

A photograph of a helicopter cockpit, showing the instrument panel with various gauges, dials, and controls. The seats are red, and the overall scene is viewed from the pilot's perspective. The text is overlaid on the top half of the image.

RACQ-Capricorn Helicopter Rescue Service

ANNUAL REPORT

2007 - 2008



Capricorn Helicopter Rescue Service Ltd

table of contents

chairman's message	2
executive officer's report	3
engineering	5
all in day's work	6
how you can help	9
sources of funding	10
analysis of task statistics	11
sponsors & donors	12
board of directors	13



chairman's message

In 1993 John Bavea instigated discussion with the Department of Emergency Services and the Community to establish a Community based rescue helicopter service. Our beginnings are important as they establish and remind us of what we are here for. The original vision for the founders was a helicopter service that would provide the people of Central Queensland with a rescue and primary and secondary retrieval response service. These ideals are important for the Board, in staying focused on our responsibilities. We are to govern an organisation that provides a helicopter service that can rescue and retrieve people. The word service also provides the functional aspect as we are here to serve the Community.

The Board continually reminds itself of these simple but essential obligations. The Capricorn Helicopter Rescue Service (CHRS) has grown from an idea by a community leader to a functional and accountable service to our shareholders, the people of Central Queensland. The previous twelve months has been in keeping with those philosophies of service, safety and accountability.

SERVICE

Provision of service has rolled out in line with our service agreements with the provider Jayrow Helicopter Pty Ltd and the Department of Emergency Services. Ongoing discussions between the three entities are addressing contractual concerns to us and we can report progress on issues of crewing and provision of backup aircraft.

Co- location of operations, management and administration continues and seems to be a model that works well. The Board notes the close and cooperative working relationship between Jayrow and management and appreciates this.

SAFETY

The Board continues its rigorous focus on safety through contractual, governance and management processes. The successful and safe operation of any aero medical and rescue service is only established through a governance system that builds in the trays and sieves to firstly prevent and then catch any event. We have a system of safety that sees all stakeholders in the operation working collaboratively on the issue but in challenge to each other to ensure a standard of excellence able to withstand scrutiny.

ACCOUNTABILITY

In line with contemporary company governance the Board has begun work on establishing Corporate Governance policies. These policies will outline the Company's mission, vision, strategy and structure. It will provide the policies for management to run the organisation. Most importantly it will give us a framework of assurance, compliance and risk management that will give the Directors and management the information they need to make well informed and objective decisions for the long term future of CHRS. This will provide accountability across all sections of the company. Once again a heavy emphasis has been placed on safety and viability in this process.

Built into this framework is a Board and Executive Officer performance framework. Also the ability to strategically plan for ten years when the Government is a key stakeholder and parliamentary terms are three years. This governance process is well underway with a lot more work to do in the compliance and risk management system areas. Our future challenges will be centred on this model of operation. That is, how we will structure up this Company to continue to provide the service that is world standard but includes all stakeholders and represents the shareholders.

I thank all Directors for their voluntary and selfless work. I have appreciated and learned from the expertise they each bring to the Board. Our thanks to Kay Becker for a tireless effort in managing the Company. As usual Kay has demonstrated an effort that is well beyond what is reasonably expected, particularly in representing CHRS at weekend functions. Our thanks to Kaye Burrage for administering the office and a welcome to Debra Drinan our new Fundraising Coordinator and Business Development Officer.

Mark Tobin
Chairman



executive officer's report

OVERVIEW

The 2006/07 year saw the Board and management bed down the Government Deed for the next 5 years, allowing 2007/08 to be a year of consolidation and setting some corporate governance goals and objectives.

In consultation with Aerosafe Risk Management, a company CHRS has worked closely with over many years, we are developing a Corporate Governance model that will guide Capricorn Helicopter Rescue Service (CHRS) through its long term strategic direction.

The Board is now in the process of writing policies and guidelines that will hopefully take us through the next 10 years. As Chairman Mark Tobin has stated – the difficult part of the process is setting a direction that allows change in line with the 'Government of the day' ideals.

The need to have policies and procedures is now greater than ever with all segments of the community wanting the assurance these policies will offer. Government, sponsors and the general community now enquire about these issues. How things have changed in my 10 years!

The 2007/08 year has definitely been a year of consolidation for the Service with the upgraded helicopter online for the whole 12 months, the Government agreement bedded down for the next term and a permanent team of Intensive Care Paramedics complementing the helicopter crew. This consolidation has allowed for some very successful rescues resulting in great outcomes for the people rescued.

CREW & PILOT UPDATE

The helicopter industry is very transient in terms of staff turnover and in the last 12 months we welcomed 3 new staff to our team. Pilot Matt McPherson and Aircrew Officer Brad Nagy joined the team, both men leaving the Army to take up these positions. It is always pleasing to attract staff from the Army as they are highly trained and skilled in their respective fields.

The introduction of a twin- engine helicopter necessitated the need to have on site engineers. Marcus Goldston joined us when the Dauphin 365N initially arrived (and is still with us) however it became obvious that due to the comprehensive avionics in this aircraft there was need to have a permanent avionics engineer on base – Ben Hart joined the team as the Avionics engineer. Ben is certainly a welcome addition to the team as there aren't many things Ben can't fix!

We are fortunate to have a team of dedicated and professional crew who take their roles very seriously.

TASKING

Each year we continue to experience an increase in the number of tasks completed. Over the last few years we have been required to travel further distances to retrieve people.

Earlier this year the Service was involved with other emergency services to assist the people of the Central Highlands during the floods – a new experience – flood work!

All indicators are that the workload will continue to increase, mainly due to the increase in residents in the area and the current issues within the health system that is requiring people to be transferred between health facilities.

SPONSORSHIP

The Service is provided freely to those who require it and to continue this CHRS relies on all facets of the community to support it financially.

We are eternally grateful to the corporate community for the continued support of the Service, in particular RACQ, BMA, Ian Weigh Motors, WIN Television and the Queensland Government.

RACQ are currently the naming rights sponsor for the Service. CHRS and RACQ entered into a new sponsorship agreement in January 2008 for a three year period. We look forward to working with RACQ to ensure that the people of Central Queensland receive

the best possible service by utilising their sponsorship dollars to continue to provide the Service.

BMA are the longest continuous sponsor of the Service and the community will be forever grateful for the many hundreds of thousands of dollars contributed by BMA basically since the Service commenced.

Ian Weigh Motors continue to provide a vehicle which is used by the Service to allow us to fundraise throughout the area covered by the Service. The continued generosity of this local business indicates to the Community the support the Service enjoys.

This Service also enjoys the support of a wonderful group of people – the Central Queensland Community. Every year since inception this Community has supported the Service in a number of ways – be they payroll contributors, individual donations, service groups, community organisations or individual local organisations in one of the many communities we serve – again the people who visit and live in this area are indebted to you.

The Queensland Government provide assistance to the Service on a 5 year rolling agreement and we thank them for returning some of the hard earned taxes to the Central Queensland community and we look forward to working with them for the term of this agreement and any future funding agreements.

APPRECIATION

Every year as I write my part of the Annual report and reflect on what the year held the one thing that continues to be a common thread and continues to amaze me is the team of people who work so hard to make this service work and 'happen'. The group is large – staff, Board members, volunteers, emergency service personnel, doctors and the community.

The staff of the Service give 110% to ensure that the rotors keep turning and the Service is ever ready to help those in need and I thank them for their efforts again this year.

I thank the Board members, who are voluntary, for the time and guidance they give to the business end of the Service.

CHRS is very lucky to have a group of dedicated volunteers who work tirelessly for the Service. This small group raise many thousands of dollars every year for the Service and we are eternally grateful for their help and support.

All of these people do an outstanding job, however if it was not for the Emergency Service staff – paramedics, doctors, police officers or fire officers who work on the helicopter we would not have a service. The Central Queensland community will be forever indebted to this dedicated and very professional team.

I would sincerely like to thank everybody who has been involved in the Service over the last 12 months – it takes everybody to keep the rotors turning.

Until next year...

Kay Becker
Executive Officer

engineering



The helicopter at CHRS has a dedicated team of engineers who work tirelessly to ensure that the aircraft is maintained to the highest possible standard.

Marcus Goldston, Senior Base Engineer and Ben Hart our Avionics Engineer continually work through systems of maintenance which sometimes demand that they work very long hours. Often the required components have to be sourced from different parts of the globe, the logistics of which can prove to be time consuming and sometimes frustrating.

We thank Marcus and Ben for their commitment to ensuring that the helicopter is maintained to the highest industry benchmark.



all in a day's work...



Rescues and food drops during Emerald Flood of 2008



Mine rescues





Rescues and fire fighting in rural areas



Primary Motor Vehicle Accidents

Coastal and ocean rescues



Filmed by Totally Wild for Channel 10

Emergency workers kept busy

Cries in the night, flooded roads and urgent deliveries

BY MELINDA SIEGMEIER
 ems@morningbulletin.com.au

EMERGENCY SEARCH: Emergency crews searched for two low-lying cars on Saturday night. The search was hampered by heavy rain and flooded roads. Crews were kept busy with urgent deliveries and chopper rescues.



EMERGENCY SEARCH: Emergency crews searched for two low-lying cars on Saturday night. The search was hampered by heavy rain and flooded roads.

Forecast

Today: Intermittent to heavy rain
 Tomorrow: Scattered showers
 Sunday: Scattered showers

Death yacht sails to CQ

Chopper crewman in dramatic rescue

Scrubby Creeks pictures, Page 5

ROCKHAMPTON'S RACQ Capricorn Helicopter Rescue Service crewman Mike Dekker was killed in a crash accident near Scrubby Creeks on Tuesday. The 40-year-old was on a hoist rescue mission when the chopper crashed into the water.



YACHT DRAMA: Rescue helicopters from Rockhampton and Bundaberg were tasked to search for yacht 'Deja Vu' off Fraser Island after a sailor was struck in the head with a boom and killed.

She didn't want to leave her husband or the boat

BY MELINDA SIEGMEIER
 ems@morningbulletin.com.au

nearby, she said. The police eventually found the boat and she was flown to the hospital. Her husband's body was recovered by water police.

Inquiry under way into Callide mine explosion



BLAST BURNS: The chopper arrives to ferry two miners to hospital after they were badly burnt in an explosion at the outdoor area of Boundary Hill mine.

What sparked coal dust blast?

By ERIN GODWIN
 erin.godwin@morningbulletin.com.au

AS Mines Inspectorate investigations begin their inquiry into the explosion and fire at Anglo Coal's Boundary Hill mine near Callide this weekend, there is one obvious question: What caused the blast? The consequences are only too clear. Two 50-year-old miners were injured in the blast after the coal dust exploded in a 50-metre-high hopper.

Bert De Gitt of Rockhampton and Len Newman of Bundaberg suffered horrific burns that caused them to require surgery. So much pain ensued that the pair were being carried out with a stretcher. And as a mining union spokesman said yesterday, something had gone wrong. "We were not treated for their injuries at the mine for more than an hour late on Thursday afternoon before the RACQ Capricorn Helicopter Rescue Service chopper arrived. They were then taken to the Royal Brisbane Hospital for treatment at a stable condition."

Survivors remain in intensive care, one fighting for his life



ACCIDENT SCENE: The RACQ Capricorn Helicopter Rescue Service at the scene of the accident on Sunday afternoon.

...he was brilliant. Young fellow who volunteers his time and he was my gopher, my eyes. He went around taking photos, letting me know when conditions had changed, and to other people when I was there. Without him my life would be much harder. The truth, my memory of the crash is a bit blurry. There's an ambulance your ring hanging 'round your neck. It was just flat-strap build until further re-

Dental records and jewellery will be used to formally identify the driver. Country Inspector Darren Harland said the driver was a contributing factor to the smash. "It's only the early stages of our investigation but it would appear fatigue may have been an issue, and it's something we're aware of as our country roads need to be a killer," he said. "People need to plan their trips, plan frequent breaks, and stop and rest if feeling tired."

render assistance at the scene. Unfortunately they were unable to remove the what followed was a horrific scene as the fire slowly gathered momentum and eventually engulfed the car. "QFRS During a rural fire service arrived on the scene but sadly it was too late they'd fully taken hold. "I don't know about heroes but I think the people who rendered assistance did us are grateful. It may have been a very different result had they not helped those who survived the crash."

Man airlifted after rollover

MIRIAM VALE: The RACQ Capricorn Helicopter Rescue Service was called to a single-vehicle rollover on the Bruce Highway out 12 kilometres south of Miriam Vale early yesterday morning. A late model Holden Astra, travelling north, left the road on a bend at high speed before rolling several times and coming to rest on its roof on a section of the old gully. The 25-year-old male who was driving was airlifted to Rockhampton Base Hospital with suspected spinal injuries. Three other occupants in the car were taken by road to Gladstone Hospital with minor injuries. Meanwhile, also yesterday morning

ing a motorcyclist crashed about two kilometres west of the Calliope township fracturing his leg. Queensland Ambulance Service officers transported him to Gladstone Hospital. The Forensic Crash Unit is investigating both traffic incidents.



LIFT-OFF: Capricorn Rescue chopper takes off from the site in Carnarvon Gorge where it picked up an injured woman this week.



TIMELY RESCUE

during the occupa... some discoloration. Sewerage water under ground recept treatment to protect any pollution. Solar lights have been in the amenities block light up the camping area. "Three gas barbecues



FLOOD RESCUE: Two Emerald Shire Council workers had to be winched to safety after they were left stranded on Thursday by floodwaters. BY MELINDA SIEGMEIER
 TWO Emerald men remained stranded on a grader for almost 12 hours as they waited to be rescued from rising floodwaters. Glen Station, about 160km south-west of Emerald, when their caravan began taking water. "They had a very heavy rain-fall - about 300mm and water surrounded and flooded them. "I don't know about heroes but I think the people who rendered assistance did us are grateful. It may have been a very different result had they not helped those who survived the crash."

how you can help

To keep our service free to the public we rely heavily on the local community for support. There are a variety of ways in which you can provide assistance such as:-

Donations and Grants

Donations can be made via our website, by depositing funds directly into our bank account, sending a cheque or in person at our Canoona Rd office. In-kind donations are also welcome for fundraisers such as raffles and cent sales.

Payroll Deductions

This form of donation provides the life blood of our service. Regular donations, however small, go towards the daily operating cost of the helicopter. Operating costs for our service are between \$200,000 and \$250,000 per month. If you would like information on how you or your organisation can contribute through our regular workplace giving program phone our Fundraising Coordinator and Business Development Officer on 07 4922 9093.

Community Groups

We receive valuable support from many organisations and clubs in Central Queensland. Funds raised from events such as sporting events, race days, gala balls, and charity auctions are greatly appreciated. For more information on how your club or organisation can become involved contact us on 07 4922 9093.

Sponsorship

Many companies and organisations choose sponsorship as a meaningful and valuable way to give back to the community. As a promotional tool sponsorship enhances an organisations brand image and public perception as well as gains support from employees. If you are considering sponsorship as an avenue for promoting your company in the community call our Fundraising Coordinator and Business Development Officer on 07 4922 9093.

Media

For all media enquiries please contact the Fundraising Coordinator and Business Development Officer on 07 4922 9093.



sources of funding

We are grateful to individuals and organisations who support our vital life saving service. Every contribution, no matter how small, makes a difference as we target \$1 Million each year. It is reassuring to know that these valuable contributions help maintain a FREE service to all residents and visitors to our region.

Sponsorship

We would like to extend a special thanks to our major sponsor RACQ together with BHP Billiton Mitsubishi Alliance, Ian Weigh Toyota and WIN Television for their on going financial and in-kind support.

Payroll Deduction Scheme

Fundraising via payroll deductions economises on both time and money. This year we received generous donations from the employees of 91 Central Queensland companies and organisations. While workplace giving has increased each year since being introduced we aim to focus on a major membership drive in 2009.

Direct Mail

This year we commenced a rolling direct mail campaign to thousands of recipients throughout Central Queensland. Many of our donors respond with regular donations on a monthly, quarterly or half-yearly basis. The generosity of our loyal supporters often takes us by surprise and we plan to expand this program.

Bequests and gifts

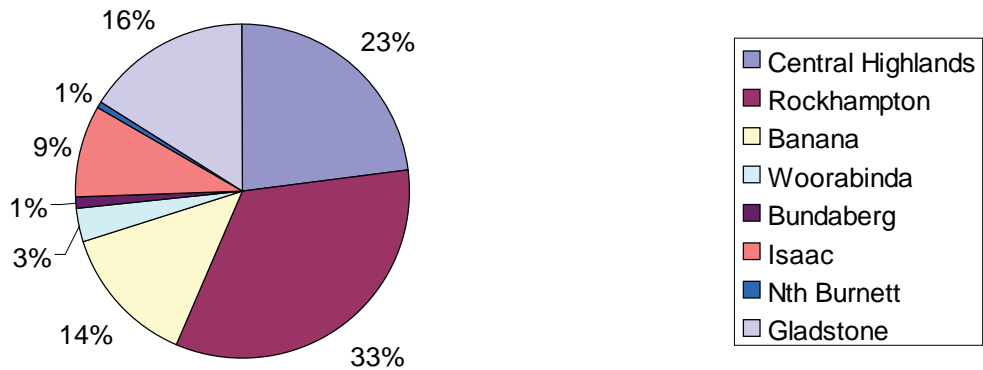
We have seen a growth in bequests and people donating in lieu of gift giving. The funds have been helpful in relation to the purchase of fuel and the day to day operating costs of the helicopter which can amount to between \$200,000 and \$250,000 per month.

General Fundraising

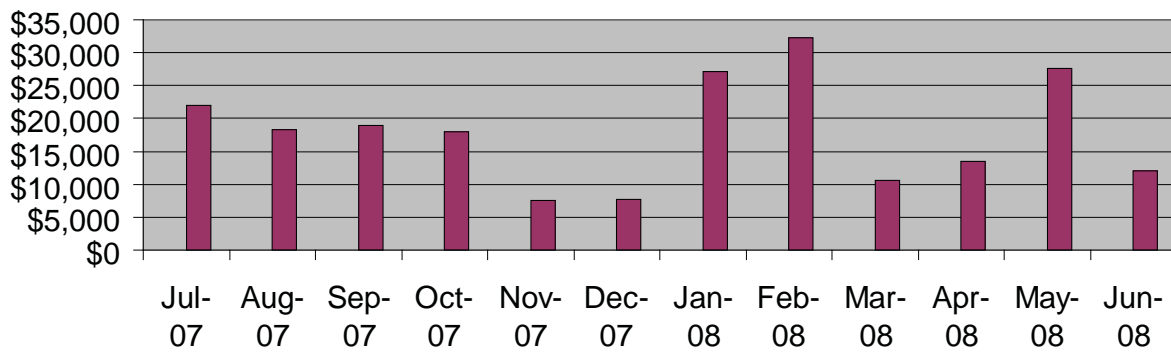
Our team of community minded volunteers provide a constant stream of funds for which we are eternally grateful. This year some of the fundraisers included cent sales, sausage sizzles, race days, raffles and attendance at events such as the Rockhampton Show and Ag-Grow to name a few. We would also like to extend our thanks to those organisations in the community who regularly contribute goods which help to make the events a success.



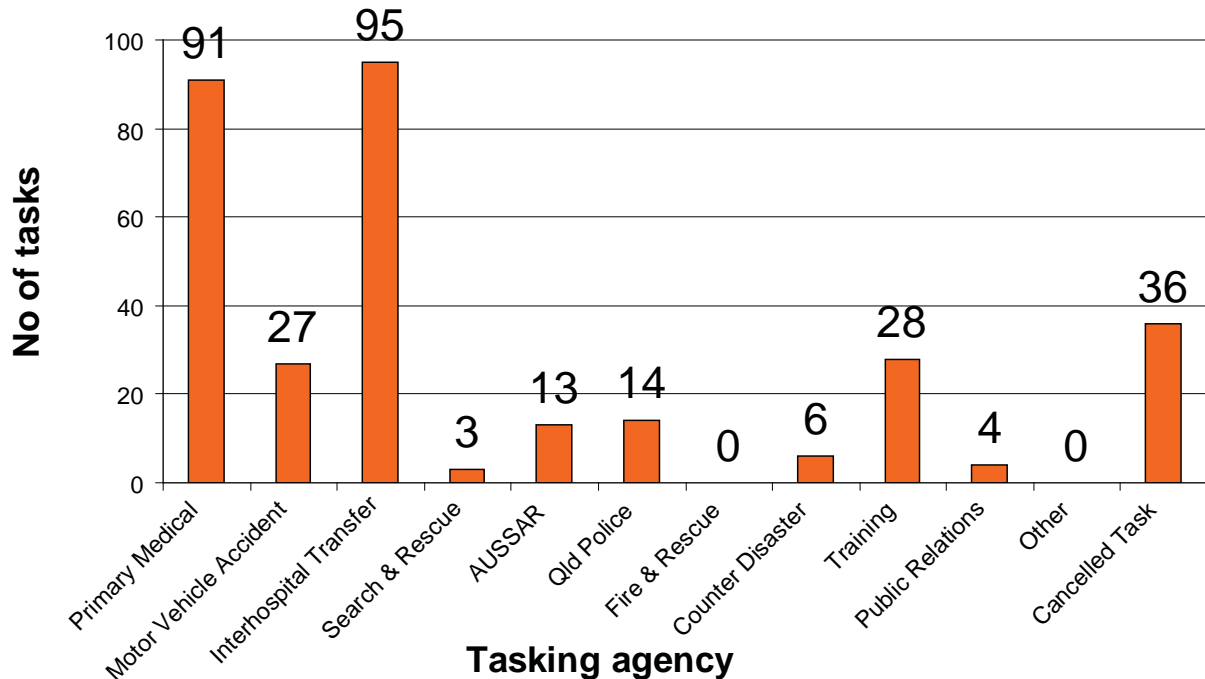
Percentage of tasks to Council Regions 2007-2008



Fuel Costs per month



Reasons for Activation 2007/2008



thank you

The RACQ Capricorn Helicopter Rescue Service sincerely thanks all sponsors and donors for their generosity which ensures that this service can continue it's vital mission.

QUEENSLAND GOVERNMENT, RACQ, WIN TELEVISION, BMA BILLITON, IAN WEIGH TOYOTA

BANANA SHIRE COUNCIL
CENTRAL HIGHLANDS REGIONAL COUNCIL
GLADSTONE REGIONAL COUNCIL
ISAAC REGIONAL COUNCIL
ROCKHAMPTON REGIONAL COUNCIL
NORTH BURNETT REGIONAL COUNCIL
ACTON SUPER BEEF
ALAN MACE PTY LTD
ANGLO COAL (CAPCOAL)
ANGLO COAL (DAWSON)
APN NEWSPAPERS
ASHTON ENGINEERING
AVIATION GROUND HANDLING
BETACRETE
BILL ROBERTSON TOYOTA
BILOELA HOSPITAL
BLUE CARE
BRAMAC POWER BRAKE SPECIALISTS
BROSNANS
CALLIOPE CATTLE CO
CAPRICORNIA CREDIT UNION
CAPRICORNIA RESPIT CARE ASSOC
CAPRICORN SURVEY GROUP
CEMENT AUSTRALIA
CFMEU
CHEETHAM SALT
CHRISTMAS & VOLLING
CITEC
CORFIELD SERVICES
CS ENERGY
CWA - CQ REGION
DC MOTORS – GLADSTONE
DC MOTORS – ROCKHAMPTON
DEWELD ENGINEERING
DOWNER ENGINEERING
EMERALD HOSPITAL
ENSHAM RESOURCES
ERGON ENERGY
EVANS, EDWARDS & ASSOCIATES
FRENCHVILLE SPORTS CLUB
GLADSTONE AREA WATER BOARD
GLADSTONE HOSPITAL
GOLDING CONTRACTORS
MERCY AGED CARE
GRACE REMOVALS

GROWERS OWN MARKET
HACKETTS PTY LTD
HASTINGS DEERING
HERON ISLAND RESORT
HILLMAN MOTORS
JM KELLY
KELE BROS AGENCIES
KEYCUT SERVICES
MAIN ROADS
MCDONALDS – GLENMORE
MCDONALDS – ROCKHAMPTON
MERCY AGED CARE
MORANBAH-QLD HEALTH
NORTH QLD CRANE SERVICES
O'SHEA CHARTERED ACCOUNTANTS
PEARL ST MET LABS
PIERCE ENGINEERING
PIRANHA INSURANCE BROKERS
PORT CITY EXCAVATIONS
QLD HEALTH
QAL GLADSTONE
QMAG
QLD POLICE
QLD RAIL
QLD TRANSPORT
RIMROCK AGENCIES
ROCK BUILDING SOCIETY
ROCKHAMPTON GIRLS GRAMMAR
ROCKHAMPTON HOSPITAL
ROCLA CONCRETE POLES
ROCKY'S OWN TRANSPORT
ROD NORTH & SONS TRANSPORT
ROTARY CLUBS OF CENTRAL QUEENSLAND
RYDGES CAPRICORN RESORT
SHARK THE FILE SHARPENER
SISLEYS OFFICE NATIONAL
SOUTH BLACKWATER MINE
ST BRENDANS COLLEGE
STANWELL CORPORATION
SWIFT (AUSTRALIA) PTY LTD
TEYS BROS (BILOELA)
TREND INTERIORS
TROPICAL AUTO GROUP
WESFARMERS CURRAGH
XSTRATA COAL

Many individuals, service clubs and organisations have also made generous contributions during the year and we sincerely thank them for ensuring the continuation of this essential service.

If every person contributes in a small way, it isn't a big job for anyone.

board of directors

Mark Tobin	Intensive Care Paramedic/Grazier
Adrian de Groot	Proprietor - Welding Works
Leonie Creed	Grazier
Clark Cooper	Business Proprietor
Mark Fewtrell	Business Banking Manager
David Andrews	Architect
Justin Hoolihan	Solicitor
Terry Daley	Business Proprietor
Craig Edmonston	Consulting Surveyor

