



RACQ CQ RESCUE

2017 Community Report



Saving lives
24/7

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CHAIRMAN'S report

RACQ CQ Rescue plays a vital role in our community giving piece of mind to more than 200,000 people living and working in an area of more than 80,000km². Increasing mission statistics and escalating costs serve to highlight the importance of this lifesaving service and the absolutely vital need for community support to keep the helicopter and crew in the air and saving lives.

When you see or hear the blue and yellow rescue helicopter overhead, I urge you to stop and consider the important role the service plays each and every day within this region. We are blessed to have highly professional crews and medical teams on standby 24 hours a day, seven days a week. Their rapid response to a call for assistance has saved many lives and we're incredibly proud to know our service has made a difference to so many and given many people a second chance at life.

2016 was a milestone year for RACQ CQ Rescue, clocking up its 7000th mission and 20 years of service in this region. The economic downturn we've been experiencing has certainly proved challenging however, RACQ CQ Rescue ended 2016 in a better financial position that was initially expected. Operational costs increased to \$8.45 million but sponsorships remained steady and although Rescue 412 memberships declined, the number of events held by RACQ CQ Rescue, and in support of RACQ CQ Rescue, increased. We also gained funding in the area of Fee for Service which encompasses cost recovery from various agencies.

In January 2017 we welcomed our new Chief Executive Officer Ian Rowan. His drive, determination and vast industry experience will ensure RACQ CQ Rescue reaches even greater heights in the years ahead. He will work side by side with our staff and the board to ensure we accomplish our vision of increasing our community profile, scope of service and to provide the highest standard of aeromedical and rescue services this community deserves.

In the last 21 years there has been a significant increase in demand for our services, which have risen from 92 tasks in the first full year of operation to the 573 completed last year. 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. Your ongoing support of RACQ CQ Rescue, in whatever form, is absolutely critical.

On behalf of the entire RACQ CQ Rescue team, along with my fellow directors, I extend a personal 'Thank you' to our colleagues at Babcock Mission Critical Services, 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 RACQ 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 more than 7400 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



OUR YEAR *at a glance*



573 Tasks (1.5 average a day)



944.7 Flying Hours



98% Availability



Ages 0-90

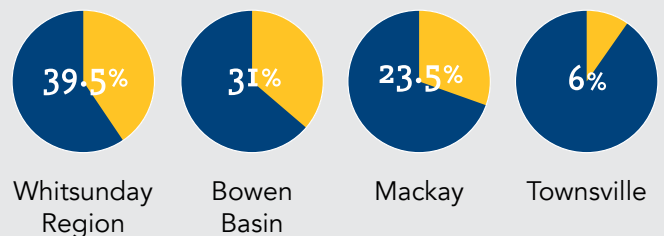
Patients ranged in age from 10 weeks old to 90 years old



REASONS *we flew:*



WHERE *we flew:*



MOST VISITED *destinations:*



YOUR CREW: (from left) RACQ CQ Rescue Pilot Doug White, Air Crewman Quinton Rethus, Air Crewman Russell James, Rescue Crewman Arno Schoonwinkel, Air Crewman Shane Bargh, Pilot Owen Maitland, Rescue Crewman Callum Good and Pilot Greg Webb.

THE TEAM BEHIND YOUR *rescue helicopter*

The Bell 412 isn't the quietest bird in the sky, but for those in dire medical need it's the sweetest sound in the world. In order to keep the aircraft in the air and flying to the rescue, there's also an enormous amount of work done on the ground by RACQ CQ Rescue aircrew and engineering staff.

RACQ CQ Rescue operates two Bell 412 helicopters from the base at Mackay Airport which boasts a hangar and engineering facilities, crew accommodation and limited office space for administration staff. The base also includes refueling and maintenance facilities.

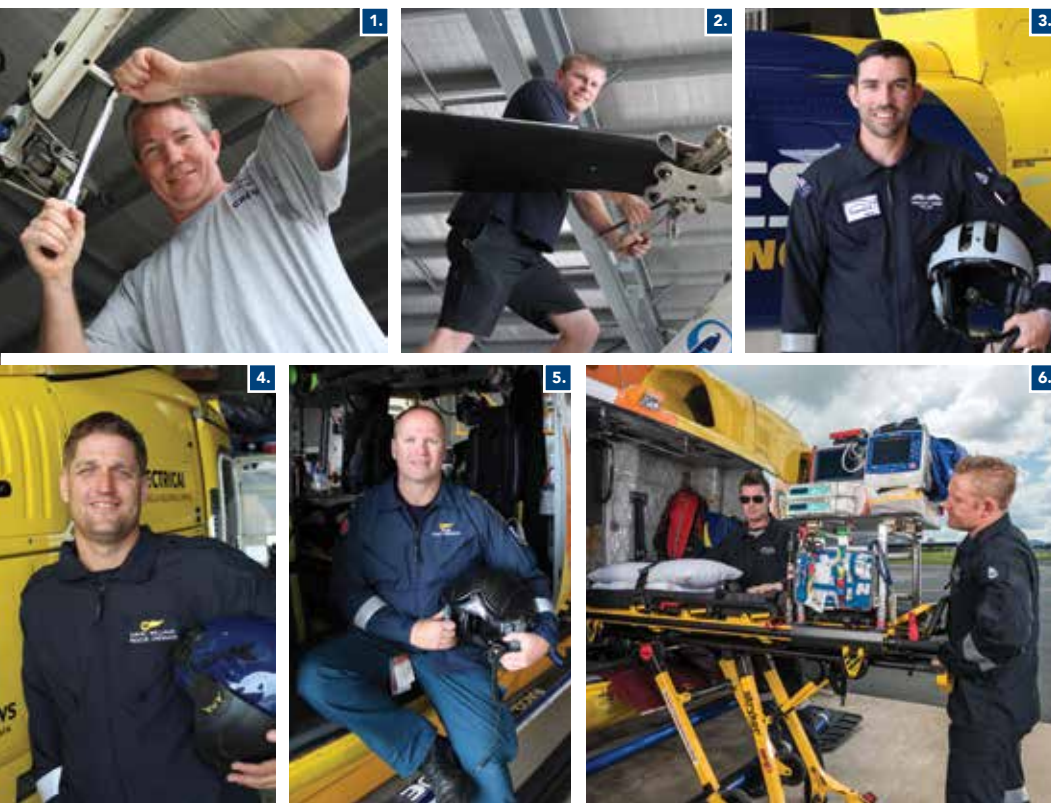
The aircraft are twin-engine, single pilot helicopters, are leased from Babcock Mission Critical Services and are supported by a team of highly-skilled aircraft engineers. Greg Webb is Babcock Mission Critical Services' Base Manager and one of four pilots who, with four air crewmen, three rescue crewmen, a small team of doctors funded by Queensland Health and a rotational team of Critical Care Paramedics from the Queensland Ambulance Service, are this region's lifeline, available 24-hours-a-day, every day of the year, ready to be in the air no more than 15 minutes after receiving a call for help.

Each mission completed by the Mackay-based rescue helicopters encounter a multitude of variable factors such as weather conditions, distance, fuel requirements, equipment and crew resource management and flight planning encompassing issues such as wind speeds. But it's the simple daily routine of the aircrew and intense training regime combined with the scheduled maintenance completed by the engineers at RACQ CQ Rescue which ensure the safety of those aboard and the success of each and every mission, Greg said.

This focus on daily routine is of paramount importance when the crew change shifts every day at 8am and 6pm. Routine checks, including a full visual of the aircraft along with the rescue and medical equipment, is a priority at these times and completed to verify the rescue helicopter's operational readiness, Greg said.

"Ensuring the aircraft and equipment are all ready for the oncoming crew is vital as well as ensuring your own gear and flight bag are ready to go," he said.

RACQ CQ Rescue's online Bell 412 helicopter is started daily regardless of tasking and a full systems check completed to ensure everything was in place so



“It’s a team effort. The people who do this job have not just got a passion for flying but it’s about what they can contribute, and it’s exactly the same for every crew member and paramedic – you do anything and everything that’s thrown at you, your skills are put to the best possible use and it’s just a brilliant way to give back to our community.

I guess that’s real job satisfaction. ”

- Greg Webb, Pilot RACQ CQ Rescue

1. Chief Base Engineer Nathan Bone. 2. Base Engineer Tim Stokes. 3. Base Manager Greg Webb. 4. Rescue Crewman David Williams. 5. Flight Paramedic Peter McMillan. 6. Pilot Leigh Wilkinson and Air Crewman Lee Jones-Fraser.

“start up and lift off could happen within four minutes if necessary”. Part of the daily routine ensures our engineers are at work before the shift change for crew, looking over the machine for any sign of potential problems and considering the hours flown versus the scheduled maintenance of the aircraft. “If it’s been a particularly busy week, sometimes that scheduled maintenance has to be brought forward,” Greg said.

“Every day the crew conduct an aircraft check which includes a full systems check of the dual hydraulics to ensure a) it’s all working and b) that there are redundancy measures in place in case. The crew conduct a full winch check to ensure it’s fully operational and inspect all the rescue equipment including strops, stretchers and life jackets. Most of this equipment including life rafts, rescue harness buckles and straps is also serviced at regular intervals by the crew and the equipment manufacturers.

“Other daily checks include adequate fuel in the helicopter and the ground base resource. We also service and provide the ongoing maintenance of the refuelling facility here at the hangar.”

Helicopter operations are very dynamic events and as such body, head, eye and hand protection is warranted, he said. Each crew member aboard the Bell 412 wears a flight helmet and a lightweight Nomex fibre flight suit which is both heat and flame retardant. Each suit, including jacket and pants, costs about \$800. A substantial amount of research and development went into the development of specific aviation helmets and each crew member’s helmet could cost as much as \$3000 depending on the level of customisation, the communications installed and noise suppression technology used, Greg said. A great deal of additional personal protection equipment for the crew such as safety glasses, gloves, ear plugs and lense cleaners are provided by UVEX.

Each crew member aboard RACQ CQ Rescue is responsible for their own personal survival equipment when flying in the aircraft. Each wears an inflatable flight vest which contains personal survival equipment needed in the event of an emergency including a PLB (personal locator beacon), pen flares (which when activated can

reach 150 foot in the air over land or water), sea marker dye (to attract attention) and a strobe light. Each crewman also carried a heliograph (mirror) and whistle.

Critical to the efficiency of the service is the team of engineers who provide ongoing and scheduled maintenance work on all helicopters to ensure the helicopters can be used to safely complete rescue and transport missions across the vast region in which RACQ CQ Rescue operates.

The base engineers carry out aircraft scheduled maintenance every 24 hours the helicopter flies, conduct regular deterioration monitoring and preventative maintenance tasks as well as troubleshoot and rectify any scheduled maintenance events or defects. The two engineers carry out necessary equipment and aircraft modifications and major repairs in accordance with Civil Aviation Regulations (CAR) and Civil Aviation Safety Regulations (CASR) to ensure RACQ CQ Rescue achieves the required aircraft availability target. Last year, the Mackay-based helicopter had an availability of 98% which is widely recognised as one of the best in the state.

The role of each crew member or engineer was as critical and varied as the hundreds of missions the helicopter completed each year, Greg said.

“Hospital transfers from the smaller hospitals here to Mackay are a lot of what we do but we’re also out to sea searching for people overboard or lost, winching injured or ill mariners off ships, looking for lost people in the bush, landing at the scene of motor vehicle or motorcycle accidents or attending to people injured in workplace incidents and in farming accidents on remote properties,” he said.

It is the effort of every individual either aboard the helicopter or on the ground at base which ensured both the availability, effectiveness and safety of the RACQ CQ Rescue team, Greg said.



OUR WORLD STOPPED

in an instant

Renee Watson admits she counts her blessings every single day. She now never tires of repeatedly hearing her name called by her toddler son - for there was a time when she thought she may never hear him say it again.



Life changed in an instant for the Watson family in July last year whilst they were visiting from Brisbane to celebrate dad Shane's 40th birthday at his parent's farm at Koumala.

That horrific day, two-year-old Ethan fell from an ATV (All Terrain Vehicle) on the farm and suffered critical head injuries. Ethan had been seated in the front of the farm vehicle with his father and older brother Curtis when the accident happened about 10am, 60km south of Mackay.

He suffered life threatening head injuries in the fall. His father and the local ambulance officer administered first aid but Ethan was in an altered state of consciousness when the RACQ CQ Rescue helicopter landed at the farm. He was transferred to the Mackay Base Hospital in a serious condition accompanied by his pregnant mother Renee. Overnight, the toddler was transferred to the intensive care unit of Lady Cilento Children's Hospital in Brisbane, his condition critical.

"Our world stopped in that instant and I still thank our lucky stars every day," Renee said.

"The medical attention the RACQ CQ Rescue team, Queensland Ambulance Service and the 000 operator gave us at the farm we are sure saved Ethan's life."

As well as cuts and abrasions, Ethan suffered several fractures to his tiny skull and around 11 small but serious bleeds, including a life-threatening one on the frontal lobe. The frontal lobe is the part of the brain that controls important cognitive skills and is, in essence, the "control panel" of a person's personality and their ability to communicate.

"He was in hospital for eight weeks and for a time we were unsure of his long-term prognosis and noticed severe weakness in his left side," Renee said.

"Several nerves on the right side of his brain had been severed so he had to re-learn to use the left side of his brain to move the left side of his body. The doctors told us that given the extent of his injuries, if he had been any older his head would have needed plating. Given his age and the fact that he was premature when born, his head was still very soft and was able to expand as needed with the swelling from his injuries."

Renee and Shane spent the two long months in hospital working on Ethan's rehabilitation, rubbing his little legs and trying to improve his hand and eye co-ordination.

"You hear the word 'mummy' a thousand times a day – in the hospital it was the only word I wanted to hear," Renee said.





HELENA NISSEN, AGE 3

Clermont mother Katrina Nissen was visiting a friend's house with her three-year-old daughter Helena and watching her play happily on the trampoline on April 16, 2015 when the unthinkable happened.

"She came off the trampoline and landed awkwardly on her elbow – it was a scream I'll never forget. From the size of the bulge and how it was almost protruding from the skin I knew that it was badly broken. When we arrived at the Clermont hospital, the doctor diagnosed a supracondylar fracture and said it was going to need immediate surgery. By that time it was 6.30pm.

"When the helicopter arrived we were greeted by three fabulous crew members – they were all business but took the time to try and ease my daughter's discomfort by distracting her with questions about her companion toy, Toothless, the dragon from the movie How to Train Your Dragon. It was a tense and heart-breaking flight for me as a mother of a very distressed three-year-old, but when we arrived in Mackay just before 11pm, the crew again took the time to be jovial with my daughter – they helped her sit up enough to see the chopper properly and also took the time to say goodbye to Toothless. They also presented her with a toy helicopter called Huey for being so brave.

"A few weeks later the paramedic, Linda, happened to wander into my mother's store in Mackay and took the time to follow up on my daughter's condition which I found lovely. Out of the countless people she helped, she remembered us. It was very touching.

"I am so grateful for RACQ CQ Rescue. The crew prioritised my child's care and clearly understood how distraught we both were. Their attempts to distract and ease my daughter's pain through conversation were greatly appreciated. All three members of the team clearly understood kids.

Thank you CQ Rescue for your continued support of families in rural and regional Queensland."

Katrina Nissen, Clermont.

"We are very proud of our stubborn little man and of the progress he's made. Being so young Ethan has now been able to regain almost all function and is back to being a very active two-year-old boy. We are very blessed but know the road to recovery will continue long into the future."

After the nightmare ordeal of Ethan's accident and his eight weeks in hospital recuperating, Renee was only home for five days and able to celebrate Curtis's birthday before she was back in hospital herself for three-and-a-half weeks before the very premature arrival of baby Issac. They then spent another five weeks in hospital.

"It's been a very traumatic 12 months for our family but the real blessing in Ethan's recovery is the unique bond he shares with his new little brother. They've spent so much time together in hospitals due to both having ongoing treatment and have bonded so well," Renee said.

Ethan turned three on May 4 and his mother describes him as a very affectionate, enthusiastic and inquisitive little boy. "He's a bit of daredevil too – he's all life and it's here to be lived. It will be a very special day to celebrate."

Although a parent's worst nightmare, Renee is adamant Ethan's accident has made them stronger and tighter as a family unit.

"We've learnt to deal with what has happened and focus on the future, but there's not a day that goes by where we don't think about the accident and how close we really came.

"Our deepest thanks goes to RACQ CQ Rescue. We can never thank you enough for all your help, dedication and support.

When our lives changed forever you were there and without you, we are sure we wouldn't have our little boy today."

Shane, Renee, Curtis, Ethan and Issac Watson, Brisbane

"Thank you for your support of families in rural and regional Queensland."



SERVICE 'VITAL' TO THOSE LIVING, *working on the land*

Having lived and worked on the land in remote locations all her life, Pam Pownall knows how precious time is when injury or illness strike.

She realises you can't put a value on an aeromedical service which has helped saved thousands of lives in Central Queensland. And that's why the Pownall family have regularly donated to RACQ CQ Rescue for 14 years. Pam was also RACQ CQ Rescue's 7300th milestone mission in our incredible 20-year-service history.



The 81-year-old grazier lives on a 12,000 acre property Carfax, about 50km from Dysart and has done so for 61 years. In early February this year, she was bitten on the top of the toe at her home by one of the world's most venomous snakes, an Eastern Brown.

"I've lived in the bush all my life and as a child we never wore shoes. I've always been conscious of snakes and had a healthy respect for them. We are always aware of the risk," Pam said.

"Recently I was walking from the house outside to turn off a hose. I stepped down onto a step to follow a concrete path and a small snake came out from underneath the step. I was barefoot as I'd been in the house and it felt instantly like a red hot needle on my toe. I knew immediately it was venomous - it left fang marks. "Pam knew she had about an hour after a brown snake bite before she would find herself in "serious trouble".

"I didn't panic. I knew what I had to do. One of the nicest compliments I think I've ever had was from my husband who once told someone after he was injured on the property that 'my wife doesn't ever panic'."

Pam had the good sense to quickly apply a pressure bandage to the bite site and promptly drove the 50km to Dysart hospital in record time. She said if the police pulled her over at that moment she was ready to tell them "I'm sorry I can't stop, I've been bitten by a brown!"

Upon arrival at Dysart hospital Pam was assessed and the decision made to airlift her immediately to Mackay Base Hospital. The rescue helicopter arrived at Dysart and within half an hour, Pam was aboard with a doctor and critical care paramedic closely monitoring her condition for the short flight to Mackay Base Hospital. During an overnight stay, brown snake venom was detected in Pam's bloodstream. She concedes she was incredibly lucky and undoubtedly, that her timely transfer to hospital ensured her survival after a life-threatening encounter with such a venomous albeit small snake.

Upon her return home to Carfax, Pam saw the snake again in the same place only two days later. This time she was prepared. "I was wearing shoes, had a torch and a very handy piece of poly pipe at the ready," Pam said.

The Pownalls made their first donation to RACQ CQ Rescue in 2003 after the tragic crash off Cape Hillsborough which claimed the life of three crewman. A few weeks after her retrieval this year, Pam visited the RACQ CQ Rescue hangar with her daughter Lindy and her partner Tony Raines. Ironically, Tony, who works for Mackay Sugar, has also donated to the rescue helicopter through his payroll for an incredible 21 years.

Supporting a community-funded organisation which serves anyone, anywhere, anytime when they are in dire medical need as the result of injury, illness or accident should be of paramount importance to all residents across the region, Pam said.





DUMP TRUCK ROLLS AT REMOTE MINE SITE

Peter Mackenzie, 56, of Townsville, is lucky to have survived a horror accident when the dump truck he was driving rolled at remote Wirralie Gold Mine, 26km north of Mt Coolon on November 15, 2016.

His injuries were both extensive and life-threatening with severe chest trauma including broken ribs and a collapsed lung, a fractured pelvis and broken left shoulder as well as two fractured bones in his left leg. RACQ CQ Rescue flew nearly 400km and landed at the remote mine site to stabilise and transport him. He was heavily sedated for five days after the accident and spent three weeks in Mackay Base Hospital.

"If it wasn't for the RACQ CQ Rescue helicopter and the paramedics on board, dad never would have made it to hospital in time," Peter's daughter Jane Mackenzie said.

"While he was responsive on the flight to Mackay hospital, about 400km away, his condition was very serious and his condition deteriorated significantly – he was really lucky he made it out of the accident alive.

"Dad is a pretty determined guy and he's still pushing on in his recovery. He has now started physio and is slowly gaining movement back in his arm. After all of his bones healed and he came out of intensive care he needed a shoulder reconstruction. He has a lot of nerve damage in the left arm so there's going to be another operation and a long road to recovery but he will get there. He is alive so that is the main thing.

Jane Mackenzie, Townsville.

"My family is forever grateful for the work RACQ CQ Rescue do. Sometimes 'thank you' just doesn't seem enough. You really are lifesavers."



"Over the years I've known many people who've used such services including my 20-year-old granddaughter who fell out the back of a ute in 2009 and was airlifted from Dysart and later spent two weeks in the cranial unit in Townsville," Pam said.

"There was also a friend in Middlemount who had a severe anaphylactic reaction to a bite and had to be airlifted out."

Mrs Pownall said her family had lived and worked on the property for generations and their regular donation to the service ensured piece of mind that timely medical help was available if it was ever needed.

"I've lived out here at Carfax for 61 years after I married my husband Ian in 1956. My granddaughter's children are actually the sixth generation on this family property," she said.

"Living out here our location doesn't just show up on the Navman – so having the ability to be flown out of nearby Dysart so quickly to a bigger regional hospital is absolutely vital to anyone on the land.

"Donating locally is very important to me. I've always lived in the bush and to put a value on a service like the rescue helicopter is just impossible.

"Donating to a life-saving service like RACQ CQ Rescue is just so important if you live and work in a remote area. You just never know who or when you might need their assistance."

"In remote and regional communities, emergency service providers often have to travel significant distances in times of crisis. This makes the support of a rescue helicopter service a genuine lifeline for our region when we need it most.

As Mayor, and as a regional community member, I'm very grateful for the crucial service that RACQ CQ Rescue delivers to Isaac communities."

*Mayor Anne Baker,
Isaac Regional Council.*



IN THE NATIONAL spotlight

BAREFOOT BUSHMAN

bitten by big croc

They say never smile at or trust a crocodile. Barefoot Bushman and experienced croc wrangler Rob Bredl was feeding a 4.5 metre crocodile at his wildlife farm, near Bloomsbury, on September 22 last year when this adage certainly proved true.

The wildlife documentary star was working in a crocodile enclosure when the huge animal grabbed his left hand and rolled him towards the water's edge. Fortunately, the 66-year-old managed to free his hand from the croc's jaws before he was fully submerged.

RACQ CQ Rescue, with a paramedic and doctor aboard, was tasked about 1pm to retrieve the severely injured bushman and landed at the Lakeside Air Park, 90km north of Mackay.

An RACQ CQ Rescue crewman said although Mr Bredl had been able to free his hand from the crocodile's jaws, he had suffered very serious injuries to his hand including lacerations and broken bones as well as an injury to his thigh.

The crew aboard the rescue helicopter commented at the time that Mr Bredl, who is nationally-renowned for his exploits in the bush and for wrangling wildlife including crocodiles, could possibly lose some of his fingers or part of his hand.

The RACQ CQ Rescue helicopter crew met the ambulance at the nearby airfield and were on the ground for half an hour to administer pain relief, control Mr Bredl's pain and stabilise him for the flight to Mackay Base Hospital. He was in a stable condition when he arrived at Mackay Base Hospital about 2.30pm. Mr Bredl was later airlifted to Royal Brisbane and Women's Hospital amid concerns he might lose part of his hand.



MIRACLE RECOVERY

after horror swing accident

Little Zoey Baillie's recovery after a horrific backyard playground accident is nothing short of miraculous.

Only months after her mother found her hanging by the neck entangled in a backyard swing, the three-year-old made an amazing recovery and was quickly back to her gorgeous and playful self.

Zoey was seriously injured in a freak accident involving a tree swing on August 25 last year and was flown by RACQ CQ Rescue to Mackay Base Hospital. Only hours later about 3am, RACQ CQ Rescue again flew the three-year-old to Townsville hospital in a critical condition.

Zoey was playing on the swing with her mother at a property in Koumala, south of Mackay when her mum briefly turned away to feed some animals. When she turned back, she found her daughter unconscious, with the rope from the swing wrapped around her neck. Her mother immediately began resuscitation until ambulance officers arrived and the little girl was then transferred to a nearby sporting field to be airlifted to hospital by RACQ CQ Rescue.

Little Zoey's life was hanging in the balance and many, including the RACQ CQ Rescue crew, feared the worst.

Two days after the ordeal, Zoey woke up in hospital asking for her sister, much to the delight of her incredibly relieved family.

Now back to full health and with no physical or mental impairment as a result of her horror ordeal, Zoey's relatives and emergency workers have praised the efforts of her mum who battled frantically to resuscitate her daughter and the emergency workers who were first on the scene.

There is no doubt that Zoey's mum's quick thinking and actions helped save her life as did her quick extraction and transfer to urgent medical attention in hospital.



RACQ CQ Rescue pilot Greg Webb said of the first flight with Zoey aboard, "it was only a short flight to hospital, but for her mum it must have felt like a lifetime".





RACQ message

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 111 years it has been the voice of members and their families, ensuring safer drivers in safer vehicles on safer roads.

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.

Our 16-year association with RACQ CQ Rescue is a highly appropriate way of putting something back into the Queensland community in which our club has progressed and prospered. 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.

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?

RACQ provides naming rights sponsorship across the Queensland rescue helicopter network. Overwhelmingly the majority of RACQ members obviously agree our support is vital, with 99.4% of those most recently surveyed supporting this major sponsorship.

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

To continue delivering emergency medical aid in remote regional centres, your rescue helicopter needs your help. Please donate to the 2017 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
Executive Manager Community and Education, RACQ

WELCOME to our new CEO

As a former pilot in the Royal Air Force in the United Kingdom, Ian Rowan is no stranger to the cockpit.

Mr Rowan has been appointed to the role of Chief Executive Officer for RACQ CQ Rescue and began work in January. With significant experience in public safety, management, major events as well as leadership in the not-for-profit sector, Mr Rowan said he was excited to commence in the role which combined his two great passions – aviation and community work.

"RACQ CQ Rescue has a fantastic reputation and I'm very excited to be joining a service which has grown exponentially in 20 years and is so widely supported and respected within the Central Queensland region," he said.

Mr Rowan is a former Rotary Club president, chairman of the Special Olympic Committee and founding director of the Queensland-based charity Safe Streets. He has also worked in the public safety arena for all major events in Melbourne including the Commonwealth Games.

Mr Rowan said he was honoured to take the helm of the highly-respected community-funded organisation and was looking forward to the challenges ahead, one of which included the rescue helicopter's annually increasing workload.

"It's an organisation which certainly makes a lasting impression. I was being served in a store recently only to find out the employee was actually a recipient of RACQ CQ Rescue's life-saving service, having been airlifted from Nebo after a serious accident. I was equally impressed and very excited she was so incredibly grateful and supportive of our aeromedical service," he said.

"I am eagerly looking forward to working with the passionate and dedicated team of professionals who make this life saving service a reality every day of the year," Mr Rowan said.

RACQ CQ Rescue Board Chairman Chris Wright said Mr Rowan had extensive experience and knowledge in the not-for-profit sector, risk mitigation and event management. This would help ensure the Mackay-based rescue helicopter service continued its high standard of professionalism and reach as a not for profit while providing the best aeromedical emergency service to the Mackay, Whitsunday and Bowen Basin communities

"Ian's vast range of skills will ensure CQ Rescue's mission to deliver the most cost-effective, reliable, safe and clinically excellent patient rescue and transfer service will continue to be achieved," Mr Wright said.

"On behalf of the Board, we welcome Ian to the role and look forward to working with him to navigate RACQ CQ Rescue to even greater heights."



OUR CORPORATE partners

When CQ Rescue flew its first flight in 1996, we proudly boasted the support of three major sponsors – BHP, CFMEU and Thiess.

Since this time, we have worked tirelessly to gain support in the corporate sector and while this support has come from many sectors, the mining industry is where a great deal of financial support for RACQ CQ Rescue was sourced.



At our peak, RACQ CQ Rescue partnered with 24 major organisations. Major partnership numbers now sit at 19 and while we have lost a number of wonderful organisations in the past three to four years, we are acutely aware that they were upfront in regards to their short-term commitment or through the loss of contracts in the mining industry, their organisations are either no longer operational in our region or have a severely reduced capacity.

We are very proud to have partnered with an iconic Queensland-based organisation such as RACQ for the last 16 years and greatly appreciate their commitment to the wellbeing and welfare of residents in our region. Their ongoing support for our rescue helicopter is invaluable to assisting us deliver emergency medical aid to remote regional centres.

Since 2013, we have expected each year to be challenging in regards to generating funding for RACQ CQ Rescue but 2016 would have to be the toughest yet.

Having said that, we are extremely positive about 2017. We are aware of a number of projects already approved for the Bowen Basin and where the Adani project will be located in the Galilee Basin, also falls within RACQ CQ Rescue's footprint. These projects and those within the Mackay and Whitsunday regions will have an impact on RACQ CQ Rescue with an increase in missions and hopefully, they will also bring increased support for RACQ CQ Rescue.

Imagine the support we could garner if every employee, contractor, stockman or worker within the Bowen and Galilee Basins, as well as the Mackay and Whitsunday regions donated \$2 each week to RACQ CQ Rescue. How incredible would that be?

We work closely with a large number of our major sponsors in relation to their employees donating to RACQ CQ Rescue through Workplace Giving Programs where as little as \$2 each week donated from their wages adds up to make a huge difference to the lives of our patients on a daily basis.

RESCUE 412 program

We are proud our Rescue 412 program membership has grown in numbers from just 15 in 2004 to now more than 100 businesses and individuals.

We thank every Rescue 412 member for their loyal support as your contribution is helping making a significant difference to the lives of so many in this region.

During 2017 we aim to increase our membership numbers in the Rescue 412 Program. Members of this program contribute \$1,000 per annum in support of RACQ CQ Rescue and in return, they are invited to quarterly functions hosted by the rescue service which are generally held in the CQ Rescue hangar.

The events are an opportunity for members to meet the crew, see the helicopter up close and personal and network their business among other corporate supporters.

On occasions, guest speakers are invited to speak at these events and we welcome sponsorship of the individual events as well.

For anyone wishing to join the Rescue 412 Program, contact Leonie Hansen on 0427 578 182 or email leonie.hansen@cqrescue.org.au.



EVENTS HELPING *us take flight*

Since 1996, RACQ CQ Rescue has grown in both size and status to become one of this region's most trusted and well-respected Not-for-Profit organisations and a leading beneficiary of community goodwill.



Servicing remote and regional Central and Northern Queensland, we have a vital need for community support and funding. Without sponsorship, corporate support, community donations and fundraising, we literally couldn't get off the ground.

2016 was an incredible year for fundraising and events for RACQ CQ Rescue but such success would not have been possible without the valued support of our volunteers, sponsors and supporters. Encapsulated, last year was the year of 'more'. Through the Fundraising and Events team's efforts collectively, our service raised more money, was more involved with the community, strengthened our community relationships, facilitated more first-party events, had a greater social media presence, gave more back to our sponsors and implemented more procedures to maximise event efficiency.

Last year our major events, including the Sydney St Medical Beach to Gardens Charity Fun Run and Rio Tinto River2Reef Charity Bike Ride, successfully attracted more participants and raised record funds. Additionally, our extended team of staff and volunteers appeared at more community events than ever, giving back to our region and ensuring that our rescue helicopter and its dedicated crew stay operational. In 2016, the successful implementation of new moneyboxes was rolled out across the Mackay region, ensuring greater compliance, security and efficiency for our organisation.

In addition to our Annual Appeal, RACQ CQ Rescue held four major events last year including the RACQ CQ Rescue Day on the Park, a 20th Anniversary Gala Ball in September, Rescue Chopper Week where the helicopter landed at Wests Leagues Club at Walkerston (and much to the excitement of school students who helped fundraise for us) and a Bakers and Makers Market Day. These events were in addition to our annual popular third-party-organised events such as the 4U2 Concert in Moranbah, the RACQ CQ Rescue Model Search organised by Brooke Lee Modelling and the Hamilton Island Charity Golf Day, both of which raise about \$30,000 for our rescue helicopter service.

On behalf of RACQ CQ Rescue, the events team would like to extend our appreciation to our team of sponsors who we rely on to get our events off the ground, our volunteers who tirelessly give their time, energy and ideas and to our advocates who donate and spread the importance of our cause and attend our events. Without your ongoing support, 2016: the year of 'more' could not have happened and we look forward to celebrating our supporters more intensely in 2017.

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.

To register your interest in hosting a fundraiser, please contact our office on 4998 5232 or email events@cqrescue.org.au.

UPCOMING *events in 2017*

8 May - 2017 Annual Appeal begins	21 – 31 Aug - RACQ CQ Rescue Kokoda Trek to Save Lives
2 June - Tee Off for Lift Off Golf Day	1 Sept - Great Gatsby Gala Dinner
10 June - RACQ CQ Rescue Model Search	9 Sept - Hornery 4U2 Concert
4 Aug - Whitsunday Mayor's Charity Ball	30 Sept - Rio Tinto River2Reef Charity Ride
13 Aug - Mechanos Wings and Wheels	16 – 22 Oct - Rescue Chopper Week
19 Aug - Mackay Airport Beach Horse Races Festival	Nov – Dec - Christmas Gift Wrapping
20 Aug - Sydney St Medical Beach to Gardens Fun Run	





VOLUNTEER

story

Katie Byrnes, 18, tragically died while riding a quad bike at Cape Palmerston on January 14, 2012, where she was camping with her boyfriend and his family. RACQ CQ Rescue flew to the scene and transferred her to Mackay Base Hospital but her spinal and head injuries were severe. She would have celebrated her 19th birthday on Australia Day that year.

"She was doing something that she loved when it happened," her mother Deb said. "She was a careful rider. She always made sure her safety gear was on. She was definitely in a spot that she loved and was around people she loved as well. It was just a freak accident," she said.

In 2014, just two years after the tragic loss of her daughter, Deb began volunteering for RACQ CQ Rescue. The first event she worked at was River2Reef Charity Ride and then only months later she worked at the Christmas gift-wrapping stall at Caneland Central.

"I hadn't worked since Katie's accident and I really needed to do something useful, to focus on something positive and to fill a void in my life," she said.

For Deb, there was no better cause than the Mackay-based rescue helicopter which each year helps save hundreds of lives across the region and comes to the aid of those in dire need.

"It was really important to me to be involved in an organisation where the money stays here in our community, directly benefitting local people. The rescue helicopter certainly does that – it's invaluable in a time of crisis," Deb said.

"As a volunteer at various events you hear a lot of people's stories about accidents and illness and the need for the helicopter and I can relate to them. There are a lot of volunteers who have had family and friends use the service, so this is how they choose to help out and give back.

"I was only talking to a man at gym recently who said his son had used the rescue helicopter twice in the last few months, once when he had appendicitis and the other time after a bike accident," she said.

Both Deb and husband John volunteer a few hours a month by working at various RACQ CQ Rescue fundraising events, collecting donations, selling merchandise and raffle tickets and running barbeques to assist the fundraising and events team.

Each year RACQ CQ Rescue raises in the vicinity of \$4 million from the community so the blue and yellow helicopter could continue to fly to the rescue and be a beacon of hope for many in the community.

"People ask me all the time why I volunteer for CQ Rescue – the opportunity really just fell into our laps, but I always says it's because I enjoy it and meeting other people from all different walks of life," Deb said.

"It's nice to get out and do something really worthwhile and there's always a real mixture of tasks for us to do either together or separately.

"Every dollar counts for this organisation and the loose change really does add up. People are often surprised we are volunteers working for the rescue helicopter so they really appreciate it more and donate to such a great cause."

"We are local through and through and know just how much a service like this is needed. Anyone who has been touched by it knows how vital it is. We donate monthly too but we also volunteer our time as this is our way of giving back to our community."

Walkerston couple Deb and John Byrnes are extraordinary people. But their heartache is now helping deliver hope and help to others.

After the tragic loss of their beloved daughter in an accident five years ago, something neither says they will ever get over, the couple are now focussed on giving back to their community and raising lifesaving funds for Mackay's rescue helicopter service.



"It's certainly very rewarding and we'd encourage others to spare some time to help this amazing life-saving service out."



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.



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 Mike Jones
Street, Mackay Airport



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.





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MAJOR SPONSORS:



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PO Box 1850, Mackay, QLD, 4740

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