



2016 COMMUNITY REPORT

RACQ CQ RESCUE

SAVING LIVES 24/7



FAITH ALTERS COURSE OF SERVICE HISTORY

For two decades, RACQ CQ Rescue has been assisting those in dire need, whether it be the search for a man missing in the outback, retrieving an injured fisherman from a trawler or transferring a premature baby to life-saving specialist care.

Our community-funded rescue helicopter has grown from very humble beginnings to become a well-respected, world-class organisation and an integral part of emergency services across this region.

Every day our highly skilled crew are tasked to a variety of assignments – motor vehicle accidents, workplace accidents, beacon searches, search and rescue missions and hospital transfers. We've been this region's lifeline in your time of need, winching, rescuing and transferring almost 7000 patients in our 20-year history.

But it's been a journey buoyed by triumph, innovation and experience, but also marred by tragedy. The growth in demand and capacity is evidence of how a small body of determined spirits with an unquenchable faith in their mission to help others can truly alter the course of history.

A horrific car crash near Lake Elphinstone, 92 kilometres west of Mackay, in 1992 highlighted the urgent need for a rescue

helicopter in the region. The assistance of a helicopter from Mount Isa Mines helped save the lives of those injured in the smash, prompting hospital and ambulance workers to call a meeting to discuss the establishment of an aeromedical organisation to serve areas in Central Queensland which are remote or difficult to access.

In November 1994, a public meeting was held to outline the requirements and need for an aircraft and rescue medical retrieval service and in December an official community committee was formed and the name Central Queensland Helicopter Rescue Service Limited was registered.

In 1995, the service is challenged with raising \$300,000 which was matched by the Queensland government so a full-time fundraiser was employed. The Cook Family Trust donated \$500,000 over five years.

In 1996, the trading name of CQ RESQ was registered and the first premises, two dongas and a quarter of a shared hangar at Casey Drive, Mackay Airport, opened. The first helicopter was a Bell Longranger 206 (VH-LHP) and very first sponsors include BHP, CFMEU, Queensland Rail (QR) and Thiess

20 YEAR TIMELINE

1996 - CQ RESQ isn't even commissioned when it flies its first mission to Hayman Island where a woman is critically unwell with a ruptured ectopic pregnancy on August 27. The first official flight is on September 1 and in the first four months the services undertakes 58 tasks. Operational costs are \$1 million and major sponsors are BHP, CFMEU, QR and Thiess.

1997 - CQ RESQ's first full year of operation - it carried out 216 tasks.

1998 - Second year, 271 tasks.

1999 - 260 tasks

2000 - CQ RESQ flies 1000th mission on August 11.

2001 - New aircraft, the Bell 407 (VH-HTD) arrives with the Longranger becoming a backup turning CQ RESQ into two aircraft base. First full-time air crewman and rescue crewman employed and RACQ becomes naming rights sponsor.

2003 - VH-HTD crashes off Cape Hillsborough on October 17 killing three crewman Andrew Carpenter, Stewart Eva and paramedic Craig Liddington. Service is taken offline until October 31. RACQ CQ RESQ flies its 2000th mission on November 11 and this year, the first stage of the Federal Government grant is received to build new premises.

2004 - A Eurocopter 365 C1 twin-engine helicopter (VH-PVK) joins the service. The Dauphin is a former police air wing helicopter and was also previously the private aircraft of Romanian President Nicolae Ceauşescu. At this time, CQ RESQ changes its trading name to CQ Rescue to clarify its identity and reduce confusion around the name. The service also moves into new and improved premises in Mike Jones Street at Mackay Airport.

2005 - VH-LHP is retired and replaced with a Bell 412 (VH-NSP). The Dauphin becomes the reserve helicopter. VH-NSP was used previously as an air ambulance, in addition to being used by the Pope during his tour of South America in 1983. Queensland Health commits to providing a full-time doctor for day operations. Operational costs are now \$3.2 million and the State Government contributes \$850,000.

2006 - 10th anniversary is celebrated with a gala dinner on September 30. VH-NSP is replaced by another Bell 412 helicopter (VH-NSV). The service now boasts two, twin-engine IFR helicopters with 98% availability, the highest in the state. Two trainee Rescue Crewmen are employed.

2007 - The Queensland Government contributes \$2million per annum and RACQ CQ Rescue flies its 3000th mission on April 23.

2008 - Task numbers reach 430 this year and operational costs are \$4.5 million. RACQ CQ Rescue plays a large part in the rescue of 37 people from tourist ketch 'Romance' on February 12.

2009 - The second stage of a Federal Government grant is received to build a multi-purpose aeromedical base to house two helicopters and a fixed wing aircraft. The building is erected next door to the existing RACQ CQ Rescue base. Chairman of the Board, Peter Bastable, is awarded the Order of Australia Medal for services to emergency medicine and RACQ CQ Rescue. VH-PVK is retired and a second Bell 412 helicopter (VH-BZH) enters the service.

2010 - RACQ CQ Rescue flies its 4000th mission on January 15. CQ Rescue Testing Services (CQR Health) is established to provide drug and alcohol testing services to the booming Mackay heavy industry sector.

2011 - RACQ CQ Rescue is called upon to provide flood assistance to Brisbane in January. VH-NSV is flown south and flies 10 life-saving tasks in 7 days tasks. In February, RACQ CQ Rescue provides disaster assistance to Townsville in the wake of Tropical Cyclone Yasi. VH-NSV flies 9 tasks in 4 days. In May, VH-NSV is relocated to Brisbane again to undergo its 3000 hour service. A replacement Bell 412 helicopter (VH-EPK) arrives in Mackay, allowing RACQ CQ Rescue to continue operating as a two aircraft base. RACQ CQ Rescue celebrates its 15th anniversary.

2012 - RACQ CQ Rescue provides flood assistance to Brisbane for the second year in a row, with VH-EPK relocated to Brisbane for 4 days in February. VH-NSV returns to service in Mackay and VH-EPK departs. New CEO Mark Shield is welcomed to the helm.

2013 - After 17 years with CHC, a decision is made to change helicopter providers. The contract was awarded to Australian Helicopters and the changeover takes place at midnight on June 30, 2013 with no down time.

2014 - In January, current CEO Martin Cleland takes over the reins. Workplace giving reached \$1 million.

2015 - Affects from the mining downturn start to show fluctuation in support, particularly within the corporate sector. Fundraising strategies are adapted to accommodate a changing market.

2016 - Two cadet Rescue Crewmen are employed.



ENDURING LEGACY A SOURCE OF STRENGTH



October 17, 2003 is a tragic day in Mackay and RACQ CQ Rescue's history – the day the rescuers could not be saved.

On that dark night, three RACQ CQ RESQ crew members were killed when the Bell 407 ditched into the sea between Cape Hillsborough and Little Green Island, off Shoal Point.

Pilot Captain Andy Carpenter, 31, crewman Stewart Eva, 31, and ambulance paramedic Craig Liddington, 31, were en route to

Hamilton Island for a medical transfer at 9.35pm. Fifteen minutes into the flight, the Bell 407 went down at high impact without any warning or mayday calls received from the crew.

Despite an extensive investigation, the cause of the crash has never been determined. The coroner found “these three young men died serving the public of Queensland in very responsible positions and had assisted many people in times of physical distress, bringing them safely to the medical facilities which would not have been immediately available to them but for the intervention of the community-based helicopter rescue service”.

The darkest day in CQ Rescue's history resulted in statewide changes that made aeromedical helicopters safer and the introduction of the safer twin-engine IFR machines.

The enduring legacy of our lost rescue crewmen has been to use this tragedy as a source of strength and respect and to always seek out the seed of triumph in the face of tragedy and adversity.

RIP Craig, Andy and Stewart.



TWO DECADES OF COMMITMENT TO COMMUNITY



Linling Peng

On August 27, 1996, Dr Bert Sadlier was helping fit out the not-yet-commissioned helicopter and deciding with colleagues where the stretcher should go in CQ RESQ's Bell Longranger when the emergency call came in.

A guest on Hayman Island was critically unwell with a ruptured ectopic pregnancy and needed to be airlifted to hospital. Time was of the essence. Her life depended upon it.

Bert remembers quickly bolting the stretcher into the helicopter and jumping aboard, still in his civilian clothes, to fly to the rescue. Such effort and her subsequent rapid transfer to hospital and immediate surgery absolutely save her life.

There have been almost 7000 mercy missions since that very first task 20 years ago and a wide range of incredibly challenging situations and difficult environments faced by both crew and medical staff every day.

There have been many incredible outcomes including the first ever birth aboard a rescue helicopter in Queensland when a newlywed on Hamilton Island went into labour at just 26 weeks gestation. The baby girl was born in the RACQ CQ Rescue helicopter over Mt Blackwood at 7.09am on September 4, 2010. Mum and baby were later transferred to Townsville for specialist care but undoubtedly, circumstances may have produced a very different outcome without the availability of the rescue helicopter.

Some tasks prove more memorable for the crew than others. The RACQ CQ Rescue helicopter took part in a major search and rescue event in May 2008 when two tourists were separated from their dive boat near Bait Reef in the Whitsundays. American Allyson Dalton and UK citizen Richard Neely were missing at sea for 19 hours when they were spotted by searchers. RACQ CQ Rescue was the first helicopter on scene and the on-board crew were amazed the couple were located alive and reasonably well after such a long period of time in the water.

RACQ CQ Rescue played a large part in the rescue of 37 people from tourist ketch 'Romance' on February 12, 2008. It is the largest

helicopter rescue ever recorded in Australian maritime history to a single vessel. The Royal Humane Society Medal of Australasia was awarded to each of the crew members involved.

And then there are patients who touch our lives in unimaginable ways. In 2014, the RACQ CQ Rescue crew were instrumental in the survival of Chinese tourist Linling Peng when she was pulled unconscious from the water while diving near Hayman Island. The trauma team on board the rescue helicopter treated Linling on scene before transferring her to Mackay Base Hospital where she remained in a coma for several days. Linling was on her honeymoon in the Whitsundays when the incident occurred and later met with the helicopter crew to show her appreciation.

In 20 years, our rescue helicopter has become an integral part of the emergency and disaster network and have proved its worth to this community countless times. It's by no means an easy job – every day with every task our crew are faced with making difficult assessments and decisions. Our trauma team is often dealing with multiple injuries, performing in the dark and on the side of the road what is normally done in an emergency ward in a hospital.

In 20 years we've come a long way from operating out of a demountable building that flooded when it rained to a multi-faceted and dynamic not-for-profit organisation boasting two aircraft with advanced avionics and an operating budget of \$8.3 million.

But in two decades, one thing remains unchanged. Patients in dire situations, whether it be accident, injury or illness, tell us of their immeasurable relief and overwhelming gratitude when they hear the throb of the helicopter blades approaching. We remain proud to be your lifeline in a time of crisis.

Since that first life-saving mission 20 years ago, times have undoubtedly changed, but our enduring commitment to serving this community and people who live, work and travel here has never wavered.



CEO'S REPORT



Our blue and yellow helicopter is synonymous with saving lives and 2015 was certainly a milestone year for RACQ CQ Rescue.

The retrieval of a patient from the Whitsundays on August 31 marked the 6500th mission for RACQ CQ Rescue, an incredibly significant milestone for our region and an organisation which has experienced unprecedented growth in both demand and operational costs in our 20 years.

In July, RACQ CQ Rescue was the busiest single-base helicopter rescue service in Queensland. The rescue chopper completed 45 tasks in July, averaging 1.5 tasks per day, which was one of the biggest months for the rescue helicopter and crew in the last three years. The Bell 412 helicopter and crew accumulated 84.58 hours in July which was the highest monthly engine hours tally in recent times.

That month, the service was tasked to a variety of time-critical missions including five search and rescues as well as airlifting five patients from motor vehicle accidents, five respiratory patients, two snake bite victims, two workplace accidents, two strokes, two horse falls and two playground injuries.

July was a particularly busy month for RACQ CQ Rescue and it cost more than \$500,000 to airlift, winch, transfer and rescue 39 patients from the 45 tasks – but you can't put a price on people's lives and that's why our rescue helicopter is invaluable in this region in a time of crisis.

In 2015, our task numbers escalated to 518 which is an accurate representation of the ever-growing necessity for our life-saving service. Despite the challenges, we've maintained a 99% level of availability to those who need us; that is one of the highest rates within aeromedical retrieval services in the state.

In 2016, RACQ CQ Rescue celebrates 20 years of saving lives and we are incredibly proud to be able to fly to the assistance of thousands of individuals in their moment of need and to be the first-class, patient-orientated emergency response provider the people of this region deserves.

RACQ CQ Rescue's ability to provide a world-class aeromedical and rescue service in this region is a direct result of the phenomenal support it receives from the community we serve. As we launch the 2016 annual appeal, please remember it's the financial commitment of a grateful community and of our generous sponsors that ensure we can be that difference between life and death for rural and regional Queenslanders in our own backyard.

We are extremely grateful to our Rescue 412 members, our very important major sponsors and to RACQ, our naming rights sponsor for 15 of the last 20 years.

As the service continues to evolve and advance the delivery of life-saving aeromedical and emergency helicopter rescue services to the people of this region, the year ahead will see changes to our fleet, keeping pace with world-class retrieval services and technology.

The paramount factor in all of this is that we all work for an organisation the community can proudly say is theirs. The real heroes are the mums and dads, boys and girls who donate to keep your rescue helicopter flying.

To every person who has assisted us in any way, we thank you.

To those who have held or attended fundraising functions or donated to our service, we thank you.

And to those who have been recipients of our life-saving aeromedical and rescue services, it was our pleasure and we wish you well.

MARTIN CLELAND

CEO



CHAIRMAN'S REPORT



For the past 20 years, RACQ CQ Rescue has grown in both size and status to become one of this region's most trusted and well-respected not-for-profit organisations. This growth and high standard of service in challenging economic times is testament to both the commitment and pride the community has in this vital service.

Saving lives isn't the tough challenge facing the team at RACQ CQ Rescue, nor is it rescuing, winching or transferring patients to hospital and specialist care.

It's raising funds in these tough economic times to keep this vital, life-saving service in operation.

2015 was the biggest year on record for RACQ CQ Rescue with the rescue helicopter completing 518 tasks and flying 873.24 engine hours.

Patients airlifted, the youngest a one-day-old baby girl and the oldest a 95-year-old man, were suffering a huge range of conditions including abdominal issues, cardiac conditions, injuries resulting from motor vehicle accidents, medical conditions, respiratory illnesses, or were transported aboard the helicopter as a result of a search and rescue mission.

The rescue helicopter and crew flew to the Bowen Basin 216 times, to the Whitsundays 198 times and to Townsville and beyond 32 times in 2015. Of these tasks, there were 48 children transported. Last year only 13 patients airlifted by RACQ CQ Rescue were from overseas and 48 people were from interstate.

These statistics clearly indicates both the demand for and the incredible level of service this community-funded rescue helicopter consistently delivers to residents' of this region. Of course all of this would not be possible without the very generous support we have received from the community and corporate sector in the last 20 years. We sincerely thank all of our community and corporate sector sponsors for their support which make this service a reality.

I extend my congratulations to CEO Martin Cleland and his team for their consistent desire to improve what we do and provide the highest level of service delivery to our patients. To be able to achieve this we need to be constantly on the path to growth and improvement of our day-to-day operations. May we continue to grow to become a beacon of medical care that is both respected and revered as world-class.

We'd like to thank each and every person who has helped RACQ CQ Rescue over the years, either by organising or attending fundraising functions, through sponsorship, giving weekly payroll deduction, contributing as part of the Annual Appeal, or donating their time or expertise. Your ongoing support is absolutely critical.

We also extend our thanks to our hard-working colleagues at Queensland Health, Queensland Ambulance Service, Queensland Police Service, Queensland Fire and Rescue, Volunteer Marine Rescue, the State Emergency Service and the Australian Maritime Safety Authority.

I extend sincere appreciation to the RACQ CQ Rescue board and to all our staff members and volunteers who work tirelessly to maintain the highest standards and provide a world-class aero-medical retrieval service this whole region should be incredibly proud of.

CHRIS WRIGHT

CHAIRMAN



2016 ANNUAL APPEAL

"THEY'VE GIVEN ME BACK MY FAMILY"

"No words can express my gratitude. RACQ CQ Rescue has truly given me so much. I do consider that I've won the lottery three times as no amount of money could ever replace the lives of your family." - **Janice Trenow, Bowen.**

Like any doting grandmother, wife and daughter, Janice Trenow absolutely cherishes the lives of each of her family members. But the Bowen family has more reasons than most to be grateful.

Three members of Janice's family including her husband Mark, grandson William and her father Colin Smith have been airlifted by RACQ CQ Rescue.

In October last year Colin was transferred by RACQ CQ Rescue to Mackay Base Hospital with severe internal bleeding, the result of an existing medical condition. Earlier that year, one-year-old William Trenow, Janice's first grandchild, had been aboard the same helicopter being transferred to Mackay Base Hospital. The very sick little boy was again transferred to Townsville General Hospital aboard RACQ CQ Rescue with a life-threatening illness.

The Trenow family was already familiar with the life-saving work of the Mackay-based rescue helicopter as Janice's husband Mark had been airlifted 10 years previously after a serious quad bike accident.

In July 2005, Mark rolled a quad bike several times at a property near Gumlu, 70km west of Bowen. He sustained seven fractures of the skull and had a "bubble" on the brain. Mark was not expected to recover. Janice even had to sign organ donor forms as her husband was transferred to Townsville Hospital in the Mackay-based helicopter to start a very long recovery process.

"The RACQ CQ Rescue helicopter and crew are really our guardian angels," Janice said when she and her family visited the hangar recently.

"We are forever grateful to RACQ CQ Rescue and care given to our three family members - Mark, William and Colin. You hope you never have to use their services, but thank goodness they are there. Their prompt, dedicated and professional care helps save lives - I know first hand how vital their service is."

"Without them, my family wouldn't be able to make the memories we are today."

TIMELINE

JULY 2005:

Mark Trenow airlifted by RACQ CQ Rescue from Gumlu to Townsville Hospital with life-threatening injuries after a quad bike accident.

JANUARY 2015:

One-year-old William Trenow transferred by RACQ CQ Rescue to Mackay Base Hospital. He is then transferred to further specialised care at Townsville Hospital again aboard RACQ CQ Rescue.

OCTOBER 2015:

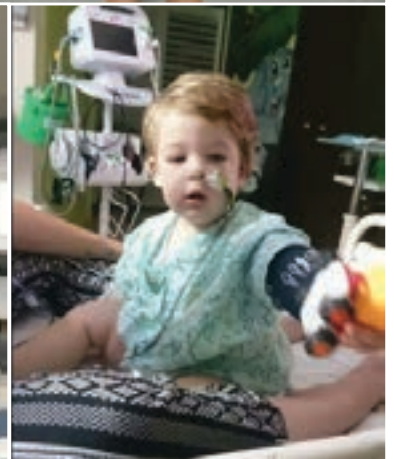
Colin Smith retrieved from Bowen Hospital by RACQ CQ Rescue and transported to Mackay Base Hospital with internal bleeding.



Mark Trenow, William Trenow, Janice Trenow and Colin Smith.



William Trenow, age 2



PATIENT TESTIMONIALS



CLAIRE PATTERSON, AGE 20

As a student of Emerald Agricultural College, Claire was about to start mustering cattle on a property 70km out of Clermont when her horse spooked and bolted. It jumped a bush at flat gallop and she was left clinging desperately around its neck for about 800 metres before she fainted and fell to the ground hitting her head. She wasn't wearing a helmet.

"With a possible fractured skull, bruising to the brain, shoulder injuries and continuous bleeding from the ear I was told I would be taken by RACQ CQ Rescue to Mackay Base Hospital. That's when it really hit me - this was very serious. The helicopter crew went above and beyond to make sure I was safe, comfortable and calm on the flight. I'm normally not keen to be up anywhere higher than a horse's back, so the idea of going in the helicopter really rattled me. But the crew were kind and caring - how could I not smile for this photo? I can't thank the team at RACQ CQ Rescue enough for everything they did for me that horrible afternoon. One of the people who saw me shed tears when I was scared beyond words was the paramedic sitting by my side in the helicopter. He held my hand and comforted me with a smile. Never will I forget the feeling of being that scared and having people with such warm hearts smile down on you letting you know it's all going to be okay. My recovery in Brisbane included multiple specialist appointments and scans, but I'm finally on the mend and getting ready for my last year of study at Emerald Agricultural College. RACQ CQ Rescue is a beautiful team of people with the biggest and kindest hearts. Without their amazing care and reassurance, friendly smiles and positive attitudes, my experience could have been quite different."



RUBY OSBORNE, AGE 4

Ruby was a very sick little girl when she was airlifted from Moranbah to Mackay Base Hospital by RACQ CQ Rescue. Her mother, Emma Osborne recounts that terrifying day.

"When a doctor looks you in the eyes and tells you they need to urgently airlift your little princess to hospital more than two hours away you go into shock. It took me only seconds to comprehend just how sick our little girl was and it was one of the most frightening experiences of my life. Ruby was lying in bed unable to talk, had a temperature through the roof and was shaking and vomiting. She needed specialist attention and a big hospital now. Before I knew it we were heading to the airstrip to meet our heroes of the sky. RACQ CQ Rescue was landing as we pulled onto the airstrip and to say everything happened quickly is an understatement. I couldn't believe everyone knew what to do and were so fast and professional. Knowing everyone was there for my little girl was breathtaking and very overwhelming at the same time. Our flight seemed like just minutes and I only just had time to smile at our flying saviours and mouth the words 'thank you'. The flight was certainly the fastest part of little Ruby's illness over the next five days but knowing it was one of the most important makes my heart smile both for the people who helped us that very scary day and for those who continually help keep these saviours in the air. We can't thank you enough. Thank you to the RACQ CQ Rescue team and also to everyone who supports these amazing people and the job they do."



BERNARD KIRWAN, AGE 52

Bernard lay gasping on the grass for what seemed to him like a lifetime - his lung punctured, his sternum cracked and ribs broken after a fall from a horse in early July 2015.

The Mt Charlton farmer was in a very serious condition, his chest trauma compromising both his heart and respiratory system, Bernard knew then his decision to donate annually to RACQ CQ Rescue was ultimately life-changing. The Queensland Ambulance Service tasked RACQ CQ Rescue to airlift Bernard when he developed a potentially deadly tension pneumothorax. Once the chopper arrived, a RACQ CQ Rescue doctor and paramedic spent an hour stabilizing him on scene before he was airlifted to Mackay Base Hospital for further treatment. Bernard, who has donated to RACQ CQ Rescue for the last five years, is full of praise for the crew, and service that ultimately saved his life. "They all did a great job. Everyone should donate to the rescue chopper - it should be compulsory like the ambulance levy was," he said. "You just never know when you are going to need them."





In 2015, RACQ is proud to celebrate 110 years of service to Queenslanders.

For most of the past century, our statewide organisation has been synonymous with the provision of motoring assistance and advocacy.

As Queensland's largest club, our goal is to be there for our members, whether it's on the road with over 700 rescue vehicles, our 24/7 Queensland-based call centres, in our network of retail outlets, or up in the skies with RACQ sponsored rescue helicopters.

That close association with motoring is something that we shall proudly carry into RACQ's second century ensuring that, wherever you live or drive in Queensland, RACQ will be there to help guide and assist you.

However, the RACQ promise is essentially about providing peace of mind to our 1.2 million members.

Our 15-year association with RACQ CQ Rescue is a highly appropriate way of putting something back into the Queensland community in which our club has progressed and prospered over the past 110 years.

Like RACQ, your rescue helicopter provides peace of mind 24 hours a day, 365 days a year. The service RACQ CQ Rescue provides is often literally a matter of life or death.

Much of RACQ CQ Rescue's life-saving work involves response to road crashes – an all too familiar occurrence on our highways, where rapid helicopter response, expert medical care on the scene and swift retrieval to hospital can make all the differences to the trauma outcomes.

Though the State Government provides significant funding, the bottom line is that this vital rescue helicopter service would not be able to assist you in a time of crisis without the generous contributions of the community they serve coupled with a host of corporate sponsors and supporters.

RACQ has been a naming rights partner of this great service for the past 15 years and I know our members share our pride in such valuable community involvement.

RACQ CQ Rescue is a vital, life-saving service and their dedicated team need your help. Please join us in supporting them so they can continue to be your lifeline when you need it most.

DAVID CONTARINI

EXECUTIVE MANAGER COMMUNITY AND EDUCATION
RACQ



OUR CORPORATE PARTNERS

It's difficult to believe the RACQ CQ Rescue helicopter has been servicing this region for 20 years. When we hear of some missions which appear to be nothing short of a miracle that patients have survived, we often wonder where we would be without the lifesaving, dedicated work of the wonderful crew who attend to critically ill, injured or missing people day in and day out 24/7, 365 days of every year for the past 20 years.

Like most organisations, over time there has been wonderful highs and some devastating lows but one thing is for certain, we couldn't provide our services without the support of our sponsors and corporate partners.

At the time of our first flight, CQ Rescue had four major sponsors on board – BHP, CFMEU, Queensland Rail and Thiess. Today, we are extremely proud to say that BHP, CFMEU and Thiess are still supporting RACQ CQ Rescue and ultimately, the people in this region to this very day.

In our 20 years of operation, we have welcomed 28 major sponsors – some for a limited time and in recent times, we have seen a decline in these numbers with 16 still pledging their support for our organisation which provides vital aeromedical, as well as search and rescue services in the areas in which these organisations operate and their employees and families work and reside.

With the exception of a few, most of our major sponsors are in some way connected to the mining industry including our Platinum Partners BHP, CFMEU, G & S Engineering and Glencore. Our fifth Platinum Partner is Hamilton Island. All five Platinum Partners contribute \$100,000 per annum or more to RACQ CQ Rescue.



While we at CQ Rescue mark 20 years of saving lives, we are proud to have shared our name with RACQ for the past 15 years as our generous and very supportive naming-rights sponsor. RACQ not only provide financial support to our service but also lend assistance and their expertise in many other capacities including marketing, public relations and training. Our relationship continues to grow and we look forward to further developing our bond for many years to come.

In respect to our major sponsors, we thank those who are no longer with us but also to our current partners at this supporting level including: Anglo American, Arrow Energy, Isaac Regional Council, Mackay Regional Council, MM Electrical, Orica, Pacific National, Peabody Energy, Sedgman Limited and Thiess. Also appreciation to our in-kind sponsors: Channel 7, Corefleet and Tropical Exposure and last but certainly not least, we extend a huge thank you to our State Government, in particular to Queensland Health, with whom we work closely on a daily basis.

OUR 20 YEAR PARTNERS

BHP BILLITON



BHP Billiton, through the BHP Billiton Mitsubishi Alliance and BHP Billiton Mitsui Coal, has been a proud sponsor of the RACQ CQ Rescue Helicopter since its beginning in 1996. The CQ Rescue helicopter, which provides critical aeromedical services to central Queensland, has run hundreds of missions throughout the year and been responsible for saving numerous lives across the region. The personnel and staff working at the CQ Rescue helicopter exhibit the personal and professional drive and commitment which quite simply means the people of Central Queensland receive the best level of emergency aero-medical response regardless of the circumstances in which they find themselves.

All of us at BHP Billiton would like to extend our congratulations and thanks to the staff of the CQ Rescue Service on your 20th anniversary, for all that you have done for us and for the people of Central Queensland over these first 20 years. We look forward to continuing our support in the years to come.

CFMEU



The CFMEU Mining & Energy Division Queensland has always been a proud sponsor and supporter of the RACQ CQ Rescue. Our members and families living in regional Queensland know the importance of having a service which they can rely on in the event of an accident or illness occurring.

The CFMEU is committed to the CQ Rescue service like it has been to the workers and families of regional Queensland for the last 20 years. We want to wish CQ Rescue all the best into the future and encourage all who support the service to continue the support and those not on board to get on board. This is such an important service we all hope we never have to use but know it's there if required.

THIESS



Thiess has a rich and proud history in Queensland and the Bowen Basin spanning over 70 years. In 1996, Thiess partnered with CQ Rescue to welcome the vital services of the state's first rescue chopper. Today, we look back proudly at the invaluable service and contribution the CQ Rescue chopper has made to the lives of so many in our communities. We are grateful for the dedicated and tireless work of the CQ Rescue team and congratulate them on this significant 20-year service milestone. Thank you!

RESCUE 412 PROGRAM

Initially called the Rescue 100 Club, back in 2004 there were around 15 members who each paid \$1,000 per annum in support of RACQ CQ Rescue. Of those 15 members, five remain members today but as numbers increased and surpassed 100 members, the name of the Rescue 100 Club was changed to Rescue 412 Program.

Why this name? Rescue 412 is the call-sign for our primary rescue helicopter plus the type of helicopters we fly at RACQ CQ Rescue are Bell 412, so it made perfect sense that this should be the new name of the program.

With the economic downturn in our region, we too have seen a decline in numbers of the Rescue 412 Program. However, we are very proud to boast 120 members still generously contribute \$1,000 per year which goes a long way towards the retrieval of critically ill and injured patients.

As the \$1,000 is a donation to RACQ CQ Rescue, the contributions are tax deductible which appeals to many members. Participants are also invited to events throughout the year, generally held in the CQ Rescue hangar, where they have the opportunity to network their business with other supporters, view the rescue helicopter and meet the crew.

We hope to increase our number of Rescue 412 participants throughout the coming months – have you ever considered becoming a member?

WORKPLACE GIVING PROGRAMS

Rather than make one lump sum contribution each year, we have thousands of employees who choose to donate by having an amount deducted from their wages or salary each pay cycle.

While it might be easy to think \$2 or \$5 each week wouldn't make much difference, you could not be more wrong. If every person in our region donated as little as \$2 per week, 52 weeks per year, it would amount to more than we need to operate the rescue service for a year.

RACQ CQ Rescue is extremely grateful to each and every person who make contributions through regular payroll or direct debit donations but also we appreciate employers who offer this option to their employees.

Thanks also, to every employer who chooses to match employees' contributions.

BEQUESTS

Regardless of the number of bequest seminars we attend, we still find this an uncomfortable subject to broach with our donors.

To allow us to thank you and also help with our future financial planning, we have added some questions to this year's donation form, which you will receive as part of this year's Annual Appeal.

We're asking if you have already left a bequest in your Will to please let us know or if you are thinking of leaving a bequest and would like some information, we can provide that for you.

Quite simply, when you make a bequest in your Will, you make a difference to the lives of mums, dads and children who use the services of RACQ CQ Rescue.

Please take a few extra seconds to complete this section on your donation form.

For more information relating to bequests, workplace giving or corporate support, please email bequests@cqrescue.org.au or phone (07) 4998 5232.

Tear off the bottom section and return in the Reply Paid envelope provided.

HELP US SAVE LIVES!

MY DONATION METHOD

Cheque/Money Order (made payable to CQ Rescue)

Credit Card: VISA MASTERCARD

Card No.

Expiry / / Signature

I have made a direct deposit donation to your Bank of Queensland account (include your name as a reference and print the transaction for your records)
BSB 124 001 Account # 100007965

Have you made a bequest to RACQ CQ Rescue? Yes No

Do you intend to make a bequest to RACQ CQ Rescue? Yes No

[Please tick] Yes, I would like more information on leaving a bequest.

www.cqrescue.org.au
1300 SAVING LIVES
(1300 726 464)



OUR YEAR AT A GLANCE

2015 IN REVIEW



13%

ABDOMINAL
CONDITIONS

12.5%

CARDIAC CONDITIONS

12%

MOTOR VEHICLE
INJURIES

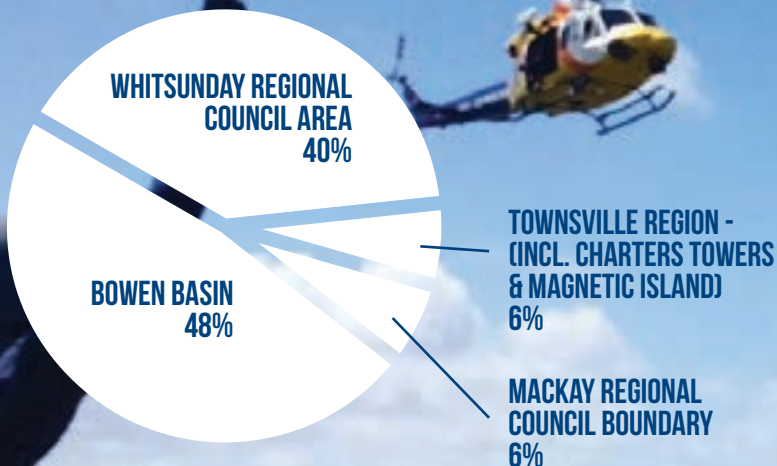
10%

MEDICAL CONDITIONS

6%

SEARCH AND RESCUES

DESTINATIONS:



TOP 3 VISITED LOCATIONS

COLLINSVILLE 54

MORANBAH 53

CLERMONT 46

TOP 3 RESIDENTIAL ADDRESSES OF PATIENTS

BOWEN/COLLINSVILLE 69

MACKAY 61

WHITSUNDAYS 43

SKIPPER SURVIVES VENOMOUS CONE SNAIL STING



“Without them I really don’t think I would have made it”.

Some people might consider Henry Moore unlucky. He jokes he’s been stung by a jellyfish, a stingray, bees and two white-tailed spiders, but nothing prepared him for the excruciating pain of being stabbed by a cone snail on a remote beach on Whitsunday Island.

As skipper of the charter boat Tongarra, 25-year-old Henry had moored the vessel in Tongue Bay, at Whitsunday Island, on June 9 last year. He took 24 guests ashore and guided them up to Hill Inlet Lookout to take in the spectacular views of world-famous Whitehaven Beach.

Alone and on his way back to the inflatable on the beach, Henry said he waded barefoot “no more than three steps” into ankle-deep water when he was harpooned by the cone snail barb between his fourth and fifth toe.

“It was incredibly painful and at first I thought I’d been nipped by a big mud crab, but by the time I got back to the Tongarra, I realised the pain was getting more and more intense and that it must have been something venomous,” Henry said.

“There were three possibilities – a stingray, a stonefish or cone snail. I’ve been stung by a stingray before and they have the same venom as a stone fish, so I knew then it must have been a cone snail.”

Cone snail venom can be extremely painful causing localised pain, swelling, vomiting, and in severe cases muscle paralysis, vision impairment, respiratory failure, and can be fatal. Henry’s sting is only the second cone snail sting ever recorded in the Whitsundays.

Henry described the pain as “excruciating” from the top of his head to his toes. “It was absolute agony, my whole body was in spasm and tensing up.”

As there was no mobile phone reception in Tongue Bay, staff on Tongarra had to contact nearby vessel Skybird which relayed a message to the mainland about Henry’s deteriorating condition. Mackay-based RACQ CQ Rescue received the urgent call out just before 11.30am with information at hand that Henry was experiencing respiratory failure.

“I was really panicking and in a huge amount of pain,” Henry said. “I remember laying on the back deck of the boat next to the helm listening to the VHF radio and hearing that the rescue chopper was coming. They were relaying instructions and telling us to treat it like a snake bite; to stay calm, immobilise the foot and put the leg down to stop the spread of the venom.

“It really was such a huge relief to know the chopper was on the way and that it could land on the beach,” he said.

Henry was transferred from the anchored vessel by inflatable boat to the RACQ CQ Rescue helicopter which landed on a narrow patch of sand at Tongue Bay.

Once aboard the chopper he was administered pain relief immediately and transferred to the Mackay Base Hospital for further treatment. He stayed overnight and his foot went black from both the venom and the bruising.

Despite his horrific ordeal and a subsequent serious and painful infection which required ongoing treatment, Henry still considers himself incredibly lucky. He admits his recovery has also included watching many David Attenborough and National Geographic documentaries about venomous marine life.

His story was evidence of the absolute necessity for vital life-saving, aeromedical services in the region, he said.

“I really can’t thank the CQ Rescue guys enough. I am so grateful to the chopper and that these guys came to get me as it was an absolutely terrible day, really windy and raining,” Henry said. “Without them, I really don’t think I would have made it if I had to travel back to Mackay by road.”

“It was a really, really unlucky thing to happen,” Henry said, “and of the 500 or so people who cross the same strip of shoreline every day, it really could have happened to anyone. I’m just glad it was me and not one of our tourists.”

“IT WAS ABSOLUTE AGONY, MY WHOLE BODY WAS IN SPASM AND TENSING UP.”



EVENTS HELPING US TAKE OFF

For the past 20 years, RACQ CQ Rescue has grown in both size and status to become one of this region's most trusted and well-respected not-for-profit organisations and subsequently, a leading beneficiary of community goodwill. This growth and high standard of service in challenging economic times is testament to both the commitment and pride the community has in this vital service.

As a rescue helicopter provider servicing remote and regional Central and Northern Queensland, we have a vital need for community support and funding - without sponsorship, corporate support, fundraisers and community donations, we literally couldn't get off the ground.

Each year both small and high-profile events are held in support of RACQ CQ Rescue with some fundraisers gaining significant momentum each year including the Thiess River 2 Reef Charity Ride, Sydney Street Medical Beach to Gardens Charity Fun Run, the Hornery Group 4U2 Family Concert at Moranbah and the RACQ CQ Rescue Model Search by Brooke-Lee Modelling.

A major event each year is the Hamilton Island Charity Golf day which is held on stunning Dent Island golf course and is well attended by RACQ CQ Rescue corporate supporters and generous sponsors. Another fundraiser reporting significant growth is the Sydney Street Medical Beach to Gardens Charity Fun Run. More than 400 walkers and runners rose early one Sunday in August to attend the event, which is held on the Bluewater Trail, and attracts a broad range of team and individual participants keen to help raise vital, life-saving funds and promote healthy lifestyles.

In August, the Mackay Aero Club held their annual Wings and Wheels event. One of the event drawcards was the RACQ CQ Rescue chopper which landed at the site and was open to the public. Gate takings totalling \$3342.30 were kindly donated to the rescue helicopter service. Other events which donated to the service in 2015 included the Clermont Show, the Clermont Bull Sale and the annual Bowen Charity Horse Ride.

Each year more than 2000 people gather at the Hornery Trading Complex in Moranbah in September for the annual 4U2 Family Concert. The line-up of bands in 2015 included The Screaming Jets, Dragon and 1927 and there were plenty of activities to keep the little people busy. It was a fantastic event which raised about \$30,000 for RACQ CQ Rescue. This brings the total amount raised for our rescue helicopter service in the last three years to more than \$70,000. The 2016 concert will be held on September 10 - it's going to be even bigger and better and promises a great day of family fun and entertainment. Don't miss it!

To register your interest in hosting a fundraiser please contact our office, 1300 Saving Lives (1300 728 464) or email events@cqrescue.org.au.

The Thiess River 2 Reef Charity Ride was held in October and saw more than 1500 cyclists hit the streets in the early hours to raise funds for local charities. Brave riders battled tough conditions including gale-force winds and pelting rain in 2015 to cross the finish line at Bluewater Quay. Congratulations to Corry Cycles and sponsors Thiess and Orica on another popular and well-organised event, the proceeds of which will assist our service greatly.

The 2015 RACQ CQ Rescue Model Search last year attracted 91 competitors and raised \$28,000 for the region's rescue helicopter. This was a huge increase from the 2014 event which raised \$12,000. Congratulations and sincere thanks must go to event organiser Brooke Thompson, of Brooke Lee Modelling, who each year raises funds for one of the region's most deserving charities as well as helping entrants win the chance to be discovered by an international modelling agency.

In October, Dundula State School, at Bakers Creek, was one of about 14 schools and several local businesses and regional councils who participated in this year's Rescue Chopper Week. This little school has a very big heart donating the proceeds of their free dress day to RACQ CQ Rescue. Congratulations also to Beaconsfield State School who were the lucky winners of a helicopter landing during the fundraising week. A huge thank you to all the volunteers who assisted with Rescue Chopper Week - we couldn't have done it without you!

The Rescue Helicopter Gala Dinner was held in October, with more than 250 people attending the evening in the helicopter hangar at Mackay Airport. In addition to NAB and Greg Murphy, many sponsors and supporters were quick to jump aboard and contribute hugely to the very successful and enjoyable night which raised more than \$30,000 for our service. We look forward to their support again when we celebrate 20 years of service to this community at the 2016 RACQ CQ Rescue Gala Ball at the Mackay Entertainment Centre on Friday, September 2.

Whether RACQ CQ Rescue is the recipient of a major event similar to those mentioned above or a small, personal fundraiser, we are extremely appreciative of all the work and effort involved in hosting events and we have the utmost respect and sincere appreciation for those organisers who choose to support their region's rescue helicopter service.

We are also aware that any event requires attendees to make it a success. To each person who has attended a function or event, made a donation or bought a raffle ticket to raise funds for RACQ CQ Rescue, we thank you for your generosity and ongoing support.



MISSION SNAPSHOT – JULY 2015

RACQ CQ RESCUE - THE BUSIEST SINGLE-BASE HELICOPTER RESCUE SERVICE IN QUEENSLAND.

- JULY 1** Depart 8pm for Dysart to transfer a woman with a severe respiratory illness. Return to base at 12.53 as patient was unable to be airlifted due to her deteriorating condition.
- JULY 2** Depart base at 4.30pm to airlift a man from a workplace near Moranbah with an abdominal condition to Mackay Base Hospital. Back to base at 7pm.
- JULY 3** Depart at 3.50pm to airlift an 85-year-old man from Proserpine to Mackay Base Hospital. Second task departing at 9pm to transfer a 62-year-old from Dysart with a chronic illness to Mackay Base Hospital. Arrive at base at midnight.
- JULY 4** Primary task to a property near Mt Charlton at 11am to airlift a 52-year-old with serious chest and abdominal injuries after falling from a horse to Mackay Base Hospital.
- JULY 6** Depart base 9am to transfer a 57-year-old New South Wales tourist from Dysart to Mackay Base Hospital with a heart condition. Return to base at noon. Second task for the day, departing at 2pm to airlift a 54-year-old tourist from Hayman Island injured while being towed by a ski boat.
- JULY 7** Fly to Moranbah at 8am to transfer a 51-year-old Moranbah man to Mackay Base Hospital.
- JULY 8** Helicopter crew tasked to a search and rescue mission, departing Mackay Airport at 4pm after Australian Maritime Safety Authority detects a distress beacon activation. Task is cancelled after 44 minute search over 20 nautical miles.
- JULY 9** Depart base at 9.50am to transfer a Clermont woman with a severe medical condition to Mackay Base Hospital. Second task at 2.50pm to a property near Glenden after a 22-year-old woman sustains multiple internal and spinal injuries in a horse fall. Third task for the day, to airlift two patients from Clermont Airport. The helicopter departs at 6.30pm to transfer a six-year-old with multiple injuries and fractures after a fall in a playground and a 17-year-old man with a fractured pelvis and internal injuries after quad bike accident while mustering cattle on a nearby property. Both patients airlifted to Mackay Base Hospital.
- JULY 10** Tasked to early morning motor vehicle accident near Proserpine. A 19-year-old woman with fractured pelvis and limbs, numerous lacerations and a severe eye injury is transferred to Townsville General Hospital. Second task to Proserpine to transfer a Cannonvale resident suffering seizures to Mackay Base Hospital. Helicopter departs at 1.17pm and is back at base at 4pm.
- JULY 11** Patient from Proserpine transferred to Mackay Base Hospital departing at 9am and returning to base at 11.30am.
- JULY 12** Departed base at 7.30am for Daydream Island to transfer a patient with a serious illness to Mackay Base Hospital. Returned to base at 10am. Second task at 11am for Clermont to transfer a 17-year-old patient back to Mackay Airport for transport to the hospital by the Queensland Ambulance Service. Third task to Collinsville to retrieve a patient with injuries from a motor vehicle accident and back to Mackay Base Hospital. Crew arrives back at base at 5.20pm. Fourth task to Clermont, departing at 7pm to airlift a 29-year-old man to hospital after he sustained serious injuries in a fall from a dirt bike in a moto X competition.
- JULY 14** A 34-year-old patient with a serious respiratory condition is transferred from Bowen hospital to Mackay Base Hospital. Back at base at 5.30pm. Second task at 6pm to transfer a woman with a medical condition from Notch Point to the Mackay Base Hospital. Helicopter returns to base at 9.15pm.
- JULY 15** Flight to Dysart to airlift a patient with chest pains to Mackay Base Hospital.
- JULY 16** Helicopter departs at 5pm to airlift a 56-year-old Bucasia man from Dysart to Mackay Base Hospital arriving at 8pm. Second task for the day, departing at 9pm to airlift a patient with post-operative bleeding from Bowen. Return to base at 11.30pm.
- JULY 17** Midnight task for rescue helicopter crew to site near Glenden where a man has sustained a crushed arm and laceration in an industrial accident. Helicopter returns to base at 4am. Second task at 8am is a beacon search around the Mackay area by the Australian Maritime Safety Authority (AMSA). Aerial search is discontinued and helicopter crewman uses a hand-held receiver in a car to narrow down the residential address where the signal is coming from.
- JULY 18** At 2pm the helicopter is tasked to transfer a patient from Clermont to Mackay Base Hospital. Second task at 6pm to fly 195 nautical miles to transfer a 10-year-old to Mackay Base Hospital who sustained a fractured jaw and head injuries after a fall. Return to base at 9pm. Third task for the day to airlift a very sick woman from Bowen at 11pm to Mackay Base Hospital. Arrive at base at 4am.
- JULY 19** Transfer a 46-year-old cardiac patient from Ooralea to Townsville at 3.20pm with a doctor and paramedic aboard. While in Townsville, RACQ CQ Rescue is tasked to transfer a patient from Magnetic Island to Townsville General Hospital who is experiencing breathing difficulties.
- JULY 21** Depart at 1.30pm to transfer an Airlie Beach mother and one-day-old baby with respiratory difficulties from Proserpine hospital to Mackay Base Hospital. Second task for the day to Hayman Island is cancelled.
- JULY 22** Second task to Proserpine in two days, departing at 12.35am to airlift a six-year-old with a respiratory condition. The rescue helicopter arrives at base at Mackay Airport at 1.25am with the child aboard who is taken to hospital by the Queensland Ambulance Service. Second task is a beacon search near Cape Gloucester by AMSA at 11am. Two hour search locates boat which accidentally activated
- JULY 23** Fly 198 nautical miles to transfer a 60-year-old Dysart man with an illness to Mackay Base Hospital.
- JULY 24** 8.30am transfer from Clermont to Mackay Base Hospital. Second task to a motor vehicle accident 20km south of Bowen. Task cancelled en route and helicopter redirected to Collinsville to transfer 46-year-old with possible snake bite to Mackay Base Hospital.
- JULY 26** During thick sea fog, Queensland Police tasks rescue helicopter to search for an overdue kayaker off Slade Point. Helicopter locates kayaker making his way to shore and in no need of assistance. Return to base at 10.20am.
- JULY 27** At 9.30am, the helicopter is tasked to airlift a Bowen man from Collinsville to Mackay Base Hospital with a severe foot injury. Later that night at 11pm, a 37-year-old woman with a snake bite is transferred to from Moranbah to the Mackay Airport by helicopter to be taken to hospital by ambulance.
- JULY 29** Hospital transfer from Collinsville at 4.30pm to Mackay Base Hospital.
- JULY 30** Two hour serial search for man missing in vicinity of Mackay Harbour as directed by Queensland Police Service. Arrive base 4pm.
- JULY 31** Transfer from Proserpine of 73-year-old woman with a severe medical condition at 5am.

WAYS TO HELP

DONATE TODAY!

Please support RACQ CQ Rescue by making a donation to our vital, lifesaving service. We have several convenient ways to support us and donations of \$2 or more are tax deductible.



BY MAIL

Post your donation (cheque or money order) to PO Box 1850, Mackay Q 4740



IN PERSON

Visit us at Mike Jones Street, Mackay Airport



ONLINE

Donate securely online at www.cqrescue.org.au



DIRECT DEBIT

Contact us for a copy of our Direct Debit Request form to set up easy, automatic and regular donations



BY PHONE

Call us on 1300 SAVING LIVES (1300 728 464)

MONEY BOX DONATIONS

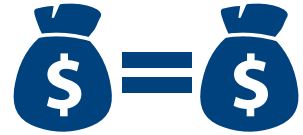
Drop your spare change in one of our many collection boxes around town!



If you are a business who would like to host an RACQ CQ Rescue collection box to assist in fundraising, please contact us on 07 4998 5232 or events@cqrescue.org.au

MATCHED GIVING BY YOUR EMPLOYER

Matched giving is a benefit offered by some employers, to encourage their workers to support charitable organisations.



Your donation to RACQ CQ Rescue could be eligible for matched giving so talk to your employer about matching staff contributions.

EVERYDAY HERO

Online fundraising through Everyday Hero is a fun and easy way to support RACQ CQ Rescue.

You can fundraise using Everyday Hero with many community events including the River 2 Reef Charity Ride and Beach to Gardens Charity Fun Run.



To get started type in "RACQ CQ Rescue" in the Charity Search function at www.everydayhero.com.au.

SPONSORSHIPS

There are several levels of sponsorship: Platinum Partner, Major Sponsor and Corporate Supporter.

The higher levels of sponsorship entitle organisations to have their logo on the helicopter, as well as ample opportunities for cross-promotion.



For more information on sponsoring RACQ CQ Rescue contact Leonie Hansen on 07 4998 5232 or sponsor@cqrescue.org.au.

WORKPLACE GIVING PROGRAM

Payroll contributions are a no-fuss method of making small, regular tax deductible donations through your pay to support RACQ CQ Rescue.



Simply ask your payroll officer about making donations through your pay or contact Leonie Hansen on 07 4998 5232 or sponsor@cqrescue.org.au for more information.

VOLUNTEERING AND EVENTS

We warmly welcome offers from organisations and individuals who would like to organise events on our behalf or fundraise for our service and are always looking for new volunteers to assist at the many events we take part in.



For more information about these opportunities to help RACQ CQ Rescue, please contact us on 07 4998 5232 or events@cqrescue.org.au.

RESCUE 412 PROGRAM

Rescue 412 participants donate \$1,000 each year to RACQ CQ Rescue.

This amount is tax deductible and contributors are invited to quarterly events, which allows them to meet and network with other RACQ CQ Rescue supporters.



For more information on the Rescue 412 Program please contact Leonie Hansen on 07 4998 5232 or sponsor@cqrescue.org.au.

BEQUESTS

By leaving a gift to RACQ CQ Rescue in your will, you can ensure your legacy will make a lasting impact and help save the lives of others in your community.



RACQ CQ Rescue can provide all the information you require to leave a bequest to us, simply contact Leonie Hansen on 07 4998 5232 or bequests@cqrescue.org.au.

RACQ CQ RESCUE FLIGHT CREW



Greg Webb
Chief Pilot/Base
Manager



Andy Muir
Pilot



Doug White
Pilot



Russell James
Air Crew Officer



Lee Jones-Fraser
Air Crew Officer



Shane Bargh
Air Crew Officer



Quinton Rethus
Air Crew Officer



Justin Craib
Rescue Crew Officer



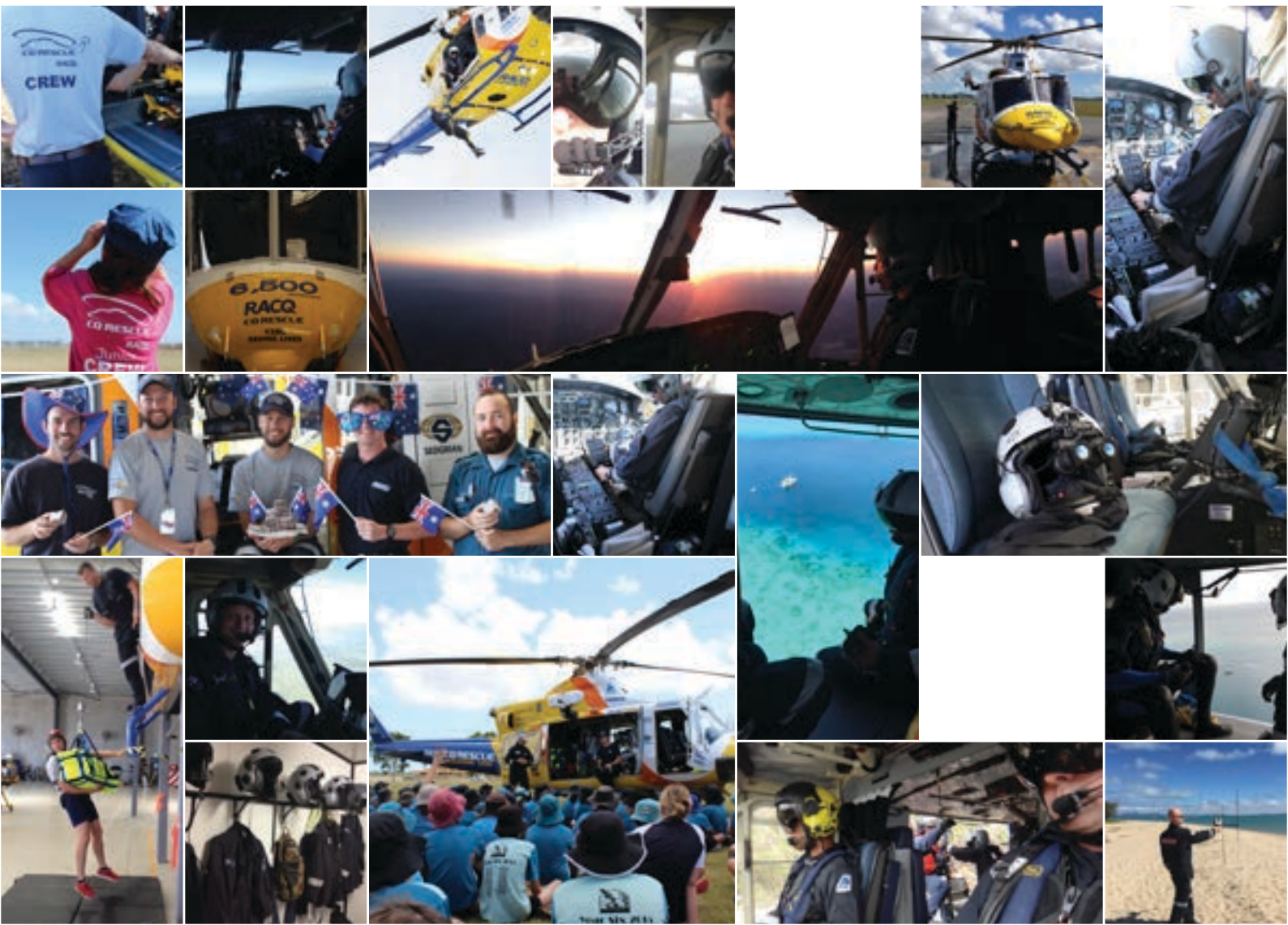
David Williams
Rescue Crew Officer



Nathan Bone
Base Chief Engineer



Tim Stokes
Base Engineer



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Mike Jones Street, Mackay Airport
PO Box 1850, Mackay Q 4740
P 1300 SAVING LIVES (1300 728 464)
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