



RACQ CQ RESCUE

2018 Community Report



Saving lives
24/7

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YOUR LIFELINE

when it's needed most

For 22 years, CQ Rescue has provided rapid response aeromedical care whenever, wherever there has been a call for help across this vast region. In 2018, RACQ CQ Rescue will clock up its 8000th mission, an impressive milestone for a community-funded organisation with very humble beginnings.

Our service and capacity to serve this community has grown exponentially in this time, from completing just 92 tasks in the first full year of operation in 1997, to 551 tasks in 2017.

Our statistics for 2017 show we actually completed 20 less tasks than the total number of missions completed in 2016 (573). Ironically, the tasks completed by our rescue helicopter in 2017 required our Bell 412 aircraft and crew to fly even longer and further than in previous years, representing an extra 17 flying hours and an increased cost to our service of \$127,500.

But we cannot put a price on people's lives and the incredible difference our service has made to the lives of residents, workers and visitors in this region.

2017 was an enormous and challenging year for RACQ CQ Rescue. Our diverse and talented team, including our administration staff, board members, crew, medical team, engineers and volunteers have worked incredibly hard to ensure we continue to deliver the most cost-effective, reliable, safe and clinically excellent patient rescue and transfer service this community demands and deserves.

In the face of an ever-increasing workload, it is an enormous responsibility to maintain such high standards of professionalism and to continue to provide the best aeromedical emergency service to residents, workers and visitors in the Mackay, Whitsunday and Bowen Basin communities. I'm pleased to say we've surpassed many expectations and potential challenges, so our region can proudly claim to be serviced by one, if not the State's busiest single-base rescue helicopters, boasting no less than 98% availability.

Our focus moving forward is on future-proofing our organisation with strategies developed to expand our current service capacity, deliver improved response times, improved training facilities and greater access to health care for those in dire medical need.

With the predicted growth in the mining, agricultural and tourism industries, all of which are reliant on timely aeromedical response due to their geographic isolation, combined with increasingly poor health scores across the region's population, the future dictates an even greater increase in the necessity for and reliance on our community-funded aeromedical service.

Success comes in many forms. RACQ CQ Rescue has benefitted from a government decision to ensure the rescue helicopter is now staffed 24 hours a day by a specialist retrieval medicine doctor. This will not only improve the quality of medical care we deliver but ultimately, and most importantly, improve our patient outcomes. We are presently awaiting the outcome of a Building Better Regions grant funding application which will assist with the planned expansion of our current hangar facility at Mackay Airport. If we are successful, it will enable our helicopter operations and fundraising and administration arms of the organisation to co-exist. These are exciting times and the tireless but very rewarding work of our board and employees continues.



Missions statistics, which alarmingly include an increase in the number of children who were airlifted last year, combined with our escalating costs serve to highlight the importance of this lifesaving service and the absolutely vital need for community support to keep our crew in the air and flying to the rescue.

“ The support of a grateful community during the 2018 Annual Appeal is absolutely fundamental to our ability to save lives. Without it, we literally couldn’t get off the ground. ”

Year after year, with every life we help save, RACQ CQ Rescue is proving its incredible worth to this region.

It’s your lifeline when you really do need it most.

Ian Rowan, CEO

MESSAGE FROM the chairman

As you read the 2018 RACQ CQ Rescue Community report and some of the remarkable stories shared by both our crew and patients, please take a moment to think about how life can quickly change in just a brief moment.

You never know when illness or injury will strike your family, friends and loves ones and most of our patients never envisage they would ever need our rescue helicopter service. When they do, they are incredibly grateful it is available and soon realise the enormous value of a world-class aeromedical rescue helicopter serving this region 24 hours a day, 365 days a year.

I urge you to take a moment to donate to our 2018 Annual Appeal as your ongoing support of RACQ CQ Rescue is absolutely critical to keeping us flying to the rescue. While our crew are considered by our patients to be their heroes, now, more than ever we need you to step up and be our heroes by supporting the rescue helicopter which you or your family may need one day.

On behalf of the entire CQ Rescue team, along with my fellow directors, I extend a personal ‘thank you’ to Babcock Mission Critical Services, Babcock’s Mackay base manager Owen Maitland and all our colleagues at Queensland Health, Queensland Ambulance Service, Queensland Police Service, Queensland Fire and Rescue Service, Whitsunday Water Police, Volunteer Marine Rescue, the State Emergency Service and the Australian Maritime Safety Authority.

I also extend my sincere appreciation to the CQ Rescue board and to all our staff members and volunteers who work tirelessly, giving their time and expertise. We thank the numerous organisations, groups and individuals who have supported the service in so many ways since our first flight in 1996, allowing us to be a lifeline to 8000 people and their families.

It’s an honour to help oversee the ongoing success of this life-saving rescue service which this region should be incredibly proud to call their own.

Chris Wright, Chairman



SNAPSHOT of 2017



551
Tasks



961.77
Flying
Hours



98%
Availability



Ages
0-95*

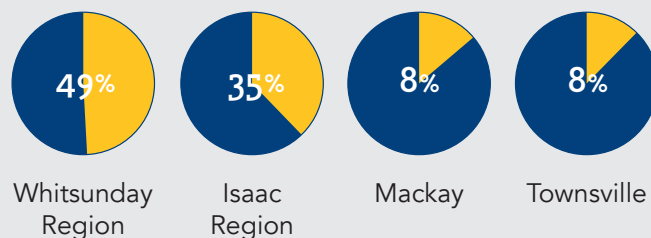
*patients ranged in age from 12 days old to 95 years

SOME OF THE REASONS reasons we flew:

32	Accidents	⚠️	65	Cardiac	❤️
153	Medical Condition*		7	Horse	🐎
12	Cranial	🧠	28	Search & rescue	
21	Envenomation <i>(snake, Irukandji)</i>	🐍	17	Obstetrics	
27	Work related injuries	🚰	18	Falls	
38	Motor Vehicle Accidents	🚗			
37	Respiratory	🫁			

*Including conditions such as appendicitis, stroke, post-operative complications, renal etc

WHERE we flew:



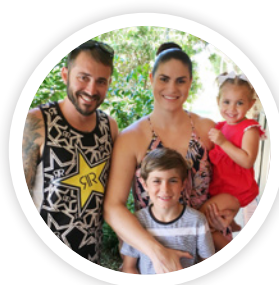
**MOST VISITED
destinations:**



LITTLE FIGHTER GETS A SECOND *chance at life*

Anita Camilleri knows how life can change in a split second.

The 31-year-old Mirani mum realises how precious life is after she and her two-year-old daughter Aylah were seriously injured in horrific head-on smash on the Mackay-Eungella Road on October 5 last year.



Anita had just dropped her son Seth off to school at Marian and was on her way to meet her mother-in-law at Walkerston before work when the accident occurred.

Anita remembers seeing "a car overtaking on a blind corner" near Pleystowe and immediately knew that a collision was imminent.

Her first thought was for her child restrained in the back seat of the dual cab Hilux – in fact, Anita turned around to look at Aylah right before impact and it was this motherly instinct which probably saved her face from horrific trauma when the car's windscreen smashed in on impact.

Anita now believes her tiny daughter blacked out after the accident but she vividly remembers her screaming when she regained consciousness. She realised very quickly both of them were seriously injured and she panicked when she couldn't move from the waist down. She describes hearing her little girl screaming and being unable to comfort her as "absolutely devastating".

Cane farmers and people from houses nearby rushed to their aid after the collision and it was then Anita was told that the driver of the other vehicle tragically didn't survive the accident.

Both mother and daughter were transported by ambulance to Mackay Base Hospital, Aylah in a critical condition with a very serious head injury and Anita with serious pelvic and abdominal injuries.

"I could hear her screaming and going in and out of consciousness in the cubicle next to me at the hospital," Anita said.

A paediatrician diagnosed Aylah with a serious bleed on the back of her brain and determined that she required urgent specialist care in Townsville. "I was meant to go with her to Townsville but my own condition deteriorated and I needed immediate surgery in Mackay," Anita said.

"I remember it all just happened so fast. We were told she needed to go to Townsville and in what seemed like an instant the CQ Rescue helicopter was there. There was definitely no waiting around," she said.

Little Aylah was sedated for the flight and accompanied to Townsville by her grandmother while her father Luke drove north to be by his critically ill daughter's bedside. RACQ CQ Rescue departed the Mackay Base Hospital at 1.45pm with a doctor and Critical Care Paramedic on board and arrived in Townsville just after 3pm.

Aylah was in an induced coma for 12 hours, spent two days in the intensive care unit and another week in hospital. Fortunately, the bleed in her brain subsided without surgical intervention.

Separated from her injured daughter and in a serious condition herself, it was three days after her surgery before CT scans showed Anita had also sustained a broken ankle and fractures in her neck and back.

Anita admits both the physical and emotional trauma of the accident combined with the ongoing rehabilitation months later has changed her and her family's outlook on life.

"Time is so precious, you can't let all the little things worry you because life can change in the blink of an eye," Anita said.

"We are just so incredibly grateful for all the help we received, from the emergency services getting us to the medical help we needed and to the community as a whole for their ongoing support," she said.

" It was such a terrifying time but we knew Aylah was in great hands and getting the best possible care on board the helicopter at that critical time on her way to Townsville."

"It's been truly overwhelming and we can't say 'thank you' enough," she said.

Aylah suffered nightmares for a short time after the accident and although Anita believes she remembers what happened, she's now back to being her bubbly and beautiful self.

Aylah has made an incredible recovery although she still visits the paediatrician every three months to check her progress. For Anita, the road to recovery is long and her rehabilitation is still ongoing.

But they are getting there "slowly and surely", she said. Together, and that's what matters most.

OUR *smallest patients...*

Total children under the age of 18 airlifted in 2017: 62

19 | 

Medical

19 | 

Respiratory

7 | 

Motor Vehicle

7 | 


Fractures

5 | 

Snake bite

4 | 

Diabetes

1 |  Post immersion (drowning)



CREW *profile*

MEET QUINTON RETHUS

ROLE: Mackay Base Senior Check and Training SAR Air Crewman

HOW LONG: Almost three years with RACQ CQ Rescue.

EXPERIENCE: I spent six years as a Blackhawk helicopter technician in the Army (2004-2009) and five years as an Army Aircrewman on Blackhawks and Chinooks with 18 months of that as an Aircrewman instructor (2009-2015).

POSITIVES: The ability to make such a positive impact on the lives of the community and those we rescue from situations where only a Helicopter could help them. It's a great feeling to help someone who is sick, injured or stranded and get them to a medical facility or back to their families.

CHALLENGES: Keeping a high level of readiness and professionalism during the night to provide the same lifesaving service that we can during the day. It's not easy doing shift work, but we pride ourselves on delivering the service 24 hours a day, seven days a week.

MOST MEMORABLE TASK: A multiple golf buggy crash in the Whitsundays resulting in several members of the same family being injured and requiring transport to Townsville. We transported a little girl while a Townsville chopper transported her mother. The father and grandfather also required medical attention at Proserpine. It was a horrible incident but resulted in a positive outcome due to the quick response of rotary wing emergency services.

MY TEAM: The team behind the RACQ CQ Rescue service is highly professional and highly trained from the administration staff to the engineers, flight crew, doctors and Critical Care Paramedics. It's great to work within this organisation and provide a service which has the ability to help the community throughout Central Queensland.



TELEAH'S COURAGE

inspires crew

Life changed dramatically in a matter of seconds for Teleah Szepanowski on May 27, 2017.

Twelve months later, the young Sarina woman is still recovering from the trauma and horrific injuries she suffered when she was hit and run over by a loaded train wagon at work.



The 23-year-old locomotive driver was working with a crew to repair damaged railway line after Cyclone Debbie and lay new ballast on a section of track at Mt Christian, about 70kms south of Mackay, when she was run over by a fully loaded ballast wagon.

"I was partially opening the doors of the ballast wagon for the other workers so it was easier for them to open. The wagon which ran over me is similar to a cane train wagon but full of ballast or the rock which is laid on the track," Teleah said.

"I went straight into shock and I was in excruciating pain. All I wanted was my face to be covered so I couldn't see my leg as I knew it was really, really bad and that I would have completely lost it if I had seen it," she said.

"The guys I was working with tried to pull me out from underneath the wagon, not knowing that the wheel of the wagon was actually on top of my thigh. They then pulled the wagon off my leg with the train and sat me up. They used a belt to tourniquet my upper thigh and as we waited for the ambulance they continued to talk to me and keep me awake."

Ambulance crews first on scene immediately administered Teleah strong pain relief and three needles to "knock me out as I kept regaining consciousness".

RACQ CQ Rescue landed on the Bruce Highway south of Koumala after flying direct to the scene of the accident on the railway line running parallel to the Bruce Highway just after 11.30am. The Bruce Highway was closed by police for about an hour to allow the chopper, with a Critical Care Paramedic (CCP) and doctor aboard, to land within 30 metres of the rail line and the accident scene. The helicopter crew at the time reported hearing Teleah screaming in agony.

She was moved from the railway line to the waiting helicopter by Queensland Fire and Rescue crews and the aircraft departed less than 45 minutes later, arriving at Mackay Base Hospital about 12.30pm. Teleah recalls waking up in the helicopter and having no idea where she was or what had actually happened to her.

Her injuries were horrific. Teleah had broken her femur, tibia and fibula, with the lower leg bones being compound fractures. She had cracked a bone in her ankle and heel and her foot had been degloved, meaning an extensive section of the skin had been completely torn off the underlying tissue. She damaged muscles and veins and was missing kilos of skin, tissue and fat.

Her first surgery was the same afternoon of the accident to insert rods in her femur and tibia and insert screws and plates.

"I had three surgeries at Mackay Base Hospital including emergency surgery for Acute Compartment Syndrome where an incision was made from my ankle to





“I feel that the RACQ CQ Rescue helicopter and crew do a fantastic job in this region and that they don’t receive enough recognition or praise”



CREW *profile*

MEET CASEY LEWIS

ROLE: Critical Care Paramedic. I form part of the medical team with the doctor to stabilise and treat patients and together with the rescue crewman perform ‘down the wire’ rescue tasks.

HOW LONG: Three years in total

EXPERIENCE: I have worked as a Critical Care Paramedic throughout Queensland and in Melbourne in addition to spending 18 months volunteering in Vanuatu developing their ambulance service and training local paramedics. I now work part-time with RACQ CQ Rescue and part-time teaching paramedics at the Queensland University of Technology.

POSITIVES: It sounds cliché but there is no standard day, every shift is different and it takes the huge range of skills and experience from the entire team working together to get the best possible outcome. We get to fly around some of the most beautiful reefs in the world and see amazing sunrises, all over country that very few other people ever get the chance to see. All the while continually being challenged and working with an amazing team. Absolutely the best office in the world.

CHALLENGES: Keeping on top of the training. There’s always changes in best medical practice plus we need to keep on top of rescue currencies, fitness and any changes in flight policies or procedures. It’s absolutely essential to be current and confident with every aspect as we want to make sure we give the absolute best care and keep ourselves and our patients safe.

MOST MEMORABLE TASK: My first ever operational winch sticks with me. I had done plenty of training winches and operational cases but the first live winch case was on to a cruise ship to retrieve an elderly lady who had become unwell. It was early in the morning, just on sunrise and near the edge of our operational range. There was plenty of adrenaline pumping as we went ‘down the wire’ but everything went perfectly. The patient was very thankful and full of praise for the team.

MY TEAM: It’s a team approach and it absolutely wouldn’t be possible without the entire flight crew, engineers, admin staff, the other emergency services we work with and the support of the public.

knee on either side of my leg to allow my muscles to continue to swell. If I didn’t have this surgery my muscles would have died,” she said.

On day six she was flown to the Royal Brisbane Hospital for another four surgeries and then was transferred to Brisbane Private Hospital for skin graft surgery. She underwent seven surgeries in just 17 days.

“I received four skin grafts, my left leg from my foot to groin was either stitched, stapled or skin grafted. I then went to another hospital for extensive rehabilitation. I’ve just recently had my ninth surgery and hopefully I should only have to endure one more to remove the metal work in my leg,” Teleah said.

After the accident, she was in hospital for three months and has had two more stays since then. A year on, she is still seeing doctors regularly and undergoing occupational therapy and physio weekly. She has been unable to return to work.

The accident has undoubtedly changed Teleah’s life but her optimism and courage in the face of such momentous challenges is truly astonishing. “I am still unable to do a lot of the normal everyday things that I used to do. I will have problems with my leg for pretty much the rest of my life,” she said.

“My outlook on life has changed dramatically and I am always reminding myself that it could have been a lot, lot worse and that I’m extremely lucky that I didn’t lose my leg and that the train was stopped when it did. Seconds later and I would of definitely died.”

She said she often sees the RACQ CQ Rescue helicopter and crew in the paper and on television doing their job and maintains if it wasn’t for them that, many people like herself wouldn’t survive their injuries and illnesses.

“If the helicopter wasn’t available for me that day, there would have been a greater chance that I would have lost my leg. I have since been told by the treating doctor in emergency that they were extremely worried that I was going to either lose my leg and/or have kidney failure,” she said.

“I never thought I would need the RACQ CQ Rescue helicopter but I am really so thankful and very, very grateful that they were available that day to help me.”

IT ALL HAPPENED IN THE TIME IT TAKES to click your fingers...

Darren Parkins still considers himself lucky even after one of the most tragic and horrific events of his life.

Darren was forced to hold on to the body of his father and cling to the nose of an overturned boat for close to two hours waiting to be found after their boat sank more than 40km offshore on October 26 last year.



Darren and his father William Parkins, 73, had set off from Mackay Harbour earlier that morning and spent the day fishing in their 4.5 metre open-style console boat near Penrith Island. They had caught their "quota of Trout and Red Throat Emperor" and after refuelling about 2pm, they set off for home.

About 5pm, the pair noticed the boat was taking on water. "We were doing about 18 knots and we noticed our speed was slowing down and outboard was struggling," Darren said.

Water was lapping at the top of the batteries about 30km offshore so they began bailing water from the boat using ice cream containers. William then moved to the front of the boat.

The boat slowly started to sink with the growing swell from the open ocean making things even more difficult. All it took was a shift in weight and a final wave to capsize the boat, causing it to flip and throwing both William and Darren into the water.

"It all happened incredibly fast. The winds were about 10-15 knots and the waves picked up," he said. "We surfed a wave down and the boat tipped on the side slightly and the transfer of weight including the big esky was enough to spit the two of us out on the right-hand side of the boat into the water."

"It all happened in the time it takes to click your fingers, we were in the water with all the handlines and the bait and the fish spilled out of the esky into the water and I was thinking 'we're going down, we're going down.'"

The nose of the boat was bobbing out of the water due to an air pocket and floatation under the nose. Darren swam over and grabbed the rail knowing he had to keep calm and keep his bearings.

"Dad was a couple metres away in the water and was really concerned about losing fish in the big blue esky. He didn't seem to be struggling," Darren recalls.

Darren knew the registered EPIRB was in the centre of the boat on the left-hand side of the console which was now underwater and that he had to retrieve it and activate it if they were to have a chance.

"I told Dad to swim back to the boat and as I held onto to the rail, I pushed under the boat half a dozen times trying to use my foot to free the EPIRB. It finally popped up but I was worried about it floating off with the current," Darren said.

Although their trip was not registered with Volunteer Marine Rescue, the EPIRB was registered with the Australian Maritime Safety Authority. After Darren retrieved and activated the EPIRB, he turned his attention back to his father – only to find him floating face down in the water. He had suffered a fatal heart attack.

"It felt like such a long time in the water, waiting for help," he said. "I just hung on to the rail of the nose - I was just bawling and trying to hold on to dad's body.





I knew I had to stay with the boat and hold onto him so I tied his body to my wrist. There was just nothing else I could do," he said.

As it grew dark, he finally saw the lights of the Mackay-based rescue helicopter as it flew directly towards him near Bailey Island, about 46km east of Mackay Harbour.

"I then could hear and see a light across the top of the coal ship. It was like the helicopter could pinpoint my exact location and was flying right towards me. I was just so relieved to see help finally coming," Darren said.

As the helicopter hovered overhead, rescue crewman Arno Schoonwinkel was winched down into the water about three metres away from Darren and the boat.

"I remember he tried to put a harness around me but I still had the ropes on my wrist. One of the hardest things I've ever had to do in my life was let him cut the rope which I had used to tie dad to my wrist," he said.

After two hours in the water, Darren was winched up into the helicopter and flown back to the RACQ CQ Rescue hangar at Mackay Airport suffering exhaustion, exposure, cuts and bruises and in severe pain. Volunteer Marine Rescue and water police headed to the scene of the sinking vessel to retrieve William's body.

Darren was taken to hospital by ambulance sedated and was in intensive care for the next four days. He now suffers with diabetes as a result of the physical trauma, but it's the emotional devastation which is harder to treat.

"Mum and dad were married for 47 years and he was a very experienced offshore boatie," Darren said.

"We try to take comfort in the fact Dad's death was quick and painless and that his last day was doing something he absolutely loved."

"EPIRBS save lives so don't be too scared to use it early when you run into trouble," Darren said.

"I'm just grateful we had one as I wouldn't be here today without CQ Rescue. If it wasn't for them our family would be mourning two lives instead of one."

CREW profile

MEET DOUG WHITE

ROLE: Pilot. I drive the bus!

HOW LONG: I have been with RACQ CQ Rescue just over four years. Prior to this I flew Chinook helicopters in the Australian Army.

POSITIVES: I love being responsible for getting people where they need to go safely. I love being able to come to work knowing that if I go flying, I will be helping someone who needs it. I really enjoy being able to have a chat to the people we pick up and hopefully make them smile, if not give them a laugh.

CHALLENGES: The most challenging part of the job are those early morning jobs when you have been flying all night and the weather is not the best.

MOST MEMORABLE TASK: My most memorable task would be winching two gentlemen from a trawler in very rough weather off Keswick Island back on May 14, 2015. It was certainly memorable because the winds were over 60kmh and there was a big swell!

MY TEAM: I greatly appreciate and respect the people I work with. I feel that it is a privilege to be able to fly this helicopter for the community and am blessed that many people in the community are thankful for what we do. It is a very lucky person who can go to work and do something they love; and who also gets appreciation for it.

Thank you very much to the people of Mackay who support us and make us feel so appreciated. I hope one day that if you need us, we are there - and just maybe we can even make you smile.



KEEPING *you moving*

As Queensland's largest club, RACQ's goal is to be there for our members wherever, whenever we are needed.

RACQ's core values include generosity of spirit, being of service, inspiring trust and dedication to excellence.

We exist for our members and judge everything we do by how well we serve their needs. Contributing to the wellbeing and welfare of Queenslanders, wherever they live in the state, is the cornerstone of RACQ community sponsorships and related programs.

RACQ is committed to looking after the communities in which our members live.

We live, work and contribute to the same community as our members. We hold ourselves to the very highest standards of corporate citizenship and work in collaboration with communities for the better.

RACQ provides naming rights sponsorship across the Queensland rescue helicopter network including the CQ Rescue helicopter based in Mackay. Our 17-year association with RACQ CQ Rescue is a highly appropriate way of contributing to the Queensland community where our club has progressed and prospered. Like RACQ, your region's rescue helicopter provides peace of mind 24 hours a day, 365 days a year. The service they provide is literally often the difference between life and death.

The Royal Automobile Club of Queensland Limited (RACQ) was formed in 1905 to advocate on behalf of the state's early motorists. For the past 113 years it has been the voice of members and their families, ensuring safer drivers in safer vehicles on safer roads.

Much of RACQ CQ Rescue's lifesaving work involves response to road crashes. What price can you put on a service where rapid helicopter response, expert medical care on the scene and swift retrieval to hospital can make all the difference to the trauma outcomes?

Overwhelmingly the majority of RACQ members obviously agree our support is vital, with 99.4% of those most recently surveyed supporting this major sponsorship.

To continue delivering emergency medical aid in remote regional centres, your rescue helicopter needs your help. Please donate to the 2018 Annual Appeal today. RACQ CQ Rescue is a vital, lifesaving service so please join us in supporting them so they can continue to be your lifeline when you need it most.



David Contarini
Head of Community and Education
RACQ





OUR CORPORATE partners

We are extremely grateful to all of our existing long-term Platinum Partners, Major Sponsors and In-kind Supporters for remaining loyal in their support for RACQ CQ Rescue. This ongoing support is testament to the pride and commitment this community has in our lifesaving service and is absolutely critical to ensuring we can keep 'flying to the rescue' of hundreds of people in this region every year.

We are now part-way through a number of multi-year contracts with our sponsors including our naming-rights sponsor RACQ. It's our aim to increase our corporate support throughout 2018 and work with our sponsors to improve awareness and support among their employees and regions in which they operate. In July this year, we will enter into year four of a ten-year agreement with Queensland Health and the second year of a seven-year contract with our helicopter provider, Babcock Mission Critical Services.

Without the support we receive in a number of ways from our sponsors and the corporate sector, as well as workplace giving, RACQ CQ Rescue's vital services simply wouldn't be available to those in need. We will continue to provide our sponsors with information, support and feedback throughout 2018 and we look forward to your continued partnership throughout the coming year.

We ended 2017 in a strong financial position with operational costs amounting to \$8.65 million. Sponsorship has grown to include Middlemount South as a major sponsor, and the very successful inaugural Whitsunday Mayor's Ball has elevated Whitsunday Regional Council to Platinum Partner status. We were incredibly proud to be able to add all our sponsors' logos to our dedicated back-up aircraft (VH-LSY) so it now matches our primary aircraft (VH-CQJ), both of which are based at the Mackay hangar.

There's been an increase in the number of fundraisers held on behalf of and organised by CQ Rescue, including the very successful 2017 Great Gatsby Gala Dinner, which raised more than \$70,000 and the Sydney Street Medical Beach to Gardens Charity Fun Run bringing in more than \$25,000. The Inaugural Whitsunday Mayor's Charity Ball raised an incredible \$76,000 for our rescue service and we were well supported again by the Hornerly 4U2 Concert at Moranbah in September which resulted in a \$26,000 donation, and the Rio Tinto River to Reef Charity Bike Ride which was another great success in 2017.

Our ability to provide this region with a world-class aeromedical service which touches and saves hundreds of lives each year is a direct result of the phenomenal support we receive from sponsors and the community. We extend our heart-felt thanks to every individual or organisations who have organised or attended fundraising events, donated, sponsored, contributed with weekly payroll deductions or volunteered their time and expertise.



CREW profile

MEET RUSSELL JAMES (NICKNAME JIMMY)

ROLE: Air Crewman. I assist the pilot in the front of the aircraft with navigation and communications with the ground and tasking agencies, Night Vision Flying (NVF), mission planning as well as moving to the back of the aircraft and operating the aircraft hoist to winch the Rescue Crewman and patients/survivors into the helicopter. I also assist the medical team when we are on location and at the hospital.

HOW LONG: Five years with RACQ CQ Rescue.

EXPERIENCE: I was a Loadmaster/Aircrewman in the Australian Army flying on Blackhawk and Chinook Helicopters for 11 years and then in the Air Force as a Loadmaster on the C-17 Globemaster Cargo plane for six years. During my time in the military I was deployed on operations in East Timor, Iraq and Afghanistan.

POSITIVES: I love flying in helicopters and conducting rescue work out at sea and over rugged terrain and seeing the look of relief from the people we have just helped out and taken to the hospital. It is a great feeling knowing you have helped someone and in some cases, saved their life.

CHALLENGES: When flying at night in bad weather.

MOST MEMORABLE TASK: Conducting a 200ft stretcher hoist from Finch Hatton Gorge.

MY TEAM: RACQ CQ Rescue is a fantastic service and I am extremely proud to be part of this team. This is the job that I wanted to do when I left school many years ago and I'm fortunate to be now doing it and loving it.

EVENTS HELPING *us take off*



2017 was an incredible year for fundraising and events for RACQ CQ Rescue, but such success would not have been possible without the dedication and tireless work of our fundraising and events team and the ongoing support of our volunteers, sponsors and supporters.

Without this vital support from the community we serve, we literally couldn't get off the ground.

In addition to the Annual Appeal which raised close to \$200,000, RACQ CQ Rescue held four major events in 2017 including the Sydney Street Medical Beach to Gardens Charity Fun Run, Great Gatsby Gala Dinner on September 1 (which raised an impressive \$70,000), the Kokoda Trek to Save Lives and Rescue Chopper Week. The combined fundraising figure of these first-party events amounted to more than \$120,000 and was a significant boost for our community-funded service.

Our fundraising goal in 2018 is to facilitate more first-party events, maintain the strength of our community relationships, increase support from third-party events, raise more funds and collaboratively work to attract more participants and attendees. We were delighted our ongoing third-party events again generated significant income including the RACQ CQ Rescue Model Search (\$20,000), the Whitsunday Mayor's Charity Ball (\$76,000), Rio Tinto River 2 Reef Charity Ride, Hornery 4U2 concert (\$26,000) and Christmas gift wrapping stall (\$14,400) by ESA Alpha Rho Mackay and Caneland Central.

Rescue Chopper Week from October 15 to 25 is a fantastic way to show support for the region's rescue helicopter. We encourage all schools, businesses and sporting organisations to register online and hold a fundraiser that week. It can be as simple as a free dress day, sausage sizzle or morning tea. One lucky school will win the rescue helicopter landing, simply by registering to help us raise funds and awareness about our lifesaving service. In October last year, West Mackay State Primary School was thrilled to welcome the helicopter on their oval and hear the crew speak about their lifesaving work and memorable tasks. The school also presented the proceeds of their crazy hair day to the very appreciative crew.

The reality is RACQ CQ Rescue relies heavily on sponsorships, donations and your support of various fundraising endeavours throughout the year to be able to keep flying to the rescue. Your small change dropped in moneyboxes at businesses across the region can help us make a very big difference to those in dire need.

The efforts of our fundraising and events team and third-party events combined with new fundraising ventures are all vital initiatives which are keeping the helicopter available 24 hours a day, seven days a week. Whether RACQ CQ Rescue is the recipient of a major event or a small personal fundraiser, we are extremely appreciative of all the work and effort involved in hosting events and have the utmost respect and sincere appreciation for those organisers who choose to support their region's rescue helicopter.

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.

We're proud to be a lifeline when you need it most.

2018 events



July 28

Whitsunday Mayor's Charity Ball

July 29

Sydney Street Medical Beach to Gardens Charity Fun Run

August 17

RACQ CQ Rescue Las Vegas Casino Gala Dinner

August 25

2018 RACQ CQ Rescue Model Search Competition

September 8

Hornery 4U2 Concert

September 29

River 2 Reef Charity Ride

October 15 to 21

Rescue Chopper Week





PATIENT *testimonial*

“As a retired international airline pilot with some 23,000 flight hours and 5000 hours in simulator training, I had always made myself one sincere and heartfelt promise – never would I set foot in a helicopter. I had many opportunities over the years, but vowed I would have to be drugged and strapped down by big strong men to ever get on board. And that’s exactly what happened.”

Brisbane man Ian Fischer was four days into a cruise on Voyager of the Seas and headed back to Sydney when he suddenly took seriously ill with suspected food poisoning on November 18 last year.

His wife Robyn found him unconscious and medical staff on board the ship had to intubate him as the ship moored off Airlie Beach, in the Whitsundays about 4pm. “I started feeling really unwell so I laid down and poof, I was gone, totally unconscious, for the next eight hours,” Ian said.

Ian was brought ashore by boat and was met in Airlie Beach by “two wonderful ambulances and four paramedics who literally saved me”.

RACQ CQ Rescue was tasked to pick up a 74-year-old male patient who had been found unresponsive aboard the cruise ship, but en route the destination for collection was changed to the Airlie Beach PCYC oval. The helicopter landed on the oval about 6.30pm with a doctor, Critical Care Paramedic (CCP) and rescue crewman on board.

The Mackay-based helicopter departed the oval less than 30 minutes later with Ian safely on board and he was then transported to Mackay Base Hospital to undergo monitoring and scans. He spent four days in hospital and another two in Redlands Private Hospital in Brisbane. He never got to finish the cruise.

Ian describes the paramedics, helicopter crew and Mackay Base Hospital staff as “truly wonderful” and after a very long recuperation, is now fully recovered. He believes the Mackay rescue helicopter service is “absolutely brilliant and totally essential”.

“It was such a relief to be in capable and professional hands. My wife simply couldn’t have coped by herself without their help and follow up advice. We are forever indebted.”

Ian has also changed his attitude about flying in helicopters.

“You are legendary folks. Never stop doing what you are doing even though you may occasionally feel unappreciated, trust me you’re not. Those of us in the industry know just what it takes to achieve what others take for granted.”

Ian Fischer, Cleveland

CREW *profile*

MEET BEN MCCAULEY

ROLE: Rescue Crew Officer (RCO). I perform down the wire rescue operations and maintain the safety of crew, passengers and the aircraft.

HOW LONG: This is my first year with RACQ CQ Rescue.

EXPERIENCE: I was volunteering as an Rescue Crew Officer with Westpac Rescue Helicopter Service for nearly five years and running my own small business.

POSITIVES: I love that in this job we can be there to help when all hope and faith is lost.

CHALLENGES: When flying at night in bad weather.

MOST MEMORABLE TASK: Finding a Clairview couple who spent a night stranded on remote Avoid Island after their boat was swamped during a freak storm in February. I had to walk them through the mosquito-infested island and swamp water back to the helicopter after we landed to assist them. Just seeing the relief on their faces and how thankful they were was enough to make it very memorable.

MY TEAM: RACQ CQ Rescue is a strong community-based service but without the generous donations we receive from everyday members of the public, we wouldn’t be able to do our jobs. Without your support, we can’t be there when you need us most. Thank you.

13 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.



01

BY MAIL

Post your cheque/
money order to:
PO Box 1850,
Mackay, Qld 4740



02

ONLINE

Donate securely online
at www.cqrescue.org.au



03

BY PHONE

Call us on
1300 SAVINGLIVES
(1300 728 464)



04

IN PERSON

Visit us at
4 Heidi Street, Paget



05

DIRECT DEBIT

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

06 *money box* DONATIONS

Drop your spare change in one of our money collection boxes around town.

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



07 *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.



08 *become* A SPONSOR

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

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



09 *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 Rio Tinto River 2 Reef Charity Ride and Sydney St Medical Beach to Gardens Charity Fun Run.

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



10 *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 email sponsor@cqrescue.org.au for more information.



12 *volunteering* AND EVENTS

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

For more information about these opportunities, please contact us on 07 4998 5232 or email events@cqrescue.org.au.



12 *rescue 412* PROGRAM

Rescue 412 participants donate \$1000 each year to RACQ CQ Rescue. The amount is tax deductible and contributors are invited to quarterly events which allow them to meet and network with other supporting organisations.

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



13 *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.

Contact Leonie Hansen on 07 4998 5232 or email bequests@cqrescue.org.au for further information.



THERE IS NO GREATER HONOUR *than to serve*



A big thank you to the people involved otherwise I probably wouldn't be here today. Thank you. - PB, Bowen

Thank you, thank you, thank you! Every time I see you fly over, I throw you kisses. - JB, Mackay

My wife would like to thank all the crew for their prompt and professional conduct. They were of great assistance and comfort in our time of extreme and high stress. Thank you.

- BD, Mt Waveley, Victoria

I would like to say thank you very much for all of your assistance with my heart attack in getting me to the Mackay Base Hospital. RACQ CQ Rescue is a very professional unit who leave base on a moment's notice to assist people in need. You are the true heroes. - SA, Townsville

These amazing people showed an awesome amount of kindness of empathy and calmed us all down. We can't thank you enough. This service is now receiving regular financial donations from our family. - CP, Clermont

I will be donating to this, it has been a great service to me in my time of need. - GM, Dysart

I would like to thank the crew who rescued me. They were absolutely wonderful, caring and capable. Thanks to CQ Rescue for an amazing job. I sincerely appreciate your service.

- BG, New South Wales.

The care and professionalism was wonderful. They really are 'air angels'. Many thanks.

- PK, Collinsville

These men were amazing with such a serious illness I have. They made me so relaxed and looked after me. 100% brilliant. - KA, Proserpine



CREW *profile*

MEET IAN BUCK-BARRETT

ROLE: I am a Critical Care Flight Paramedic, employed by Queensland Ambulance Service and seconded to RACQ CQ Rescue. I provide medical care to patients on inter-hospital transfers, road traffic accidents, search and rescue cases or maritime medical emergencies. When needed, I winch from the aircraft to provide this care and recover the patient back to the aircraft.

HOW LONG: I started with RACQ CQ Rescue in 2011.

EXPERIENCE: My paramedic career started in 1989 in the British Army. I also spent a number of years in an education role in the National Health Service in the UK. I moved to Australia in 2007 to work for Queensland Ambulance Service initially in Brisbane.

POSITIVES: When the task phone rings you never know what you are about to get - winching onto a ship, retrieving a patient from a rural hospital, searching for a missing vessel or responding to a road traffic accident.

CHALLENGES: Remembering that caring for people on the helicopter is routine for me but not for the patient. Patients are often at their most vulnerable and the challenge is to make them feel safe.

MOST MEMORABLE TASK: There have been many. I remember a case of a single-vehicle roll over in 2012 west of Clermont with three seriously injured family members. It was one of my first multi-trauma cases on the helicopter in Mackay. It was night time with only the rescue crewman to assist me in the back and three seriously injured patients. With the help of the Queensland Ambulance Service ground crews, Queensland Fire and Rescue Service and Queensland Police service we managed to get all three patients to the major trauma centre in Townsville with a positive outcome. It was memorable in that all the key stakeholders played their part for a common goal and positive outcome.

MY TEAM: RACQ CQ Rescue is a team with all members playing their part for the best outcome for the community.



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