually transferred to Townsville by fixed wing aircraft for specialized care



Without RACQ CQ RESCUE...

Baby Emily and mum Danielle would be unable to be near family in Mackay.

Danielle contracted pneumonia when she was pregnant and gave birth to Emily at 29 weeks gestation. Danielle and Emily received excellent care in Townsville and when Emily was just 3 weeks old (still 8 weeks prior to her due date), both mum and baby were transferred by RACQ CQ RESCUE from Townsville to Mackay Base Hospital which will be Emily's home for about 6 weeks.



Without RACQ CQ RESCUE...

Paddy Trumbull's shark bite injury may have resulted in very different circumstances. Paddy along with her husband was taking full advantage of the beautiful Great Barrier Reef when a shark bit into her backside. Paddy was immediately transferred by boat to Hamilton Island where she was met by the RACQ CQ RESCUE helicopter. The medical crew on board the helicopter administered pain relief and she was transferred to Mackay Base Hospital for treatment before eventually being transferred to hospital in Sydney where she and her husband reside.



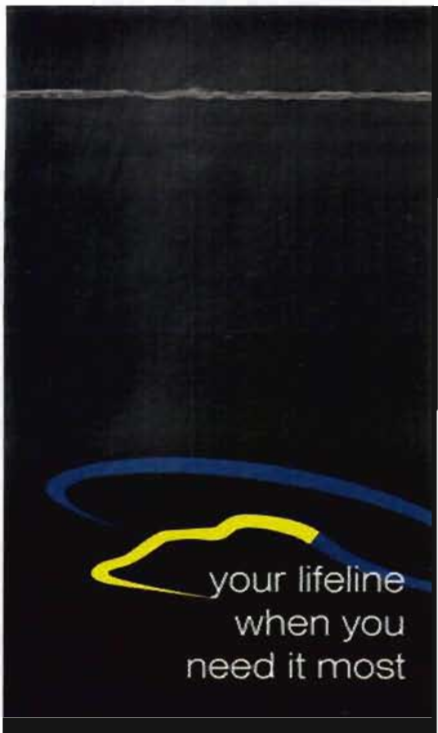
Without RACQ CQ RESCUE...

Twenty year old Mackay man Jesse would have endured a very long and painful journey by road to receive medical care. Jesse and his friends were trying various manouvers on their motorbikes when Jesse had a horrific accident, severely injuring both hands. RACQ CQ RESCUE flew to Markwell Station, administered treatment and pain relief and transported Jesse to Mackay Base Hospital. At last count Jesse has undergone 6 operations on his hand.



Without RACQ CQ RESCUE...

Douglas McLauchlan would not have received the attention he needed after he was involved in a fatal accident which claimed the life of his wife Suzanne. The RACQ CQ RESCUE helicopter landed on the road at the Leap near the site of the accident, attended to Douglas at the scene and transferred him to Mackay Base Hospital for further treatment.





Ways you can help us...

This year operational costs for RACQ CQ RESCUE will amount to \$4.9 million. Two million dollars is provided by the State Government which means a minimum of \$3 million is fundraised by the service annually.

This support comes to RACQ CQ RESCUE in a number of ways. Such as:

Sponsorships

Major sponsorship of RACQ CQ RESCUE allows companies to have their logo added to the helicopter. This involves two logos, one on each side of the helicopter for maximum exposure. We also offer the opportunity for cross-promotion which enables sponsors' employees to be involved with RACQ CQ RESCUE and an opportunity to add our helicopter rescue service to your website as a recipient of your company's support.

Platinum Partners are on a higher level of sponsorship and provide a minimum of \$100,000 support annually.

Contact Leonie Hansen at RACQ CQ RESCUE on 4998 5232 or 0427 578 182 for more information.

Rescue 100 Club

Currently we have approximately 120 Rescue 100 Club members who donate \$1,000 each year to RACQ CQ RESCUE. This amount is tax deductible for organisations and individuals and members are invited to sponsored events each quarter which allows them to meet other supporters and network with other businesses. Call Leonie on 4998 5232 for more details.

Payroll contributions

This is another way in which people can help RACQ CQ RESCUE. By making a donation from as little as \$2 per week, contributors are helping to keep the rescue helicopter in the air without them having to make a lump sum payment each year. Simply ask your payroll officer about making a donation through payroll deductions or call RACQ CQ RESCUE on (07) 4998 5232 for more information.

Matched giving

To encourage employees to take part in payroll contributions, some companies choose to match donations made by staff. Employees are often eager to donate to the helicopter rescue service through payroll deductions when they know their employer will match their contributions.

Donations

One major appeal is held each year by RACQ CQ RESCUE. This appeal is generally held in September however donations can be made at any time of the year by cash, cheque, credit card or debit card. Credit cards payments can be made by phoning the RACQ CQ RESCUE office on (07) 4998 5232. Donations can be made electronically via the internet to BSB: 124 001, A/c no. 100007968 include your name and initials as a reference and print the transaction receipt for your tax records.

Bequests

The thought of knowing that you, through bequeathing funds in your Will to RACQ CQ RESCUE may help to save lives after you are

no longer with us is a comforting thought to a lot of people. RACQ CQ RESCUE is an organisation which people are happy to assist financially if they are able. Unfortunately for some, this opportunity may only arise after they are gone. For more information about bequests, please call Phillip Dowler at RACQ CQ RESCUE on (07) 4998 5232, ask your solicitor or visit our website www.cqrescue.com.au

Fundraising Events

Are you the type of person who likes to organise functions? Perhaps you would like to organise an event in support of RACQ CQ RESCUE.

Fundraising events are a great way to raise funds for RACQ CQ RESCUE. If you are planning a fundraising event, please consider RACQ CQ RESCUE as a recipient of your fundraising efforts. If you would like to plan an event solely for the purpose of raising funds for your local helicopter rescue service, we would love to hear from you. Contributions from our community play a large role in our fundraising efforts and we welcome any financial assistance which may help to keep the helicopter and crew flying.

Merchandise

RACQ CQ RESCUE branded items currently available include polo shirts, pens, keyrings, stubby coolers, water bottles, caps and golf balls. For a full range of items for purchase please contact RACQ CQ RESCUE on 4998 5232 or visit www.cqrescue.com.au.

Our Community is made up of many individuals, businesses and clubs who support RACQ CQ RESCUE in a number of ways. It is impossible to name each and every one of you for contributions which keep the helicopter in the air so please accept this as a personal "Thank you" from the Board, Management, Staff, Crew and Patients of RACQ

CQ RESCUE. The aero-medical and rescue service utilised by so many people on a day to day basis would not be available to this community without your support.

A special thank you must go to everyone who has organised or attended a fundraising event in aid of RACQ CQ RESCUE. From individuals to service clubs

to past patients we thank you and the community for your support of the vital service provided by the rescue team.

For more information relating to sponsorships, Rescue 100 Club memberships, payroll contributions or fundraising support for RACQ CQ RESCUE please contact Leonie Hansen or the office on 4998 5232.

The RACQ CQ RESCUE Crew...



Capt Heath Scanlon



Capt Brendon Barron



Capt Alex Crawford



Capt Rick Kendall



Dr Siva Sivanujan



Dr Mark Measday



Paul Price



Darren Bobin



Dave Williams



Justin Craib



ICP Dan Basham



ICP Mel Bernas

Capt. Heath Scanlon (Senior Pilot)

Heath commenced work at RACQ CQ RESCUE in 2007. Prior to moving to Mackay he was previously employed on the RAAF contract in Perth, WA. Heath is currently the Senior Pilot here at RACQ CQ RESCUE.

Capt. Brendon Barron

Brendon is one of our latest recruits. He has lived in Mackay for a number of years and previously operated Whitsunday Helicopters. Brendon commenced work at RACQ CQ RESCUE in 2009.

Capt. Alex Crawford

Alex is the longest serving pilot at RACQ CQ RESCUE, commencing at the Mackay base in July 2006. Prior to being employed as a rescue helicopter pilot, Alex worked for Australian Helicopters in Mackay.

Capt. Rick Kendall

Along with Brendon, Rick is another of our latest recruits with both pilots being employed at RACQ CQ RESCUE around the same time. Although Rick has worked in too many locations to mention, he had been a pilot in Mackay for eleven years before coming to RACQ CQ RESCUE in 2009.

Dr Siva Sivanujan

Siva is a Queensland Health Senior Medical Officer in the Department of Emergency Medicine at Mackay Base Hospital and has been part of the RACQ CQ RESCUE crew since 2006. The interaction between Queensland Health and the RACQ CQ RESCUE displays an excellent example of government and non-government providers working in an integrated system to provide patient-focused services.

Dr Mark Measday

Mark is also a Queensland Health Senior Medical Officer in the Emergency Department and in the Anaesthetics Department at Mackay Base Hospital who similarly works as a member of the RACQ CQ RESCUE team on his days off. Mark has been working for the rescue helicopter service over the past decade.

Air Crewman Darren Bobin (Base Manager)

Darren was one of the first trainee rescue crewmen to be employed by RACQ CQ RESCUE in 2006. Since then he has taken on the roles of OH&S representative and more recently accepted the position of Base Manager in Mackay.

Air Crewman Paul Price

Paul came to RACQ CQ RESCUE in Mackay from Bendigo. Paul's background training was with the Australian Defence Force.

Air Crewman David Williams

Dave commenced work at RACQ CQ RESCUE in 2006 as a trainee rescue crewman. After spending some time away in Orange NSW, Dave returned to take up a full-time position at RACQ CQ RESCUE as Air Crewman in April this year.

Rescue Crewman Justin Craib

Our newest recruit, Justin has been working at RACQ CQ RESCUE since mid-year and has been trained as a rescue crewman. Justin will assist on search and rescue missions and at other times as required.

Intensive Care Paramedic Dan Basham

Dan is employed by the Queensland Ambulance Service and has been a member of the RACQ CQ RESCUE aero-medical crew since 2008. Dan is one of two regular QAS paramedics who make up the medical team.

Intensive Care Paramedic Mel Bernas

Mel is the first female paramedic to work on the rescue helicopter in quite some time. Mel, like Dan is a qualified Intensive Care Paramedic who is regularly rostered to work as part of the RACQ CQ RESCUE crew.



RACQ CQ RESCUE
Mackay Airport, P.O. Box 1850
Mackay, Q. 4740
Phone: 4998 5232
Fax: 4952 4363
email: office@cqrescue.com.au
www.cqrescue.com.au