



RACQ CQ RESCUE

2019 Community Report



Saving lives
24/7

WWW.CQRESCUE.ORG.AU



CEO report

2018 was a record-breaking year for RACQ CQ Rescue. Clocking up 636 missions in 12 months and breaking all previous records in relation to tasking numbers absolutely proves just how vital the role of the service is within our region.

As some of the testimonials state, many people would not be alive today without the services of the rescue helicopter and its professional crew.



The last 12 months have been incredibly rewarding but also challenging for our team who continue to work collaboratively to ensure this region is served by the most cost-effective, reliable, safe and clinically excellent patient rescue and transfer service it both 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 of, if not the State's busiest single-base rescue helicopter, boasting no less than 98% availability.

2019 will be a period of fundamental change for the Mackay-based rescue service as we continue to evolve and advance the delivery of life-saving aeromedical and emergency helicopter rescue services to the people of this region. Inevitably, this will involve a period of transition and operational change within our organisation and how we will operate into the future. Not only is there an ever-increasing workload to be tackled by our dedicated and hard-working team on board the rescue helicopter, but there's also a multitude of expansion plans for our hangar and potentially, our fleet, thus ensuring an exciting and rewarding year ahead for our community-funded operation.

Our \$3.2 million expansion project at the Mike Jones Street hangar is now underway after being successful in our grant application to the Building Better Regions Fund last year. This exciting and ambitious project will help cater for additional crew facilities, additional storage and the expansion of the administration and fundraising space to be under one roof with our helicopter operations and contractor. Investigations will also continue into upgrading our existing helicopter fleet. Much time and research has been spent investigating the most suitable aircraft for our region and workload with an announcement expected some time this year.

Another focus this year has been 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 a timely aeromedical response due to their geographic isolation, the future dictates an even greater increase in the necessity for and reliance on our community-funded aeromedical service.

Our ability to serve and save lives is a direct result of the phenomenal support we receive from our sponsors and the community. We extend our heartfelt thanks to every individual or organisation who has organized or attended fundraising events, donated, sponsored, contributed with weekly payroll deduction or volunteered their time and expertise.

2019 is shaping up as another huge year for our community-funded rescue service and my sincere thanks goes to the board, staff and volunteers for their tireless work, but it's the ongoing support, pride and commitment of a grateful community that is absolutely critical to keeping our helicopter and crew up in the air and saving hundreds of lives.

Your lifeline when you need it most.
Ian Rowan, CEO

from the CHAIRMAN

How do you say thank you to the people who have helped save your life or that of a loved one?

We often hear this from patients and their families who, in a time of dire need, have realised the enormous value and growing need for a world-class aeromedical rescue helicopter in this region, available to anyone, anywhere and at anytime.

Life can change in a moment. You just never know when illness or injury will strike your family, friends or loved ones. Most of our patients never envisage they would ever need a rescue helicopter service, but when they do, they are incredibly grateful it is available 24/7, 365 days a year.

With our operational expenses expected to rise to \$9.4 million in 2019, now more than ever, your support for our service is absolutely

critical to keep our crew flying to the rescue. Without your help, we literally couldn't get off the ground.

I urge you to take a moment to donate to one of the most well-respected charitable organizations in this region; To donate to a service that may one day be the difference between life and death for you and your family; To a community-funded organisation which saves hundreds of lives in our region every year for the last 23 years.

On behalf of the entire CQ Rescue team, along with my fellow directors, I extend a personal 'Thank you' to our 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 also extend my sincere appreciation to the CQ Rescue board and to all our staff members and volunteers who give 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 more than 8500 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

VITAL to mine workers

Working in the mining sector obviously comes with risks. Workplace health and safety has improved immensely but the risk is still considered high compared to other jobs.

This proved true for 24-year-old Cori Lee-Brown, who was driving a dump truck on a mine site near Collinsville on May 27 last year when she was injured in a freak accident.

The impact of a 100-tonne boulder being dropped by an excavator into the tray of her dump truck from a six-metre over-height bench caused her truck to be fiercely jolted backwards, its two front wheels lifting off the ground.

Cori remembers the incident happening in slow motion but her head and neck being whipped backwards and forwards in a violent motion was very real. The back pain and head trauma was instantaneous.

After initial treatment by a paramedic on the mine site and transfer to Collinsville hospital, the medical team deemed it necessary for Cori's injuries to be investigated further due to the high possibility she may have suffered spinal fractures in the accident.

She was airlifted to Mackay by RACQ CQ Rescue to undergo scans

Patient Story

**Cori Lee-Brown // 24 years old
Workplace accident**



to determine the extent of her injuries. The blue and yellow rescue helicopter, with a doctor and Critical Care Paramedic on board, departed base at 1.30pm and had Cori delivered safely to the Mackay Base Hospital for x-rays and further testing by 3.30pm.

"It was a very stressful ordeal to be injured at work like that and I was quite scared but the CQ Rescue helicopter crew's care was reassuring," Cori said.

"I remember being secured in a neck brace on the stretcher and just looking up at the chopper roof – it was very noisy but it wasn't long before the pain medication took hold," she said.

Fortunately, Cori was cleared of any spinal fractures but was diagnosed with whiplash and soft tissue damage in her neck and back. She still suffers some mild discomfort 10 months after the accident.

Cori realises how important the Mackay-based aeromedical service is to both workers and residents who may be suffering injury or illness in the Bowen Basin region.

"It's reassuring to know there's a rescue helicopter available to our community, especially for the people who work within the mining sector if they ever need it. I certainly think it's an incredibly valuable resource for us and should be supported."

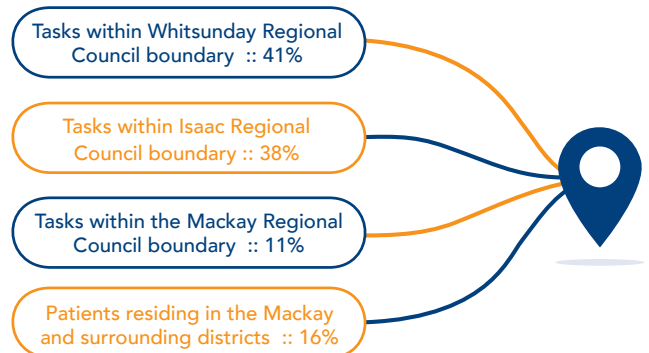
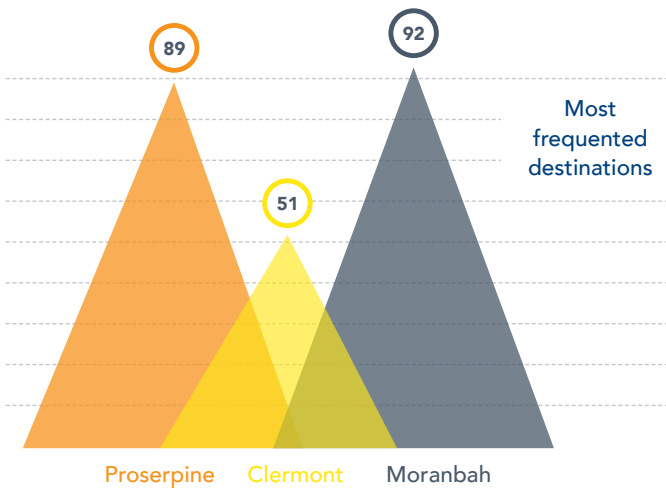
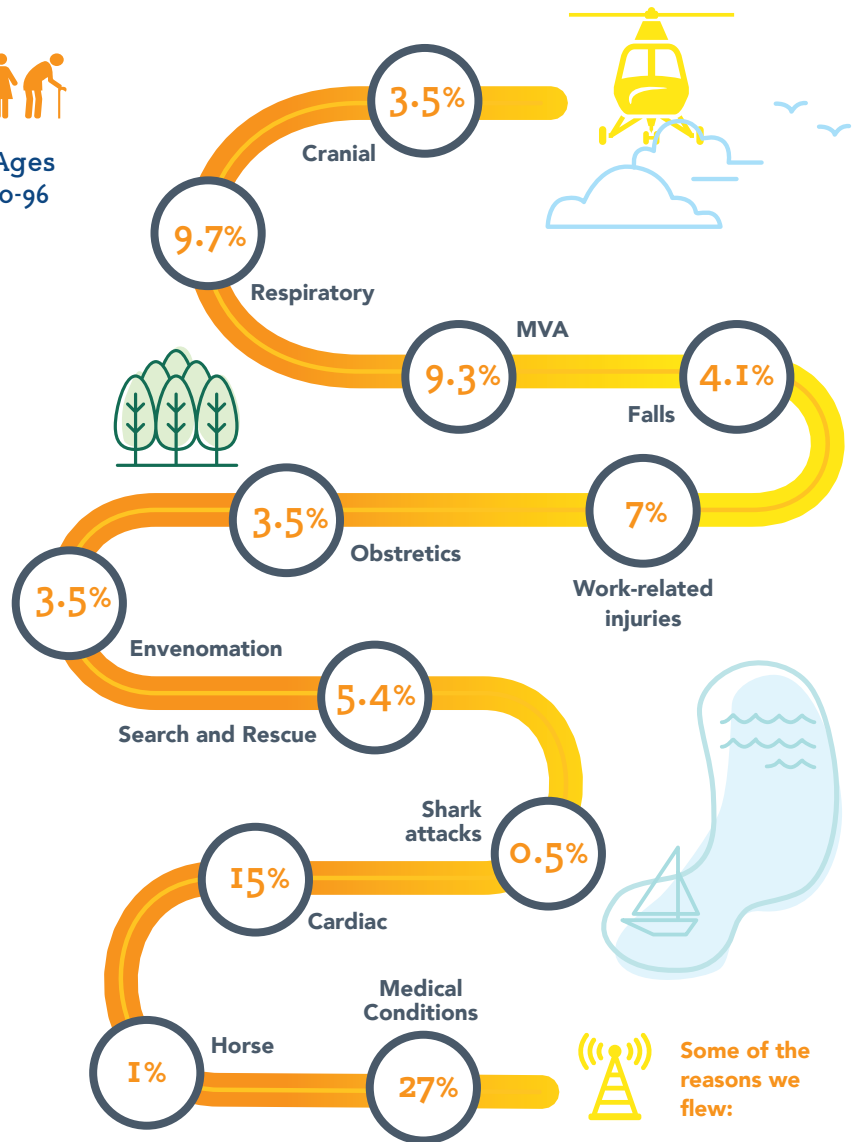
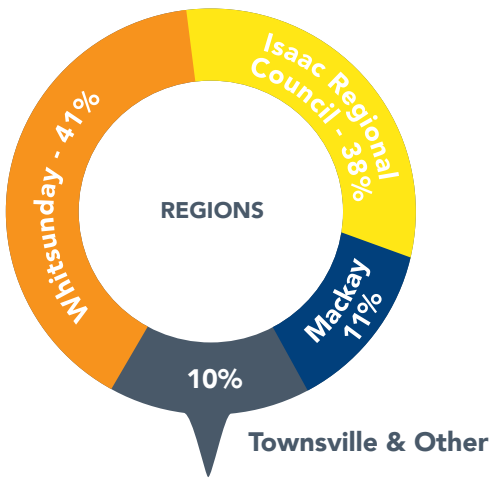
SNAPSHOT of 2018


636
Tasks


1172.63
Flying Hours


98%
Availability


Ages
0-96





REWARDS OF JOB

inspire crewman

2018 was a tough, even harrowing year for Rescue Crew Officer Ben McCauley.

He witnessed some of the most confronting scenes faced by emergency services and first responders, but takes comfort knowing he has also delivered hope and help to those in desperate medical need across Central and North Queensland.

As a crewman on board the RACQ CQ Rescue helicopter, Ben last year attended three shark attacks in the Whitsundays, assisted with evacuation efforts at Eungella, west of Mackay, during recent bushfires which ravaged the state, winched unwell tourists from cruise ships, rescued fishermen stranded on islands in bad weather, retrieved sick sailors from bulk carriers and transferred patients with life-threatening illness and injuries to urgent medical care.

In December, he was named by The Courier Mail as one of the Most Inspirational People in Queensland in 2018.

Ben was winched down from the rescue helicopter and into the water at Cid Harbour in the Whitsundays in September last year immediately after a 46-year-old Tasmanian tourist was horrifically mauled by a shark.

"I wasn't worried about sharks in the water – I was just focused on the job and her best chance of survival was getting out of that dinghy and up into the helicopter and on her way to hospital," he said.

Only 24 hours later, the CQ Rescue crew returned to Cid Harbour and an "absolutely horrific" scene, where a 12-year-old Victorian girl was mauled by a shark. Both victims were airlifted to Mackay Base Hospital by RACQ CQ Rescue which Ben has no doubt saved their lives.

Unfortunately, less than two months later, a third man was fatally injured in another shark attack Ben described at the time as "the worst one yet".

"It was definitely more traumatic – it really hits home a lot more when you can't go home to your family and say that you've saved another life," he said.

"It's something that still sits there in the back of your mind. If you came in to work the next day and pretended like it didn't affect you, you're just lying to yourself. One hundred per cent it affected me."

Ben enjoys the sense of purpose the role of Rescue Crew Officer gives him and having the opportunity to help people on what is sometimes the worst day of their life.

"Sometimes it's emergency care at the scene of an accident or transferring a patient from a remote hospital to a regional centre. Other times it can be winching a stranded boatie off a reef or a sick tourist from a huge cruise ship – every day is unique and interesting and you never know what the next job ahead will be," he said.

"A positive result at the end of the mission is really the greatest reward." Ben enjoys the camaraderie and working with a team who, like him, are committed to helping people and communities in this region.

"That's the whole reason we chose this profession. It's always rewarding, coming home knowing you have made the difference, you have saved a life," Mr McCauley said.

"If someone needs the rescue helicopter you know they are in a bad way,"

"It's a high-pressure environment but it's very rewarding to know that on someone's worst possible day you've helped make a difference and improved their outcome."



SURVIVOR: Justine Barwick and her husband Craig

FOREVER GRATEFUL *to rescue crew*

Patient Story

Justine Barwick // 46 years old // Shark attack

Justine Barwick had enjoyed a beautiful day at stunning Whitehaven Beach in the Whitsundays and was taking a refreshing swim in the cool waters of Cid Harbour when her life changed forever.

Only minutes later she lay helplessly bleeding on a boat, a huge chunk bitten from her right thigh by a shark, facing the possibility that she was going to die.

The 46-year-old Tasmanian was holidaying in the Whitsundays with her husband of 26 years, Craig, friend Lynne Moran and another couple. It was their sixth year escaping a Tasmanian winter to relax and enjoy the Whitsundays with family and friends.

"The weather the following day was not meant to be so great, so we decided to sail to Cid Harbour to wait it out," Justine said.

"Cid Harbour is a great all-weather anchorage and we had a day or so of chilling out planned while we waited for the weather to improve. Lynne and I decided to go for a swim about an hour before sunset to freshen up. Lynne was already in and I dived into the water a few metres from where she was."

From the deep, horror struck.

"I knew immediately what it was," Justine said.

"I struggle to describe the force of it. It was like being slammed into, but even this doesn't describe it accurately. Apparently I yelled 'Get it off me', but I do remember pushing the shark away. I remember seeing my hands pushing it away – seeing my hands on the shark's skin and splashes of water.

"I then remember swimming as fast as I could back to the boat."

Incredibly, despite her horrific injury and profuse bleeding, Justine managed to get herself back on board the boat.

"I was confused as to why my right leg wouldn't work as I came up the ladder" Justine said.

Both Craig and Lynne realized immediately that Justine was in very serious trouble. Her husband grabbed a towel and put it straight on the bite wound to start applying pressure. He raised her leg and put another towel over the top while Lynne went to work bandaging.

The pair took turns making sure that Justine was still conscious, but it was at that moment Craig realised it was possible he might lose his wife.

"I remember them working quickly but not panicking and communicating really clearly with each other. I remember thinking that remaining calm was the only thing that I could do to help. I have done yoga and pilates for many years, so decided to watch my breath and use that to help me to stay calm" Justine said.

When an emergency call for help was put out across the marine radio channel, a doctor and former rescue helicopter crewman John Hadok responded. He was on a nearby vessel and quickly made his way to assist Justine.

"I remember that when he came on board he spoke to Craig and Lynne first and then spoke to me. I remember being strangely comforted by his honest assessment of how serious my injury was after I had asked him if I was going to die," Justine said.

"He also told me that Craig and Lynne had done excellent first aid and that it was time to make a plan to get me off the boat. I don't



winded up, other than just knowing that I knew that I had to put all my faith and confidence in Ben and just do what he told me to.

"I do remember arriving in the helicopter. It's one of the most surreal moments of my life – so many people working to help me, all in helicopter gear. This is when I first remember pain. I asked the crew to take the pain away. I must have been squirming because I remember one of them telling me to lay still because they were trying help with the pain."

The rescue helicopter, with Justine on board in a very serious condition, then flew direct to Proserpine Airport to refuel. The helicopter was met by paramedics who delivered blood and further pain relief.

"Given how serious Justine's injuries were and how far from shore and from medical help they were, without the rescue helicopter I don't think she would have made it back to the mainland alive. She really was incredibly lucky." Ben said

Justine arrived at Mackay Base Hospital just after 8pm where she underwent emergency surgery. She was sent to Brisbane the next day for an 18-hour vascular surgery to reconstruct her leg. On September 24 she was finally able to speak to her husband Craig for the first time since the attack.

"In typical Justine fashion her first words to me were 'sorry I have caused so much trouble' and she was asking after the welfare of family and friends," Craig said.

Justine remained in hospital until October 5 and was then transferred to Tasmania where she spent three weeks as an inpatient at an acute rehab unit. She was discharged at the end of October but still attends rehab as an outpatient. She is hopeful she won't need any further surgery although her rehabilitation is ongoing.

Justine describes her journey as "surreal" but she surprisingly feels incredibly "grateful".

"I think that I will recover emotionally, and I truly think that I am doing as well as anyone could do after something like this," she said. "I have achieved things I never thought I would be able to or have to. I surprise myself sometimes, but it's a journey that I would not wish on anyone."

Her passion for the Whitsundays remains strong despite her ordeal.

"It's a beautiful part of the world and I really hope that I do get to go back. I miss it already but know that I'm not ready to go back just yet."

Justine is adamant that the Mackay-based rescue helicopter made an enormous difference that fateful day.

"The RACQ CQ Rescue helicopter is the reason that I'm here today," she said. "We were very well prepared sailors, but I really don't think that any preparation is sufficient to deal with the situation we found ourselves in without specialist intervention," she said

"I am so lucky. I know now that the helicopter was in the area for a search for a discarded EPIRB. I am just so lucky that this was the case. The availability of the helicopter and professionalism of the crew are a big part of the reason I am here today.

"Our family will forever be thankful to the crew for their work that day."

remember the pain, but John tells me that I quietly told him that the pain was terrible. I don't remember that at all."

Dr Hadok later spoke of the incident recalling: "I quickly had to weigh up in that moment what I thought her chances of survival were, and they weren't good, but they were there."

RACQ CQ Rescue helicopter crewman Ben McCauley said the Mackay-based rescue helicopter was already close by on a beacon search at Proserpine when they were tasked to assist about 5pm. They flew direct to Whitsunday Island in about 15 minutes.

Justine was aboard a 39-foot yacht bleeding profusely with barely a pulse. "The shark had taken a huge chunk out of her inside leg and she was bleeding out," Mr McCauley said.

"Her husband and friend on board had quickly packed the gaping wound to help stem the haemorrhaging and this undoubtedly saved her life."

RACQ CQ Rescue, with a Critical Care Paramedic on board, orbited the area and made contact with the vessel before making preparations to conduct a winch rescue of the patient. There were about 30 boats in the popular anchorage, some only about 30 metres away from each other.

The mast and the fact that the vessel had no open deck area prevented the winch from occurring off the boat, so Justine, Dr Hadok and her husband Craig had to be put into a dinghy and repositioned about 100 metres from the yacht.

Ben was then winched down out of the helicopter into the water and had to swim to the dinghy and climb on board. Justine was secured into an ARV (Air Rescue Vest) and was winched up with the rescue crewman into the helicopter to be treated by the critical care paramedic. The winch was completed within 20 minutes.

"I do remember being lifted into the dinghy. I remember Lynne holding my head as I was lifted and I remember being aware that she needed to stay with the yacht. I remember being comforted by the fact that John was with me, but also that Craig was with me and driving the dinghy."

"I remember Ben coming down on the wire, and Ben, John and Craig working to get me into a sling. I don't remember being



GRATEFUL: Hannah Papps and her mum Tracy Tulloch. (Left)

Patient Story

Hannah Papps // 12 years old // Shark attack

SURVIVOR DEFIES *the odds*

At the precipice of becoming a teenager, it can be a challenging time for any 12-year-old girl as they learn to handle new emotions but Hannah Papps displays determination, resilience and strength well beyond her young years.

On September 20 last year the Victorian school girl was sailing on a chartered yacht in the Whitsundays with her father, two older brothers and other family members who were visiting from New Zealand when she was bitten by a shark.

"We've visited the area many times and have sailed the Whitsundays for about six or seven years. Cid Harbour is our favorite anchorage," her father David Papps said.

"It was a lovely day. We'd just been for a walk to the top of Whitsunday Peak and were cooling down with a swim from the boat after lunch."

The family was not aware of the shark attack on a 46-year-old Tasmanian tourist, Justine Barwick, at the pristine and very popular anchorage just 24 hours before.

"Hannah was very close to the back of the boat when it (the attack) happened," David said.

"We got her onto the boat within seconds. It was a very traumatic injury and obvious that we needed help quickly. My sister, who is a vet, stopped the bleeding and we got on the marine radio first then mobile phone straight away.

"The emergency services people were very good. We were very lucky that the police launch was nearby and they were alongside within about 30 minutes. The helicopter was there soon after."

RACQ CQ Rescue was tasked about 2pm to fly 100km north of Mackay, to retrieve Hannah who had been bitten on the leg. The Mackay-based rescue helicopter was able to land on the sandy shore of Whitsunday Island and Whitsunday Water Police ferried the helicopter's doctor and paramedic out to the vessel.

The medical team on board the RACQ CQ Rescue helicopter described Hannah's injury as "absolutely horrific". Her injuries were life-threatening.

Hannah was transferred to the shore in an inflatable boat where she was administered pain relief and treated by the medical team for more than 20 minutes. She had lost a lot of blood and lost consciousness before being loaded in the aircraft.

"The rescue helicopter was an absolute lifesaver – the crew were just fantastic," David said.

Hannah was in hospital for almost two months. She had initial surgery in Mackay Base Hospital to stabilize her damaged leg



THE TEAM BEHIND YOUR RESCUE HELICOPTER



MEET:

ANDREW
McConville

ROLE: Pilot.

HOW LONG: 12 months with RACQ CQ Rescue.

EXPERIENCE: I spent 17 years in the Australian Army of which 13 years was with Army Aviation. I flew predominantly CH-47D and CH-47F (Chinook helicopters) throughout my military career.

POSITIVES: The unpredictability of some jobs makes them professionally challenging, whilst being obviously incredibly meaningful to those people we transport.

CHALLENGES: Every situation is different and assessing that situation with the crew, enacting the plan and amending where required can be quite challenging.

MOST MEMORABLE TASK: Airlifting a sick passenger one early morning from the 'Majestic Princess' cruise ship as it sailed past Mackay and then transporting them to Townsville Hospital.

MY TEAM: I'm very proud to be part of an incredibly enthusiastic, professional and experienced team providing a vital, lifesaving service to this community and making a difference every day to so many lives.

then she was transferred to the Lady Cilento Children's Hospital in Brisbane where she underwent treatment by specialist plastic surgeons. Further surgery included an above knee amputation.

"We were then transferred to the Royal Children's Hospital in Melbourne where Hannah has been working with physios and prosthetists to get a prosthetic leg fitted and undergo rehabilitation. She got the ok to take her new leg home in February. She was pretty chuffed," David said.

Hannah's zest for life and dedication to living it to the fullest is nothing short of inspirational. She returned to school part time in December, just three months after the incident, and began Year 8 full-time this year with what she describes as a "bionic" leg.

"She's pretty active now – playing trumpet in the school band and a community band and looking forward to a school camp in a few months. It's an overnight river rafting trip and she's determined to take part fully," her proud father said.

"Hannah is a very resilient person. It's been an awful lot for a 12-year-old to go through but she's just got on with life. That's just how she is," he said.

The Papps family, including Hannah's mother Tracy Tulloch, has been overwhelmed by the support shown to them in their moment of need.

"I just can't express how thankful we are to CQ Rescue, the water police and all the medical professionals who helped us. We have had fantastic support from our community and of course all the hospital staff. It's truly overwhelming," David said.

"It was really a one in a million thing. I guess you think that sort of thing happens to other people, not yourself or your family."

"The rescue helicopter is obviously a vital lifesaving service covering some very remote areas in Central Queensland. It's not something you normally think about when you plan a holiday – but I'm very grateful and definitely will from now on."



THE TEAM BEHIND YOUR RESCUE HELICOPTER

MEET: **ADAM** *Gett*

ROLE: Critical Care Flight Paramedic. I work alongside the doctor to treat patients requiring retrieval from rural hospitals or from primary accident scenes. I also perform winch retrieval operations for rescue cases.

HOW LONG: I have been with RACQ CQ rescue for almost 3.5 years.

EXPERIENCE: From 2006 I worked on the Gold Coast as an Advanced Care Paramedic, based mostly in northern Gold Coast QAS stations. I moved to Mackay in 2012 and undertook the critical care training program and post-graduate study. I was then attached to the Mackay POD (single officer critical care road response) for the Mackay Local Ambulance Service Network and currently still work in that role when not rostered on flight shifts. I commenced my training for the Flight Paramedic role in 2015 and have worked primarily in that role ever since.

POSITIVES: My favourite aspect of working on a rescue helicopter is the team environment and the comradery. It is a highly-specialised role and it takes each team member performing at their best to accomplish a mission, especially in the winching and rescue cases.

CHALLENGES: There are many challenges to the role. The biggest is in my opinion can be communication, often we are making decisions based on very limited amounts of information, and we sometimes have to improvise and come up with multiple plans for different eventualities.

MOST MEMORABLE TASK: I recently attended the third shark attack in Cid Harbour, it was extremely challenging both mentally and physically to rescue that patient, and despite our best efforts his injuries were just too severe.

MY TEAM: Great job and I love what I do!

MEET: **ARNO** *Schoonwinkel*

ROLE: Rescue Crew Officer (RCO). I perform all down the wire rescue operations over water and land.

HOW LONG: 3 years at RACQ CQ Rescue.

EXPERIENCE: I started as a cadet RCO with CQ Rescue 3 years ago and previous to that I was a lifeguard with Surf Lifesaving Queensland for 5 years.

POSITIVES: The biggest thing I love about the job is being able to make a difference in people's lives. We face different challenges with every task as no matter how many times you train for something or have done similar missions, it's always different. Every day is a new challenge and you never know what could happen next or where the day will take you.

CHALLENGES: The biggest challenge would have to be winching in dark conditions. It's tough knowing you have someone's life in your hands while you are trying to complete the mission with very little light as quickly and safely as possible to get them to the medical care they need.

MOST MEMORABLE TASK: Most memorable task is winching an American sailor off his capsized yacht. It wasn't the degree of difficulty of the job as it all went rather smoothly, but more that even after being stranded for more than 12 hours overnight on his capsized boat, he was surprisingly super relaxed. He was just waiting on his upturned boat when we got to him – not panicked at all and even after being rescued he just wanted to carry on sailing on a new boat not being at all fazed by what had happened. It would have traumatised anyone else!

MY TEAM: I feel very privileged to be doing this job and to be part of a great team which serves this community and makes a huge difference in people's lives. In return, the community shows us enormous support because without them, we wouldn't be able to do what we do.



MEET: **LEIGH** Wilkinson

ROLE: Pilot. My job is to ensure the aircraft is flown in a safe and efficient manner while complying with all aviation and company rules and regulations.

HOW LONG: About 3 years with CQ Rescue.

EXPERIENCE: I've been flying helicopters since 1994. I'm a grade one flight instructor and have done work in general charters and tourism, TV media (Network 10 in Perth), agricultural spraying, surf rescue, powerline operations, FESA Fire Aire intel, flood relief, remote area bush operations, international IFR (Instrument Flight Rules) offshore oil and gas operations based in East Timor and Karratha as well as marine pilot transfer.

POSITIVES: I love helping people in their time of need. I enjoy the huge variety of tasks as each day brings a different job. It keeps you interested and thinking. It's a privilege to work with such a very experienced and professional team.

CHALLENGES: Anytime we fly in poor weather using Night Vision Goggles (NVG). It's a misconception that we can see absolutely everything. Like anything, it too has its limitations.

MOST MEMORABLE TASK: When we got a call to attend a task south of Sarina where a young girl was choked by a backyard swing wrapped around her neck. As the father of a young daughter, that mission hit really close to home. Thankfully, she made a full recovery due to quick access to medical assistance.

MY TEAM: It's a great bunch of guys and girls, doctors, paramedics and air crew we work with. The constant good-natured banter and laughs between great workmates is relentless.

MEET: **OWEN** Maitland

ROLE: Pilot. The pilot is a small part of the highly trained team responsible for transporting patients and crew safely.

HOW LONG: 2019 will be my third year with CQ Rescue.

EXPERIENCE: I have 18 years aviation experience with multiple civilian operators throughout Australia.

POSITIVES: The most rewarding aspect of my role is helping the local community by providing a higher level of medical care to remote areas of Central Queensland. I love meeting the patients and their families and seeing the relief and gratitude when we have delivered the medical team safely in difficult situations. Growing up in a remote area myself I understand the importance of a helicopter retrieval service and the comfort the service provides when no alternative is available.

CHALLENGES: The challenges of the job also bring the biggest rewards. The challenges can be as diverse as flying the helicopter in bad weather at night for a winch recovery, to managing communication issues with a bigger retrieval network. The reward comes from the manner in which our close knit team overcome these challenges with a common goal to provide the best service to the community.

MOST MEMORABLE TASK: The most memorable tasks are when the helicopter has been the only method of retrieval and despite marginal conditions we have been able to pick up our patient and save a life. I always appreciate hearing the stories from past patients and their families, knowing we have made a difference.

MY TEAM: I have worked for other EMS operations in other states and believe the community support for the RACQ CQ Rescue helicopter is second to none. The positive response we receive at any public events is amazing. Thank you to the wider Central and north Queensland community for continuing to support an important service.



Patient Story

Jofe Graham-Jenkins // 51 years old // MVA

I'M INCREDIBLY LUCKY to be alive

When Jofe Graham-Jenkins hadn't arrived home by 7.40pm on September 6 last year, his wife Lorna knew something was wrong.

The 51-year-old was always incredibly punctual and courteous if he was going to be late home from work. It wasn't until two-and-a-half hours later that Lorna's worst fears were realised. Jofe had been involved in a very serious motor vehicle accident near Moranbah and was now fighting for life in Townsville Hospital.

Jofe, who is a surveyor, had been driving along the Moranbah Access Road on September 6, headed for home in Mackay when his Holden Combo van collided with a stationary vehicle turning right. His small van ran off the road and rolled just after 5pm. Two other vehicles were also involved in the horrific smash, fortunately the other drivers suffered only minor injuries.

Jofe though was knocked unconscious and trapped in the crumpled wreckage of the car for 50 minutes before finally being cut free by emergency service crews. His condition was very serious.

He had rung his wife only five minutes before the accident to say he was on his way home.

"I have no memory of the accident or afterwards. I woke up in Townsville hospital. My wife didn't find out about the accident until 20 minutes after I arrived at the hospital after being airlifted from Moranbah by the rescue helicopter," he said.

RACQ CQ Rescue was tasked to the motor vehicle accident at 5.50pm and arrived at the Moranbah Airport, only 1.5km from the accident scene, just before 6.30pm.

The rescue helicopter didn't depart with Jofe on board until 8.15pm as crews worked to extricate him from the car and stabilize the seriously injured patient for the mercy flight to Townsville. Due to identification issues, his wife wasn't formally notified of the accident by police until 2.5 hours after he was due to arrive home. His life hung in the balance.

Jofe's injuries were life-threatening and included a serious brain bleed, severe lacerations to his face, cheek and chin, two broken ribs, a shattered right leg above the knee and fractures below his right and left knees. He spent three days in the Intensive Care Unit and three weeks in Townsville Hospital undergoing various surgeries including having a steel rod inserted from his right hip to his knee.

Jofe admits it may just be a blessing he has no memory of the accident or his transfer to hospital, but admits he is very traumatized not knowing how the accident actually happened. He prides himself on his attitude to safety and carefulness on the roads.

"I'm really incredibly lucky to be alive. The van is still in the police yard in Moranbah – it's a mess. I just don't understand how this accident could have happened, even the police can't work it out," he said. One silver lining of his near-death experience is his renewed appreciation for the support and generosity of the community, particularly his family and friends both here and in New Zealand, who rallied behind him, his wife and their two daughters, aged 4 and 7.

"It reaffirms what I already knew – that people are inherently good. We've been overwhelmed by love and support."

Jofe returned to work on January 7 this year but his rehabilitation is ongoing. He has no doubt that the rescue helicopter was the difference between life and death for him on that fateful day of the accident.

"I really owe my life to CQ Rescue and to receive that get well card from them really meant so much to me."

"You can tell it's not just a job, these people really care and their professionalism is just amazing.

"I didn't need to have an accident to be aware of the incredible job all the emergency services do. They really are just magic and my family will forever be grateful to them."



Alan Dukes and CO Rescue air crewman Lee Jones-Fraser



Patient Story

Alan Dukes // 56 years old // Heart attack

NEVER TAKE health for granted

A heart attack at work in October last year has taught Alan Dukes two important lessons: To never take your health or a rescue helicopter that can save your life for granted.

The 56-year-old fitter never expected he'd suffer a heart attack, let alone one at work. On October 15 last year, Alan was at work at Broadmeadow Mine, near Moranbah, loading and carrying conveyor rollers up steps and ramps. He began experiencing breathlessness and some chest pain.

"I thought it was just the physical exertion – that I was out of condition," Alan said.

While underground and unloading a vehicle, the pain in his chest intensified and wouldn't go away.

"It got to the point it was too bad so I decided to drive out. The last place I wanted to die if I was actually having a heart attack was underground. I had a mate who died like that three or four years ago," Alan said.

"I said to my colleague 'I don't know what is wrong, but I could be having a heart attack'. He took one look at me and realized I wasn't kidding and took me straight to the paramedic on site."

Alan was taken to the Moranbah Hospital by ambulance where doctors confirmed through blood tests he'd actually had a second heart attack. "When they told me I'd have to go to Mackay I really wasn't looking forward to that bloody long drive," he said.

His condition was serious enough that RACQ CQ Rescue was tasked to airlift him at 10.20am from Moranbah to Mackay Base Hospital for treatment. At the cardiac unit in Mackay, Alan was diagnosed with an 80% blockage of his main artery and had to undergo surgery to have a stent inserted the next morning.

Alan is obviously appreciative of the rescue helicopter service which assisted him in his time of dire need and described the crew as "awesome".

"I'm very proud to know my own employer, BMA, supports this lifesaving service. It's actually great to see so many in the mining industry supporting the chopper that services the area where we all live and work," he said.

"This experience has taught me you can never take your health or a service like this for granted. The last thing I ever expected was to have a heart attack at work. I really should go and buy a lotto ticket because I'm incredibly lucky to still be here to tell my story."

THE TEAM BEHIND YOUR RESCUE HELICOPTER

MEET: **PETER** *McMillan*

ROLE: Critical Care Flight Paramedic

HOW LONG: I have been with Queensland Ambulance Service since 2015 as a Senior Critical Care Paramedic and began working on the RACQ CQ Rescue helicopter in February 2016.

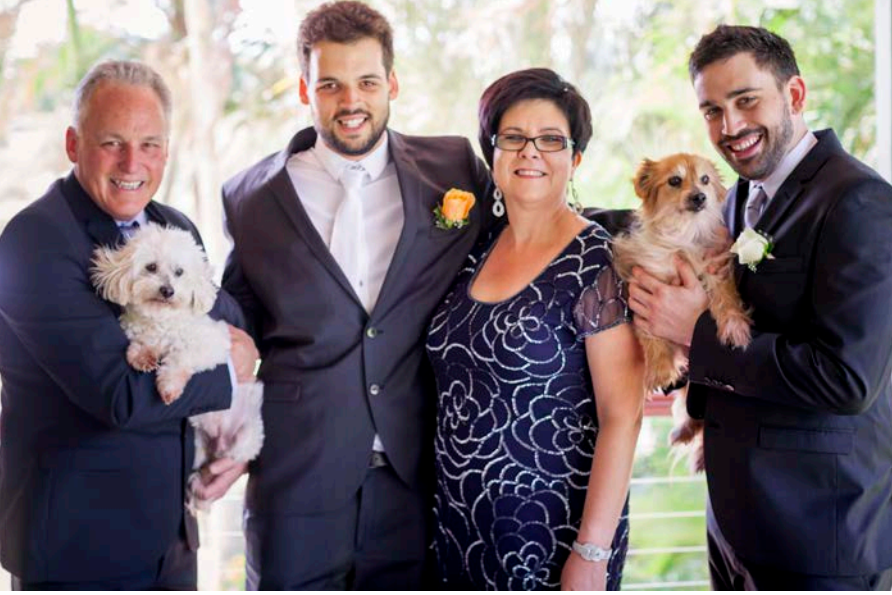
EXPERIENCE: Prior to commencing with QAS I was a paramedic in the Victorian Ambulance Service for 17 years, the last 12 years as an Intensive Care Paramedic (MICA) Single Responder.

POSITIVES: Working as a flight paramedic offers the challenge that I need to keep the job fresh and exciting while offering a level of diversity that you don't get from most other aspects of Paramedic work.

CHALLENGES: Definitely the co-ordination and collaboration of so many government agencies involved to deliver a timely and effective aeromedical retrieval service in this region.

MOST MEMORABLE TASK: There are so many memorable tasks, the most obvious one being the first and probably the most publicised of last year's shark attacks. Not because of the sensationalism of the whole incident but because it is a fantastic example of the entire rescue team coming together in what were extremely difficult circumstances to genuinely make a difference to someone's life. Without the team on the RACQ CQ Rescue helicopter the outcome would undoubtedly have been very different. I feel that amongst all the media hype surrounding the case this fact appears to have been missed.

MY TEAM: I am very proud of the role I perform on the RACQ CQ Rescue helicopter but to do the job we are tasked requires a dedicated team of professionals and I am even more proud to be part of that.



Kevin, Jake, Tania and Shane Gibbons. (Left)

HONOURING their son's legacy

Patient Story

Jake Gibbons // 31 years old // Abseiling

Even after his death following a tragic accident last year, Jake Gibbons is still helping others.

The 31-year-old had his organs donated to five people after he fell and was critically injured while abseiling with a friend at The Leap, near Mackay on October 2.

A keen hiker, computer whiz and budding historian, Jake is remembered by his proud parents Tania and Kevin Gibbons as a passionate gentle giant who loved a laugh.

"It makes us incredibly proud that Jake donated his organs to five men who will hopefully get to live long and healthy lives, see their children grow up or even have families of their own thanks to our son," Kevin said.

"Jake was a kind and caring man who was willing to give his time to care for others whether it was his family, his mates or anyone else who just needed some compassion in life. We just feel privileged to have had him for almost 32 years. He was a remarkable human being."

Jake had been passionate about trekking for about four years and was in training to walk the Kokoda Track. He had also planned a trip to Russia with his Russian foster sister.

On that fateful day last year, Jake and his friend had trekked up The Leap, about 2.30pm. His friend had taken his abseiling equipment with him so "Jake could get back into the sport which he hadn't done for quite some time," Kevin said.

"His mate set Jake up for the descent over the rock face and explained what Jake had to do. As Jake descended and was going down, his mate lost sight of him and that was when something went wrong. We were told Jake dropped 10 to 15 metres hitting his head causing massive head injuries," he said.

RACQ CQ Rescue was tasked to assist and lowered a Rescue Crew Officer and Critical Care Paramedic to the scene, a short five-minute flight from base at Mackay. Due to the rugged terrain, Jake had to be stretchered about 100 metres to the top of the mountain by emergency personnel, while the helicopter circled overhead.

Once stabilised, Jake was winched up into the helicopter where he was quickly transferred to Mackay Base Hospital. Jake arrived at Hospital at 6.50pm and was later transferred to Townsville hospital. He died two days later surrounded by his family.

Despite their ordeal and the loss of their beloved son, the Gibbons family is full of praise for rescue and emergency services crew who regularly make a difference to the outcomes of injured people and to their family's lives.

"We think having the rescue chopper and the very skilled crew available that day gave Jake the very best chance of survival," Kevin said.

"It was so important for us to thank the people who risked their lives trying to save Jake's life by getting him back to the hospital as quickly as possible."

Jake's family met with RACQ CQ Rescue pilot Kevin Berry, air crewman Shane Bargh and rescue crewman Arno Schoonwinkel to thank them for their efforts that day.

"When I asked them why they left one of their men behind that day they told us it would have taken an extra five minutes to get him back up into the helicopter and that five minutes could mean the difference between life and death for their patient.

Jake, who had a close relationship with his brother Shane Gibbons, worked as a machine operator at Daunia Mine in the Bowen Basin. After the tragic accident, the Gibbons family and Jake's colleagues at the mine along with WorkPac Pty Ltd donated funds to CQ Rescue in memory of Jake.

"We wanted to help keep CQ Rescue in the air so everyone in this area has the same chance of survival whenever they are sick or injured and away from local hospitals."

Kevin has been working in the mining industry since 1978 and remembers the first CQ Rescue helicopter landing at Saraji Mine back in the late 1990s to raise awareness about funding.

"I can say most employees were donors back then and I still donate to CQ Rescue in my current job at Newlands Mine working for Glencore," he said.

Eight months on from the loss of their beloved son, the courage and determination of the Gibbons family to honour Jake's memory and help so many others in this community is inspiring.

"Jake was always a person who gave to worthwhile charities so we urge all individuals in the district to support CQ Rescue as it's just such a vital service.

"We will always be so proud of our late son and brother and it's what Jake would want."

ON THE *move*

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 18-year association with 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 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 2019 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



SUPPORTERS *on board*

There was an impression of positivity among our sponsors during 2018 and the amount of new interest in the service was very welcoming.

After several challenging years, the improved outlook we were seeing among corporate supporters was an indication that new support at a major level could be imminent.

Every one of our partners renewed their commitment in 2018 with some increasing their support. The Hamilton Island Charity Golf Day makes up part of the partnership funding for the RACQ CQ Rescue helicopter and last year's event had a remarkable return of \$70,000. This, in conjunction with additional funding throughout the year, made it the largest amount of support from Hamilton Island and the wonderful employees working on the island, since our partnership began.

Anglo American also increased their support for CQ Rescue in 2018, as did G&S Engineering, and what a magnificent event at

Abell Point Marina where the Whitsunday Mayor's Ball raised an incredible \$87,797.10 in addition to Whitsunday Regional Council's sponsorship support.

The support we receive from all three regional councils within our service area, Mackay, Isaac and Whitsunday, is appreciated immensely.

Operational costs for RACQ CQ Rescue will increase to \$9.4 million in 2019 and we will be actively working to maintain and service our existing loyal partners, as well as seek out new corporate partners.

Site visits were conducted for Glencore, Thiess and Pacific National employees and we look forward to more of these for a number of our mining industry partners during 2019.

We look forward to working with our sponsors, promoting our partnership to their employees and adding value to their support wherever possible.

We take this opportunity to thank RACQ for their support as a naming rights partner over the past 18 years.

Our Board of Directors, management, staff and crew are acutely aware of the importance of our partners and extend a heartfelt 'Thank you' for the incredible backing we receive from all of our corporate supporters.

In addition to our major sponsors, we also welcomed a number of new members to our Rescue 412 Program throughout 2018, and events in conjunction with the program were well-supported each quarter by our Rescue 412 Members and major sponsors.



Helen Taylor with rescue crewman Arno Schoonwinkel and Quinton Rethus.

Patient Story

Helen Taylor // Hiking

THE ONLY WAY out was up

It was meant to be an enjoyable afternoon walk to the top of one of Mackay's most famous landmarks on September 2 last year.

But after ascending the rough, dirt track with three walking companions and admiring the extraordinary view at the top of The Leap, about 20km north-west of Mackay, things took a turn for the worse for schoolteacher Helen Taylor.

"The terrain was rougher than we expected, a real goat track and more challenging than we had thought. It was a 40-minute walk to the top. The view was amazing but it was pretty hard going, we were using trees and bushes to help pull ourselves up the steepest sections" she said.

"I was about 50 metres from the top and starting to descend back down when I slipped on a steep dry section of the soil path. I slid down a few metres and my right foot smashed into a huge boulder. I actually heard it snap."

With her ankle obviously broken, Helen and her three companions were now stranded at the top of the mountain with the sun setting fast and no possible way of getting down before dark.

"My ankle had twisted on an awkward angle and I knew immediately I wasn't walking or being carried out of there," she said.

"My only possible way out was up."

Fortunately, her walking companions had mobile phones and were able to call '000' for help. After being assured rescuers were on the way, two of her companions began the descent while friend Dean Malone waited with Helen for help to arrive.

Remarkably, the Eimeo Road State School teacher librarian remained calm and wasn't suffering with severe pain from what was a very serious injury.

RACQ CQ Rescue was tasked about 5.50pm with information that the two walkers were in need of assistance at the landmark,

a mountain dominated by a rocky precipice and several hundred metres high.

After making phone contact with Dean, who downloaded a GPS app, the Mackay-based rescue helicopter crew were able to clarify the pair's exact location on the walking track and fly directly to the scene. Once overhead, they located the pair quickly.

"Given the very rocky and steep terrain, and that the hikers were at the top of the mountain with nightfall fast approaching, ground recovery was not feasible", RACQ CQ Rescue air crewman Quinton Rethus said. The helicopter crew decided winching the walkers off the mountain was the safest option.

As the helicopter hovered overhead with a doctor and Critical Care Paramedic on board, rescue crew officer (RCO) Arno Schoonwinkel was winched down to a rocky clearing on the cliff face, very close to Helen's location.

"I remember clearly approaching the two hikers who were sitting on the track and asking how they were. Dean quickly replied 'we're a lot better now that you guys are here'," Arno recalled.

The two men carried Helen about 50 metres uphill from the site of her fall to the winch location at the cliff face. It was then the enormity of her predicament actually hit her. "Or maybe it was just looking over the edge of that cliff," Helen said.

She was secured into an ARV (Air Rescue Vest) and winched up into the helicopter as the sun quickly disappeared below the horizon.

With little water and no light, Dean faced a high risk of injury if he hiked back down the track alone, so rescue crewman Arno was again lowered down to the mountain to secure him into a harness and also winch him up into the helicopter. Both hikers were taken to Mackay Base Hospital in a stable condition arriving at 7pm.

Six months later, Helen has endured three surgeries and the insertion of two plates and screws in her ankle. Her physio and rehabilitation is ongoing but she is adamant it won't stop her forthcoming trip to Greece and Turkey.

Helen is incredibly grateful to the crew who assisted her that day and that the rescue helicopter was available to help,

"RACQ CQ Rescue is vital to the health and safety of anyone who lives or visits here," she said.

"I never dreamed that I would need their help but when I knew the chopper was on its way, I felt calm and safe. I am in awe of the incredible team on these flights, who help people like me come through such traumatic, life-changing events.

"They are there for us when we need them most, and we need to be there for them."

EVENTS HELPING *us take off*



2018 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.



2019 EVENTS

- July 27**
Whitsunday Mayor's Charity Ball
- July 28**
Sydney Street Medical Beach to Gardens Charity Fun Run
- August 24**
RACQ CQ Rescue Talent Search Competition
- August 30**
CQ Rescue One Night in Monte Carlo Gala Fundraising Dinner
- September 7**
4U2 Concert in Moranbah
- September 14**
River 2 Reef Charity Ride
- October 14 to 20**
Rescue Chopper Week

In addition to the Annual Appeal which raised about \$200,000, RACQ CQ Rescue held three major events in 2018 including the inaugural Emergency Services Day in April, the Sydney Street Medical Beach to Gardens Charity Fun Run and the CQ Rescue Las Vegas Casino Gala Fundraising Dinner which raised a record total of \$100,000. The combined fundraising figure of these first-party events amounted to more than \$150,000 and was a significant boost for our community-funded service.

Our fundraising goal in 2019 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 (\$87,000), the River 2 Reef Charity Ride (\$25,000), Hornery 4U2 concert (\$27,000) and Christmas gift wrapping stall (\$35,000) by ESA Alpha Rho Mackay and Caneland Central.

Rescue Chopper Week from October 14 to 20 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.

The reality is 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. CQ Rescue is also embracing the challenge of society transitioning to cashless and began trialling a new pay to accept donations.

Tap and Donate terminals were last year installed at two local businesses including the café at Mackay Airport and the Northern Beaches Caltex Service station, which enables cardholders to quickly and easily make a \$2 donation to our rescue helicopter service. More terminals have been installed across the district early in 2019 at various Caltex Service Stations and Coffee Club's.

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 or merchandise 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.



CQ Rescue air crewman Shane Bargh, Levi, rescue crewman Arno Schoonwinkel and pilot Leigh Wilkinson.

Patient Story

Levi Verwoest // 29 years old // Boating

A LONELY NIGHT at sea

American Levi Verwoest was rescued from open water about 50km offshore by RACQ CQ Rescue after spending a cold and dark night sitting atop his overturned boat.

Shortly after sunset on November 21 last year, while on a starboard tack from Middle Percy Island and headed towards Sarina, the hatch cover on the foredeck of the vessel came free. The hull of the boat started to fill with water and, once awash, the vessel jibed and capsized.

The 29-year-old Hawaiian had been sailing his 23-foot catamaran 'Isis' along the Queensland coast when he noticed the boat slowing and taking on water at sunset, about 40km south of Mackay between Cape Palmerston and Knight Island.

"I noticed the boat slowing down, I went out on deck and there was a hatch cover missing. By the time I was able to get out of the cabin and even attempt to do anything the hull was already full of water and the boat just capsized" he said.

The sailor was forced to spend a very long, cold and lonely night sitting on the hull of his overturned vessel as it drifted on the tide.

"I was hoping I could make an attempt to right the boat but that was just a waste of my time," he said.

"It was too much of a pain in the butt in the dark so I sat in the dinghy for most of the night."

At first light, he was finally able to activate his Personal Locator Beacon (PLB) which meant RACQ CQ Rescue was tasked to the search and was able to quickly hone in on the distress signal and find the vessel just 12 minutes after take off.

"I had to swim inside and retrieve my waterproof VHF radio and EPIRB to call for help," he said.

"Afterwards I sat and held my VHF for about half an hour before I was able to bring myself to call mayday. It was one of the hardest things I have ever done, to admit I failed myself and my boat. My mayday call was received and I was instructed to activate my EPIRB and await the helicopter.

"I then dove back inside to see what I could salvage. I managed to grab a bag, my bosuns chair, a shirt, and three litres of honey. I then sat on the upturned hull and waited."

After a quick orbit of the area, RACQ CQ Rescue rescue crewman Arno Schoonwinkel was winched down into the water as the helicopter hovered overhead to secure the stranded sailor into a strop and winch him back up in the helicopter.

"Faster than I expected, the RACQ CQ Rescue helicopter was there, circling me twice, then approaching from downwind, with a rescue crewman dangling below," Levi said.

"Upon entering the water he put me in a harness and whoosh, up into the sky we went. The view from the chopper was amazing, except for seeing my home of the last three years leaving my life."

Levi was very relieved the elapsed time from EPIRB activation to being on the ground and in a hot shower was only about an hour.

He lost all of his belongings when the boat capsized, including his American passport. Rescue crewman Arno helped give Mr Verwoest clean clothes and food after arriving back at base.

"For someone to be in the water for 12 hours it's really rare for him to be that calm," Arno said.

"Without that emergency beacon the poor bloke faced a much longer and more dangerous wait in the water for either a passing boat to see him or to be reported missing.

"It's good to be able to have a successful mission where you can come back to base and smile."

The Hawaiian hasn't been deterred by the sailing mishap.

"I still love sailing, I want to go back, if I can retrieve the boat I would love to, otherwise, I might just work a bit and buy a new boat" he said.

But his first port of call was visiting the American consulate for a new passport.

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



ONLINE

Donate securely online
at www.cqrescue.org.au



BY PHONE

Call us on
1300 SAVINGLIVES
(1300 728 464)



IN PERSON

Visit us at
4 Heidi Street, Paget



DIRECT DEBIT

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

06 coin or card DONATIONS

Drop your spare change into one of our money collection boxes or use one of our Tap and Donate terminals. If you are a business and would like to host a money box or Tap and Donate terminal to assist with fundraising, please contact us on 07 4998 5232 or email events@cqrescue.org.au.



07 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.



08 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. 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.



09 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.



10 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.



12 rescue 412 PROGRAM

Rescue 412 participants donate a minimum of \$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.

11 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.





OUR sponsors

We proudly recognise our strong relationships with our generous partners:

NAMING RIGHTS SPONSOR:



GOVERNMENT PARTNER:



Queensland
Government

PLATINUM PARTNERS:

CFMEU



Mining and Energy



GLENCORE



MAJOR SPONSORS:

THIESS



Peabody



MIDDLEMOUNT SOUTH



BHP Billiton Mitsubishi Alliance

pacificnational



RACQ
CQ Rescue

Mike Jones Street, Mackay Airport
PO Box 1850, Mackay, QLD, 4740

p. 1300 SAVING LIVES (1300 728 464)

e. office@cqrescue.org.au

www.cqrescue.org.au



IN KIND SUPPORTERS:



CORE FLEET

uvex