

2018-19

Marine Rescue Hervey Bay

ANNUAL REPORT



Volunteer Marine Rescue Hervey Bay Inc.
ABN 92 424 635 054
2018 - 2019

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Welcome And Commodore's Message

WELCOME

Marine Rescue Hervey Bay (MRHB) respectfully acknowledges the Badtjala (Butchulla) traditional owners of the land and Elders both past and present. We also recognise those whose ongoing effort to promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders.

We also acknowledge our Patron, Mr Rod Love and Life Members. We acknowledge and thank all our Working Members, our major sponsors in the Hervey Bay RSL Inc and Hyne Timber Pty Ltd and other businesses who continue to support our activities, through either financial or in-kind support. We appreciate our many partners, community groups and volunteers who contribute in all manner of ways to make MRHB successful in meeting our operational commitments.

This annual report is a means of capturing the key activities of MRHB from mid-2018 through to August 2019. It also showcases the great work undertaken by our volunteers and to show interested parties how we are progressing as an organisation. I commend this document to you as a true and factual account of the year's activities and achievements of which we should all be justifiably proud.

STRATEGIC HIGHLIGHTS

Work continues against the Strategic Plan (See Appendix 1). We have completed several of the tasks and others are a work in progress. These include:

- Build of our replacement primary rescue vessel {WIP}
- Changes to the pontoon infrastructure {WIP}
- Replacing our aging vehicle with a new fit for task wagon {WIP}
- Replacement of the storm damaged repeater station for Channel 22 {WIP}
- Increased our public information and awareness campaign {WIP}
- Reciprocal membership service with other VMR squadrons {partially achieved}
- Refurbishment of the building infrastructure {WIP}

Further details of these achievements are included in other areas of this report.

FINANCIAL HIGHLIGHTS

The most significant event this year has been, without doubt, the receipt of a significant grant from Hand Heart Pocket the Charity of Freemasons Queensland. This grant has enabled MRHB to commence building our 12-metre replacement primary Search and Rescue vessel. This achievement was made possible through the support of the eight Freemason's Lodges from the Wide Bay Area. Thank you.

Through prudent financial management, we were once again successful in increasing our bottom line, excluding our major grants. We gratefully acknowledge Hervey Bay RSL Inc and Hyne Timber Pty Ltd who supported us as major sponsors and I am very happy to acknowledge that both of these sponsors continue to support us. Without their community spirit and generosity, the ability to keep our vessels on the water would be drastically constrained.

Point of Sale (Retail Manager) has been introduced which has improved our receipting and accounting processes. We have also changed banks to the Commonwealth Bank of Australia who are providing a better service. We thank and acknowledge our auditors CLM Chartered Accountants as well as Suncorp Bank for their support over many years.

Welcome And Commodore's Message

OPERATING HIGHLIGHTS

This year has been extremely busy across all groups to ensure that we are able to meet the ever-increasing demands of the community for assistance in on-water activities. This includes the:

- Introduction of Helmsman training for selected Senior Crew
- Commenced training of a second group of First Responders
- Undertook an Experiential Programme of 6 sessions with Hervey Bay High School students
- Coordinated our inaugural fundraising Golf Tournament (and ran the 2nd one in Aug 2019)
- Engaging with all levels of government including ministers and relevant public agencies eg Health, Police & Emergency Services and Infrastructure

LOOKING AHEAD

Marine Rescue Hervey Bay has done another amazing job this year and will continue to work towards the goals in the strategic plan as well as maintaining the operational capability of the squadron by continued development of members and the training packages that we use and the services that we provide. Through our Fundraising subcommittee and the position of Corporate Liaison Coordinator, we continue to raise our profile within the wider community. We will continue to engage across all levels of government and the community and develop greater compatibility with the marine industry.

It is expected the new Management Committee will continue to work in the interest of the unit to bring about efficiencies and savings. We will optimise our volunteer workforce and work hard to retain good people with the right skills. It is only through utilising our member's skills and their ability to work together as a team, that we can achieve our strategic goals.

2018-2019 MANAGEMENT TEAM AND WIDER VOLUNTEERS

I extend my thanks and gratitude to the previous Management Committee of 2018-19. Their willingness to step up and commit time and resources as well as supporting each other has been outstanding and, by any measure, 2018-19 has been a very successful year.

I also acknowledge the great work undertaken by the appointed officers whose roles are volunteer by nature and broad in range. Without their commitment, support and input, MRHB would not achieve its aim of a first class rescue organisation.

Finally, it is important to recognise the many volunteers and their families who give so much of their time; thank you one and all.

John W. Smith



Commodore

18 September 2019

2018-19 Committee and Appointees

ELECTED OFFICERS

Commodore – John W. Smith

Vice Commodore – Jill Barclay

Secretary – Vicki Vlekkert

Treasurer – Sharon Abell

RGC – Graeme Stanton

Operations Manager – Dave Marshman

UTC (Appointed by VMRAQ) – Les Czislowski (until Oct 18)

VGC – David Smith

APPOINTED OFFICERS

Zone Delegates – John W. Smith & Jill Barclay

Corporate Liaison Coordinator – Graeme Davies

Quality Manager - Vicki Vlekkert

Assistant Operations Manager – John A. Smith

Office Manager – Vicki Vlekkert

Assistant UTC Radio – Jill Barclay Assistant UTC Crew – Mark Bruem

Charts/Nav Officer – Ross Jensen & Peter Gallagher

Base Provedore – Karen Watson

Sausage Sizzles – Gil Townson Sausage Sizzle Provedore – John Zielke

WHS Officers – Les Czislowski

Working Members Representative – Phil Woodhouse

Radio Ops Officers – Graeme Stanton, Peter Dicker, Geoff Friend, Geoff Drake

Boat Maintenance Officer – Kevin Lategan

Grounds/Building Maintenance – Reg Treston, Mark Bond

Editor “Rescue One” – Harry Spink, Jill Barclay

Financial Statement

Presenting the relevant parts of the Independent Auditor's Report to Members on the Financial Report for the financial year 2017/2018. The Auditors full report is available if required.

MAJOR INCOME SOURCES

The major income sources for the 2019 Financial Year were as follows:

Activations	\$37,956.15
Donations & Sponsorships	\$443,381.18
Grant Funding	\$79,139.03
Fundraising	\$29,423.64
Memberships	\$79,859.63
Subsidies Received	\$11,750.96
Profit on Sale of Property, Plant & Equipment	\$144,308.18

Total income for the 2019 Financial Year was \$900,139.88.

EXPENDITURE

The main expenses incurred during the 2019 Financial Year were for as follows:

Activations Expenses	\$23,758.36
Depreciation on Assets	\$86,885.00
Repairs & Maintenance – Vessels	\$20,774.28
Repairs & Maintenance – Other	\$9,010.03
Fundraising & Events	\$12,002.73
Write off of Bad Debts	\$6,715.01
Electricity Costs	\$4,715.60
Telephone Costs	\$10,550.04
Training Expenses	\$9,028.67

Total expenditure for the 2019 Financial Year was \$230,015.16, which includes \$86,885 in depreciation on assets (a non-cash item).

ASSETS

Current Assets	\$1,375,546.70
Non-Current Assets	\$772,933.20

MRHB had total assets of \$2,148,479.90 at 30th June 2019.

2019 FINANCIAL YEAR POSITION

The 2019 Financial Year result was a surplus of \$670,124.72.

Volunteer Marine Rescue Hervey Bay Inc is in a sound position financial position.

Notes to Financial Statement

ACCOUNTS

The Financial Reports have been and will continue to be prepared in accordance with financial reporting requirements of the Associations Incorporations Act Queensland and to meet MRHB's ongoing need.

MRHB changed the accounting package from Reckon (QuickBooks) to MYOB Account Right from 1 July 2018. Our Treasurer is continually monitoring the new programs' performance and will continue to discuss performance with CLM Chartered Accountants, the Auditor, to ensure our financial recording works for both MRHB and them.

In July 2017, MRHB changed our method of accounting from cash based to an accrual-based system, on the recommendation of CLM Chartered Accountants. The change meant that income and expenses are been recorded as per the date of the invoice instead of the date of receipt or payment. The BAS was also changed to accrual based at this time. Our records are now prepared on the same basis as the Financial Reports prepared by the Auditor.

PRIOR YEAR ADJUSTMENT

CLM Chartered Accountants (Auditor) have processed an adjustment (decrease to our retained surplus funds) of \$12,000 in the 2019 Financial Reports that relates to duplicated income recorded in the 2018 Financial Year results. The Auditor has advised the amount is immaterial in nature and deemed not necessary to adjust the prior year Financial Reports.

TRADE RECEIVABLES / DEBTORS

Trade receivables / debtors reported at 30 June 2019 were \$12,748.61, mainly reflecting unpaid fees for activations and room hire fees. Trade receivables are followed up internally before being referred to our Solicitor as and when required in attempt to recover amounts owed to MRHB.

During the 2019 financial year, bad debts of \$6,715.01 were written off reflecting aged debtors of 12 months or older where recovery was deemed unlikely by the Management Committee.

HERVEY BAY RSL RESCUE VESSEL

The proceeds for the sale of Hervey Bay RSL Rescue vessel were received at the start of the 2019 financial year and the net profit has been recorded as income in this year's Financial Reports. The sale of this vessel has assisted MRHB achieve a strategic goal of having two vessels and a jet ski, with the purchase of a jet ski in August 2018.

DONATIONS & SPONSORSHIPS

Donations and sponsorships have increased by \$359,308 (or 427%) in the 2019 financial year when compared to the 2018 financial year. This increase is attributable to the amount received from Hand Heart Pocket in June 2019 towards the purchase of the new vessel build.

Notes to Financial Statement

ACTIVATIONS

Activations income has slightly increased by 4% to \$37,956.15 in the 2019 financial year.

Activations expenses (fuel costs) have also decreased by 16% to \$23,758.36 in the 2019 financial year.

MEMBERSHIPS

Income from memberships has held steady from 2018 financial year with only a slight increase of \$745 (or 1%) recorded in the 2019 financial year. Total membership income for the 2019 financial year was \$79,859.63.

GRANT FUNDING

The Grants Officer has been successfully in obtaining an increase in Grant funding this year with an increase of 135% on 2018 financial year results. Grant funding received during the 2019 financial year totalled \$79,139.03.

INTEREST RECEIVED

Interest received for the 2019 financial year totalled \$7,198.99, which was 49% down on 2018 financial year results. While this is less than last year, term deposit investments are reviewed by the Management Committee, with upcoming payment commitments in mind, regularly during the year to try to maximise investment opportunities.

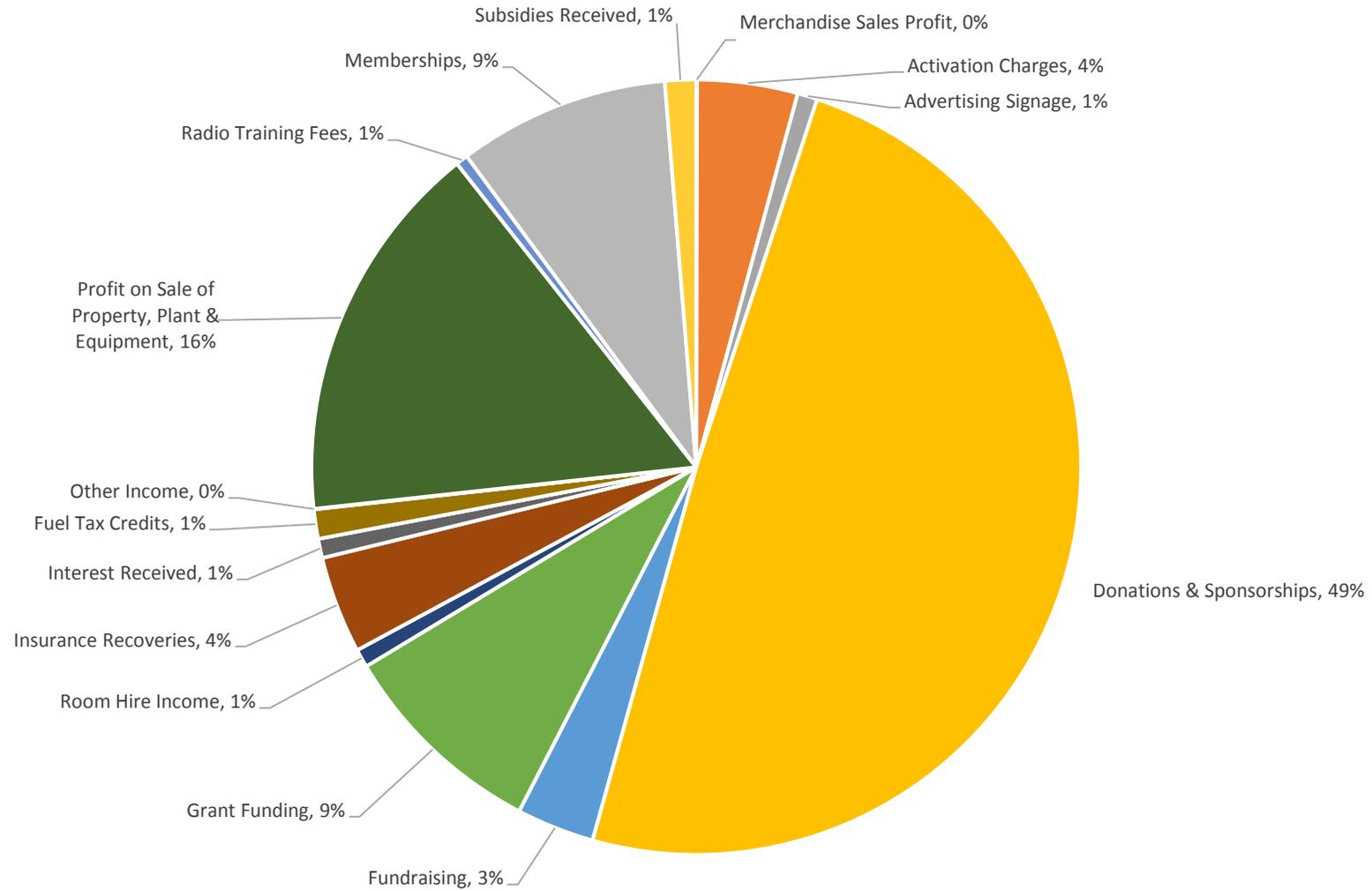
CONTRACT DISCLOSURE – NEW VESSEL BUILD

In March 2019, MRHB entered into a contract with Allweld Manufacturing Pty Ltd ('Allweld') to manufacture a new purpose built marine rescue vessel. Payments in relation to this contract are billed by Allweld progressively at stages as detailed in the contract. The two contract payments made to Allweld as at 30th June 2019 have been recorded as 'Deposits to Suppliers' in the Current Assets of the Financial Reports. The new vessel will be recognised as a Non-Current Asset that will be depreciated once it has been commissioned by MRHB, which will be in a future financial year.

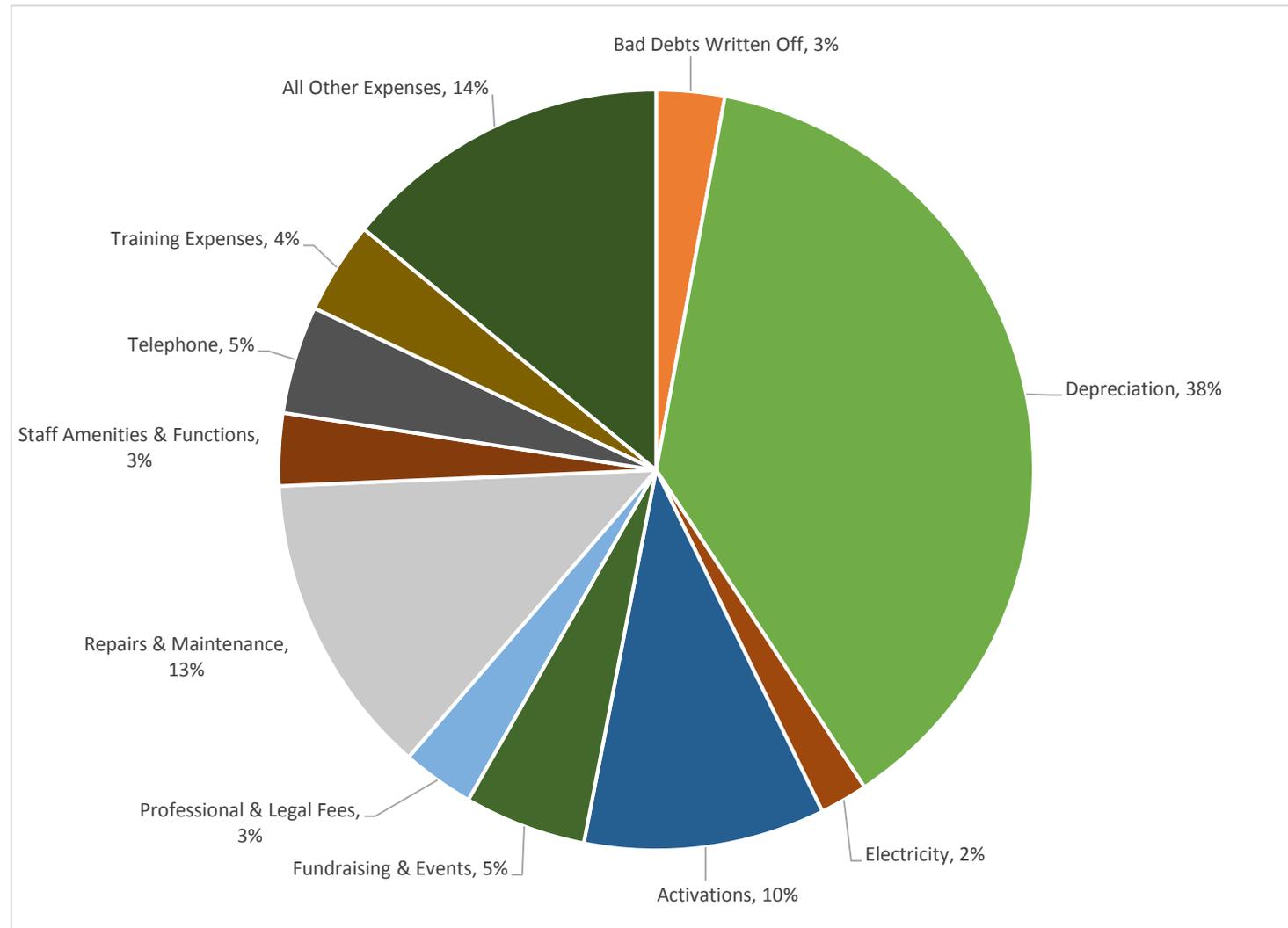
GOING CONCERN

In the opinion of the Treasurer at 17th September 2019, there are reasonable grounds to believe that Volunteer Marine Rescue Hervey Bay Inc will be able to pay its debts as and when they fall due and will continue to be a viable going concern.

Total Income: 1 July 2018 – 30 June 2019



Expenditure 2018 - 2019



Grant Funding

Through the hard work of Ross Dwyer and Sharon Davies we have been successful in several grant applications over the 2018-19 year totalling \$79,139. The following grants were acquitted in the year ending 30 June 2019:

CCTV Installation and Security Lighting

Security lighting at the front and rear of the base was replaced, to provide brighter lighting after hours. Ten new CCTV cameras and recording system was installed around and within the base. These cameras provide increased security for the base and surrounds.

The cameras have already proved useful to Police for some stolen goods from MSQ next door.

Safer Communities Fund \$8,355.00

Jet Ski and New Fund-Raising Trailer

The jet ski (named Rescue IV) has proved useful in safety patrol events as well as being deployed in search and rescue activations.

The Fund-Raising Trailer is being built by Allweld Manufacturing and is yet to be delivered, but it will provide an asset for the sausage sizzles and allow us to be more flexible in where we hold these events.

Office of Liquor and Gaming \$34,977.67

New Outboards for Rescue III and Marine Rescue Sling

Outboards are generally replaced at about 1000 hours, providing us with some saleability on the old engines. Two new 150HP Suzuki outboards were fitted to Rescue III.

Office of Liquor and Gaming \$32,707.00

Safety Equipment – PFDs, Tethers and Flares

Additional life jackets for paramedics and children have been purchased along with jackets and helmets for use on Rescue IV. New tethers have also been installed on our vessels for crew to utilise in rough weather. A box of flares for training purposes are now available and these should meet our training requirements for the next 12 months.

RSL Community Grants \$1,700.00

Workshop Tools

New tool cabinets full of spanners, sockets and 18v power tools and a new pressure cleaner have been purchased. Having the correct tools, available is a great asset for the squadron.

Dept. of Social Services \$4,980.00

Rescue I Funding

Monday 13 May 2019 was a tremendous day for Marine Rescue Hervey Bay. This was the day that Hand Heart Pocket the Charity of Freemasons Queensland, announced that they would be providing a significant grant of \$400,000, which would fund the balance required for Rescue I - our replacement vessel.

“This marks a new era for VMR Hervey Bay and we thank all those who have helped bring this initiative to fruition, particularly the eight Masonic Lodges of the Wide Bay region for championing this grant and Hand Heart Pocket for making it a reality.” John Smith, Commodore MRHB

Hand Heart Pocket’s Chief Executive Officer, Gary Mark said Hand Heart Pocket was dedicated to assisting charitable organisations to deliver essential services. *“We believe in providing sustainable support by giving a hand up – not a handout, to communities, charities and individuals that would otherwise have limited access to other funding sources,”* Mr Mark said.



CEO, Gary Mark’s presentation to John Smith



Representatives from the local Freemasons Lodges who championed the grant

The occasion was marked with a ‘keel laying’ ceremony at the base on 13 May 2019.

Keel-related traditions date back to the times of the old wooden ships, where it was said to bring luck to the ship during construction and to the captain and crew during her later life. They include placing a newly minted coin under the keel and constructing the ship over it. Generally, the youngest apprentice would place the coin, and when the ship was finished, the owners would be presented with the oak block on which the keel was laid.

In modern boat building all parties with an interest in the boat place coins or commemorative medallions in a container, which is placed under the first section of the build, then removed before launch and returned to those parties as a memento of the build.

Reg Treston, one our long standing volunteers, who has spent many hours on crew, at sausage sizzles and undertaking maintenance at the base, was asked to place a medallion on a ‘mock up’ of a portion of the actual keel of the new vessel.



Governance and Secretariat

MRHB CONSTITUTION

The Management Committee have requested some changes to Membership Classes at the 2019 AGM, which (if accepted) will see an increase in the number of Life and Honorary Members to 'unlimited'. The By-Laws were completely rewritten, in 2018, after seeking advice from the Office of Fair Trading and our Solicitor.

MRHB continues to meet its corporate obligations as a fully incorporated, not for profit organisation under the Incorporations Act through possession of the seal, accurate minute recording and financial auditing. All positions will be declared vacant at the September 2019 AGM and all positions are expected to be filled at the meeting.

MEMBERSHIP

MRHB membership numbers have remained steady.

Responses to Administration email reminders to former members revealed that members have sold their boat, have moved away from the area, are not using their boat or we have lost contact with them.

Fees for 2018/19 remained at the previous year level as it was deemed another price increase would not be in the interest of our members or the general boating community.

The 12-month membership from the date of commencement/payment continues to be widely supported. This has eased the burden on office staff over the busy renewal period of 1 April annually.

Holiday membership introduced in 2017 has shown moderate success. The feedback has been very positive and it is planned to continue this option into the foreseeable future.

On line membership and payment through the website has been very well supported, since its introduction in November 2016. We are seeing steady growth in the numbers of new or renewed memberships using this service. The majority of those using this service opted for SO\$ membership.



Income from memberships has held steady from 2018 financial year with only a slight increase of \$745 (or 1%) recorded in the 2019 financial year. Total membership income for the 2019 financial year was \$79,859.63.

Governance and Secretariat

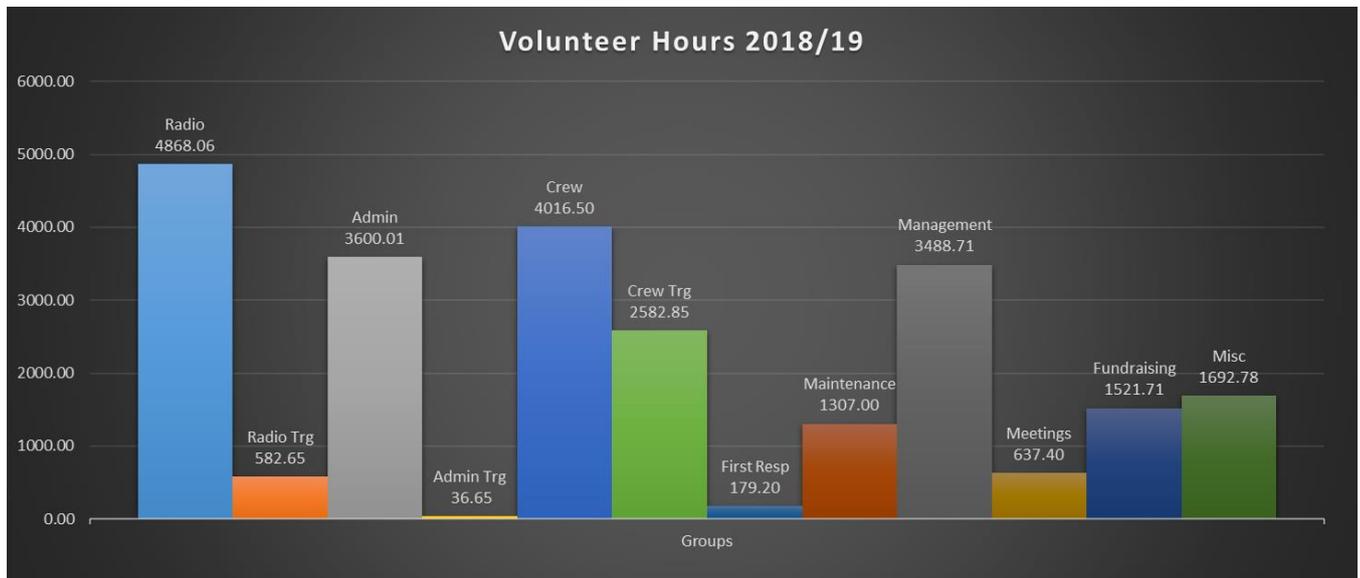
RECIPROCAL MEMBERSHIP

From March 2018, MRHB have implemented reciprocal rights for MRHB members if they use one of the squadrons between Gladstone and Southport (excluding the Sunshine Coast). If a MRHB member requires assistance in any of these areas, they will pay either 1.5 times the fuel or \$100 per hour, dependent on the area. This cost can then be claimed against their MR HB membership.

If a member from one of the above squadrons requires MRHB assistance, we will assist at a cost of 1.5 times the cost of the fuel. The squadron member will then pay us for the activation. These costs can then be claimed against their normal squadron membership. During the 2018/19 year a number of other squadrons' members have used our assistance and have utilised the reciprocal rights scheme.

VOLUNTEER HOURS

The total hours worked across all groups for 2018/19 was 24,513 or 3,064, 8-hour days, which is equivalent to 14 years of full-time, unpaid work. The graph below breaks it down by function.



Statistically Speaking:

As at 31 August 2019, we have 37 Crew, 27 Radio, 10 Admin and 19 Events and other members, making a total of 96 volunteer working members.

Note: Members can be multi-skilled across groups.

Governance and Secretariat

STANDARD OPERATING PROCEDURES (SOPs)

SOPs are written to ensure that each group has their particular procedures in place for all staff to follow during the course of their duty. SOPs cover a range of areas depending on the group function. They are the basis for all work and are designed to provide the best and safest possible way to do a particular function.

All procedure documents across all groups were revised and edited in March 2019. All members of each group are required to sign as having read and understood their particular SOPs prior to undertaking their assigned duties.

QUALITY ASSURANCE (QA) PROCESS

A QA process in accordance with ISO9001 was voluntarily introduced in 2018. The QA process enables internal checks and balances to ensure we are working to the standards and benchmarks we have set ourselves, to meet community expectations on our performance.

Vicki Vlekkert has taken control of this process and has introduced strict document control procedures which ensure the squadron is operating with the most up to date material.

BLUE WATER REVIEW

On 26 July 2018, Fire and Emergency Services Minister Craig Crawford announced he had asked QFES Commissioner Katarina Carroll to review the operations of the state's marine rescue organisations (Volunteer Marine Rescue and Coastguard).

Following an initial review of the issues in 2018, a working group was set up to determine the way forward. The working group has met a number of times in 2019 and have advised the following decisions have been recommended to the Dept of Queensland Fire and Emergency Services:

- The agencies should transition to a single entity
- A new entity, with a new name, brand and approach to be formed
- A state-wide risk assessment and capability gap analysis is to be completed

The working group have agreed that the rescue services need to have closer working relationships with the Dept of Queensland Fire and Emergency Services, and as such are looking at the fit with the QFES Regional structure. The Fraser Coast region would fit within the North Coast Region, which also includes Bundaberg and the Sunshine Coast. North Coast regional operations is led by an Assistant Commissioner, based in Maryborough.

Some quotes from recent meetings:

- *'existing community assets will remain in the community'*
- *'QFES will not be running day to day operations of marine rescue'*
- *"Regional Assistant Commissioners would like a full list of assets which could be deployed in an emergency"*

A draft 'Concept of Operations' document was released by the working group in August 2019.



Recruitment and Retention

RECRUITMENT

This year's focus was to retain volunteer staff numbers generally, thus lessening the demand on recruitment and marginally increase numbers across all groups. This has been partially achieved mainly through the retention of nearly all radio operators and developing a new approach to administration, requiring less staff by reducing the office operating hours.

Crew numbers have remained around 35-40 during the year. No programmed recruitment campaign was conducted; however, numbers of volunteer applicants continues to be good and generally sufficient to meet our immediate needs.

RETENTION

We continue to turn over about 25% of volunteers throughout the year. There are a variety of reasons why people depart such as finding full time or other volunteer work, conflicting time constraints, moving away from the Wide Bay area for work and ill health. There are also some volunteers that just don't fit with our organisation.

We continue to improve the recruitment process. New volunteers are interviewed by a panel, with a consensus of opinion required to take a person to the next level. We also encourage new volunteers to undertake a number of hours in their area of choice to get some understanding of the area and make sure that this is really what they want to do.

AWARDS

The Hervey Bay RSL Sub-Branch annually acknowledges outstanding service from a member of Emergency Services who has brought credit to their organisation and benefit to their community by personal endeavour.

In November 2018, our very own Andy Clarke received the perpetual trophy and was a deserving winner for VMR Hervey Bay. Andy is Senior Crew, QAS First Responder, a member of the Wellness Support Group and a regular helper at the base with maintenance and sausage sizzles. Well done Andy! Congratulations and very well deserved.



Marine Rescue Hervey Bay also received a cheque for \$2,000 dollars from the Hervey Bay RSL Sub-Branch, as part of Andy's award. Thanks so much!

Training

OVERVIEW

The importance of having a trained and ready workforce cannot be overstated. Training continues to be a major activity underpinned by assessment and revalidation.

We have struggled a little this year without a dedicated Unit Training Co-ordinator (UTC). Commodore John Smith has picked up this role on top of his other workload. John has coordinated most of the crew training this year, with the help of Mark Bruem and other skippers.

We must also thank Josie Lategan and Carolyn Hasemann who have contributed to the training environment by managing a lot of the administration for the UTC – recording activation data, requesting certificates and organising the training schedule etc.

First Responder, Brian Stumer has provided the First Aid and CPR training for the base, while Jill Barclay continues to provide the training for new radio operators. Vicki Vlekkert provides the training to new Administration staff.

The level of training would not be possible without the dedication of all staff in their groups to bring on new starters or give of their expertise. We thank them for their efforts.

SKIPPER TRAINING

Midweek skipper availability has been a problem during the past couple of years due to work commitments, extended leave absences and general unavailability, placing pressure on those remaining. That said all jobs requested were attended to.

This year, all Senior Crew who commenced Helmsman training have become MRHB inshore skippers and can operate under some restrictions until they gain some more experience and confidence.

One other skipper has gained Commercial Coxswain and become a MRHB skipper through the usual channels.

Having these extra skippers has made a huge difference to the skipper's roster.



Training

CREW TRAINING

Intensive training for new crew over a six to seven week period allows them to reach provisional crew level and be rostered onto vessels. This training includes classroom sessions, on line learning and assessments, Long Range Radio Operators Certificate and Elements of Shipboard Safety training. A half-day practical sea day is also included to allow new crew to experience many aspects of working on a rescue boat. The training course for new crew was revamped through the year to better dovetail the required AMSA subjects into the local MRHB crew requirements.

Marine Rescue Queensland continue to provide the training assignments, assessments and evaluation structures for crew training, under their auspices as a Registered Training Organisation.

Training for new crew to CERT I standard is under constant review subject to feedback and practicality.

All crew complete an annual skills revalidation in towing, rafting up, anchoring, beach landings, radio operation, helmsmanship and compulsory emergency drills.

CERT II Coxswain Grade 2 Near Coastal training continues for those interested in progressing to MRHB Skipper or gain a commercial qualification.

Four additional Senior Crew were endorsed to cover those who moved to skippers and the loss of several members retiring.

Statistically Speaking:

There were
127 training / patrol
activations over the
2018/19 year for
438.25 person hours
utilising 7,167 litres
of fuel.



A new crew rostering system was implemented throughout this year. It is an online system using the 'DutyMan' application. Crew log in online and update the shifts that they would like to be available for. There have been mixed results with this new rostering system. Some crew hesitate to put their names down and on some days rosters are not full, meaning radio operators still have to ring around to find crew for an activation. Only time will tell if the system remains in place.

Training

HELMSMAN TRAINING

Helmsman training was implemented to increase the experience level of senior crew and take some responsibility off the skippers.

Helmsman training commenced in July 2018, with four Senior Crew on the course. Being the first course of this type it was developed to provide what is believed to be the theory and practical components required for our area.

The first module, navigation provided a vast amount of learning not only for the course members, but also for the other instructors involved. Many thanks to Peter Gallagher for putting this package together and presenting it in a way that aroused the desire to learn for everyone.

Many hours of practical on-water training was provided as part of the course with the participants being put in some pretty tricky situations. In many instances they worked as a group to put together a plan of how things could be done. At the end of the course, after they had all qualified as MRHB skippers, they decided they had not had enough night-time experience and proceeded to hold a night run to Kingfisher Bay. As new skippers they have all handled a number of activations with no problem.

It is hoped to run another helmsman course in early 2020. There is potential for future courses to be taught by former course members.



SEARCH AND RESCUE TRAINING

Search and Rescue (SAR) training continued to be a high priority in the training calendar. Several exercises were held over the year to test our procedures and protocols.

With Rescue IV now part of our resources we have commenced using it as an effective quick response platform for clearing shorelines and islands within our area of operation.

Training

FIRST AID TRAINING



First Aid and CPR training continues to be held for working members. Brian Stumer has continued to conduct the majority of the training with assistance from other volunteers. The course has been streamlined through an at-home assignment component utilising the presentation on the Portal. This avoids a lengthy theory session and concentrates on the practical components. CPR is conducted as part of the First Aid course and this part of the course is required to be renewed annually.

FIRST RESPONDER TRAINING

The First Responder group became operational in August 2018.

Currently we have 3 first responders that are operational and also another 5 members about to start training with QAS.

A new QAS OIC has reinvigorated this group with a good planned approach to training and maintaining their operational readiness.



HERVEY BAY HIGH SCHOOL EXPERIENTIAL TRAINING:



Throughout 2019, a High School Experiential Program was conducted with Hervey Bay State High School. Four students undertook six training sessions giving them exposure to marine rescue operations, VHF radio fundamentals, knots and splicing, vessel handling, sea survival, and maritime navigation.

This program has attracted interest from other students and the school is eager to conduct follow on programs. An outcome from this program is that MRHB will enter a relationship with the school where we provide safety boat services for their on-water marine studies exercises.



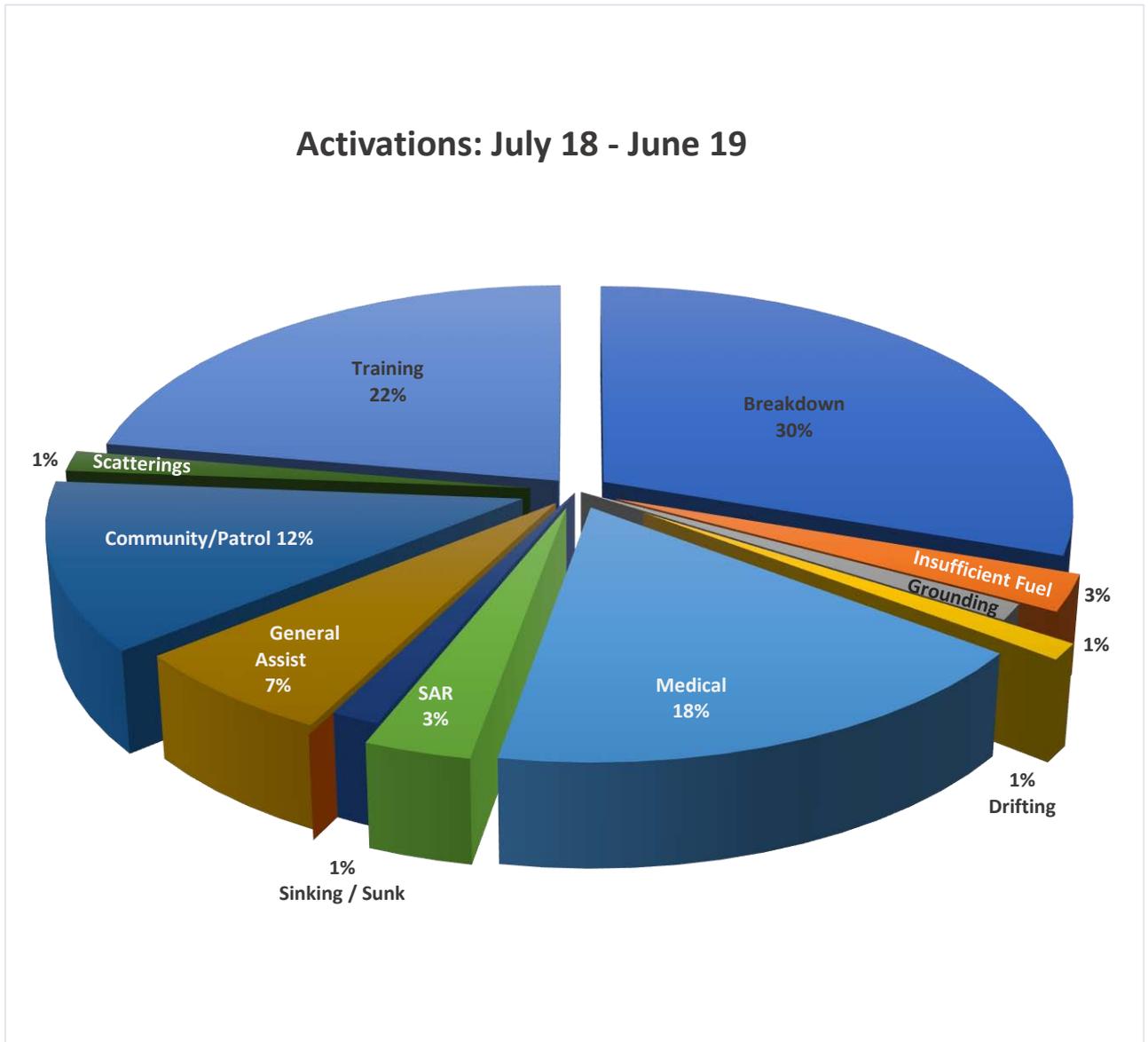
A second High School has expressed an interest in a similar program. We hope that these initiatives will result in more young people wishing to join as working members and potentially shift our age profile to be more representative of the wider community.

Operations

OVERVIEW

Over the course of 2018-19 year, MRHB conducted 337 activations for 875 vessel hours with 3,017 crew hours using 22,869 litres of fuel. 429 people were assisted.

A breakdown of activations by type is included below.



These figures represent a similar amount of activations as the 2017-18 year. Medical activations increased by 40% from 42 last year to 59 in the 2018-19 year.

Training accounted for 22% of our on-water activities. This training helps maintain our high state of readiness to respond to emergencies at any time.

Operations

ACTIVATION HIGHLIGHTS

26 August 2018 – At 2.30am, MRHB was called to participate in a Search and Rescue when a vessel experienced a collision with a whale near Awinya Creek. The one person on board was thrown overboard.

Luckily a GPS enabled EPIRB was able to provide a location report within 20mins of the call. The person also had his lifejacket on and was able to turn on the small light which improved the chances of the being found in the dark by the rescue helicopter.

After 2 hours in the water he was picked up by the Water Police and returned to Hervey Bay hospital for treatment of his injuries and hypothermia. One very lucky guy!



Sunday 30 September 2018

Two motor cruisers anchored outside the harbour broke free from their anchorage during a storm. The vessels were tied together on the anchorage.

The storm quickly pushed the vessels onto the rock wall outside the harbour.

Luckily a MRHB duty crew was on the base at the time and were able to quickly make their way around to the vessels.



One vessel with two men on board was able to be towed away and re-anchored nearby on Urangan Beach. Unfortunately the second vessel with no-one on board was unable to be recovered at the time due the conditions.

A professional salvage company was able to recover the vessel some days later.

11 – 23 November 2018

The A Class Catamaran National and World Champs were held in Hervey Bay waters.

MRHB worked with the local sailing committee to provide safety vessels for this event.

There were a number of broken masts and failures during the event.



Operations

ACTIVATION HIGHLIGHTS



13 January 2019:

A couple in their mid-fifties had taken out their 14ft catamaran and it had capsized in the strong wind. The female was unable to swim but had a life jacket on. Her partner had made the choice to swim approximately 1km to shore to seek help while she stayed on the overturned catamaran waiting to be rescued. Due to the wind and tide the catamaran was drifting further from the shore.

By the time we arrived the female had been on the overturned boat alone for nearly two hours and was very fatigued. The MRHB crew encouraged her to enter the water and take hold of a life ring. With fear etched on her face she was able to do this and we could then bring her to Hyne Timber Rescue. From there she was taken to shore to a waiting ambulance.

The catamaran was then able to be righted and towed to shore as well.



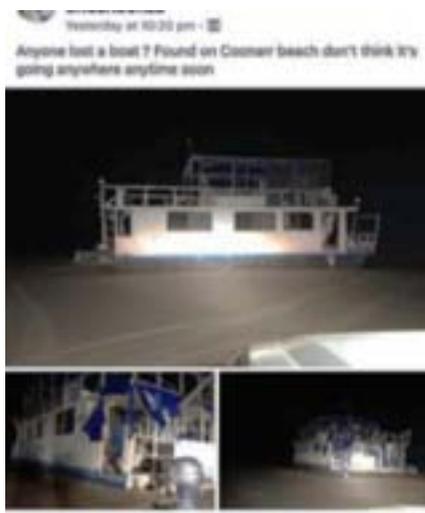
Friday 15th February 2019:

Mid-morning the Water Police called and requested that MRHB urgently assist a 12 metre houseboat in difficulty five nautical miles off Burrum Heads. Their instructions were to go and investigate the situation and take the people on board off if necessary.

Conditions on the water were very ordinary with 30knot SE winds blowing.

It was quickly evident that towing was not an option. Conditions were such that Hyne Timber Rescue couldn't even come along side to evacuate the crew. We had the occupants (two blokes and dog!) get into their inflatable dinghy and cast off so we could take them onto Hyne Timber Rescue with minimal risk. Once on board, we had to leave the houseboat anchored where it was, and head back to Urangan.

The house boat was subsequently reported on Coonarr Beach (between Woodgate and Elliott Heads).



Operations

COMMUNITY SUPPORT

Our support to the community in assisting in providing safety vessels for water based events continued. The Burrum Windfest windsurfing competition saw Rescue III and a jet ski attend. We also supported the Fraser Coast Outrigger Trials, the Regional Dragon Boat Regatta, the Bay to Bay yacht race, the Pier to Pub swim, the Hervey Bay Offshore Power boat races and the Paddle Out to the Whales event.

For the last three years, over late December and January, we have provided transport for Surf Lifesavers who have conducted an awareness program for tourists on the western side of Fraser Island while also conducting research by collecting specimens from the beaches of Fraser.

Surf Lifesavers used a drag net to collect samples from Moon Point to Wathumba, on the western side of Fraser Island. The research indicated a number of interesting findings, including the likelihood of finding Irukandjis increased when the water temperature was above 26°C and there was plenty of their food in the water. This food source was present in the water on some days and other days it had completely disappeared from an area. More research is needed as there is so much more that we don't know.

This year we found more confirmed Irukandjis than previous years, with a number of people receiving stings.

Many holiday makers believed they were safe from Irukandjis in this area. The research indicates otherwise.

We will again work with SLSQ through Dec/Jan this year.



In April, MRHB hosted a meeting of local marine operators and other interested parties to discuss communication and how to deal with the change in Irukandji numbers and the increase in the number of stings being reported across the coast.

Dr Lisa Gershwin, a leading Marine Biologist, was invited to speak at the meeting.

Sadly, there has been no further action following this meeting.

The Blessing of the Fleet is a centuries old tradition believed to have originated in Mediterranean communities to ensure a safe and prosperous season to all vessels.

The Blessing of the Whale Fleet takes place in July each year. This year, as in many years gone past, MRHB took part in the event.



Radio

RADIO HIGHLIGHTS

The radio service provided by MRHB continues to support the local boating community with first level support from 06:00 to 18:00 hours, 365 days per year. Our qualified radio staff fill 3 shifts every day during our primary operational hours and continue to provide further on call cover 24 hours a day in support of activation requests from Queensland's emergency services. There were 42 activations over the 18/19 year that required after-hours duty radio operator support.

MRHB has 28 radio operators, including 3 new operators currently continuing their training. The radio group has been very stable this year in terms of operator numbers with new operators bringing our numbers up to an ideal level to provide satisfactory coverage for holidays and sickness.

Once again the maintenance of the Radio Groups 1,100 annual shifts has been undertaken, with the thanks of the Radio Group, by Malcolm Noble and assistant Iveta Greenwood.

Statistically Speaking:

During the 18/19 year a total of 13,607 calls were made on VHF or 27Mhz radio and the radio room logged 2,883 vessels. Although a number of vessels were reported to Police, no vessels were lost; most simply failed to log off with us.



A storm in December 2018 caused significant damage to the Channel 22 repeater equipment at Sandy Cape, seriously affecting communications between vessels in the northern Bay and Marine Rescues Hervey Bay and Bundaberg.

MRHB has undertaken to obtain grants for funding the replacement and upgrading of the Sandy Cape equipment, and is grateful to the Hervey Bay Game Fishing Club and the Bundaberg Sports Fishing Club for their contributions.

It is anticipated the Channel will be operational again before the end of 2019.

Base Maintenance

The Operations Manager position that was created in September 2015 is now in its fourth year and Dave Marshman has remained in the position for four years. As the position is now part of the Management Committee it has become an integral part of the squadron activities through direct reporting to management, Vessel Group Co-ordinator and for concerns and issues to be resolved quickly.

A huge thank you to Dave who has carried a significant amount of workload in setting up this role over the last four years. Dave leaves this position in an excellent place for the next person to take it over.

RESOURCES AND OPERATIONS:

New Suzuki 250hp engines fitted to Hyne Timber Rescue (HTR) and 150hp engines fitted to Rescue III are performing better than expected. We initially had a few minor problems with the 250hp motors on HTR but these seem to have been resolved. Barney's Marine have been quick to respond to our concerns and spend many hours going over the engines at no cost to us.



Rescue III has been off the water for a considerable period this year, due to damage of the floatation tubes while shifting a vessel within the marina. Swift at Southport carried out the work and were tasked with removing the old tubes and skirt. They constructed, supplied and installed new tubes and skirt. The work took a considerable amount of time to be completed which left the squadron with only one rescue vessel for about four months. This work was covered under insurance.

The maintenance spreadsheet that reflects the scheduling timeframe for servicing and checks to be carried out, is proving to be a worthwhile tool helping to maintain our equipment at a serviceable level. Most of the work is still being carried out by volunteers and the standard of work is being maintained at a high level. The number of volunteers doing this work has dropped off and the bulk of the maintenance is being left to one or two individuals. This has been a concern for a while and will present a problem in the future, as crews will not be as familiar with the vessels and equipment that they are required to operate. This needs to be addressed as past attempts to have more people involved have not succeeded on a long-term basis.

Special thanks again to Kevin Lategan for all his work and expertise. Kevin has proven yet again to be an exceptional asset to our squadron. His standard of work and commitment is exceptionally high, and he has donated the new spotlights on the bow of Hyne Timber Rescue as well as a handheld LED spotlight that he built. Thanks Kevin.

Major servicing or repairs are still contracted to local suppliers to maintain warranties and guaranteed workmanship. Purchases of equipment, office supplies and cleaning products is done locally as much as possible to support our local business community. This is reflected in the MRHB preferred suppliers list.

Updating of Safety Data Sheets is ongoing, and Rhonda O'Brien has taken on this task with the help of Jill Knight. The spreadsheets have been re-formatted and the hard copies re-organised to reduce the number of volumes stored in Administration. Well done.

Base Maintenance

MAJOR INFRASTRUCTURE:

The building still requires significant work over the short term to replace the roof, which is badly rusted. This infrastructure continues to deteriorate with the roof leaking in several areas. This will be a significant expense due to scaffolding being required and the entire fascia needing to be replaced on the building. This has been an ongoing concern for a number of years now. Quotes have been sourced and a grant is being investigated.

New multi-function photo copiers have been installed in administration and the training room. Thanks to the Vice Commodore for her hard work in researching and costing our new acquisitions.

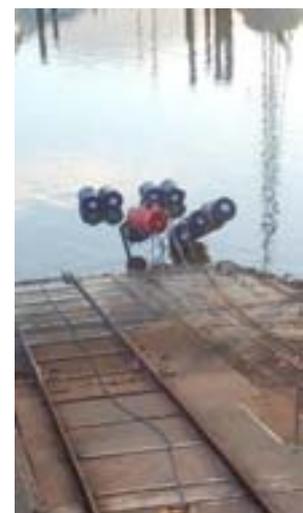
The Channel 22 Repeater remains out of commission due to storm damage since mid-December 2018. This repeater at Sandy Cape provides radio coverage for the northern third of Fraser Island (both inside and outside of the island), as well as many of the fishing spots in the outer Wide Bay and the new dive spot – ex HMAS Tobruk. Mobile phone coverage in this area can at best be described as sporadic, with little or no coverage in many parts of the area. The repeater provides a working channel for boaties and both marine rescue organisations.



The repeater is jointly owned and maintained by Hervey Bay and Bundaberg Marine Rescues. After full inspection of the repeater station by a reputable marine electrician, it was considered beyond any form of repair. The recommendation was for complete replacement of the radios, aerials and wiring at a quoted price in excess of \$30,000.

We received donations from the Hervey Bay Game Fishing Club and Bundaberg Sports Fishing Club towards the new installation. In April 2019, Keith Pitt, Member for Hinkler announced that the Federal Government would fund this important resource. As at the end of August this funding has not been received, but we are advised it is imminent.

With the commencement of work on Rescue I, (our new, larger vessel), work needs to be undertaken on the pontoon infrastructure. New piles will be laid and new walkways constructed. Again this work will be funded by the Federal Government. It is expected to be completed in October 2019.



The sale of HB RSL Rescue last year, the trolley and rail system which allowed the vessel to be stored under the building needed to be decommissioned. The trolley was delivered to Murphy's Shipyard for their use and the rails, above the waterline, were removed. The rails below the waterline have proved very stubborn and despite Dave's ingenuity have refused to come totally loose from the bottom. They will be removed as part of the pontoon upgrade in October.

Workplace Health And Safety

Workplace Health and Safety

The annual WHS inspection conducted by VMRAQ identified a number of minor hazards requiring mitigation after having gone through a risk assessment on likelihood and probability.

No incidents were reported on base that had serious consequences. Minor reports of localised first aid events such as cuts or minor bumps and bruising were noted but required no significant first aid or follow-up action other than to inform members in the fortnightly newsletter to be vigilant around working equipment.

WHS continues to be a standard monthly item addressed at each Management meeting as a separate agenda item.



INFECTION CONTROL

New infection control policy and procedures were introduced at the base and on the vessels from March 2018. A big thanks to Dr Josie Lategan for putting together the policy and training our volunteers in the new procedures.

The policy includes procedures for dealing with a deceased person, particularly on board our vessels and infection control measures while working on the base.

This is an ongoing programme that helps with the finalisation of necessary PPE for vessels and the base. Training in this area continues.

Research And Development Sub-Committee

Over the past 3-4 years the Research and Development Sub Committee has been busy planning, reviewing and advising management on the procurement of Rescue I, our replacement primary rescue vessel. It is pleasing to see all of the hard work coming to fruition with the signing of the contract to build the vessel completed in March 2019, following the approval of the balance of the funding required, from Hand Heart Pocket.

The Research and Development Sub-Committee is to be congratulated for their dedication and commitment.



The Research and Development Committee has now turned its attention to the further infrastructure development requirements. These include:

- The redevelopment of the pontoon structure to moor the new vessel and the RHIB. Designs have been developed and consents have been requested by Maritime Safety Queensland. It is hoped that the work will be undertaken in October 2019, using funding from the Federal Government.
- Consideration of a replacement RHIB for Rescue III.
- Redevelopment of the building infrastructure. The external cladding and roofing needs major work. The internal design of the building is also being investigated, to better utilise the now unused boat shed area.
- The replacement of the MRHB vehicle. A concept to fund a new vehicle has been developed with Stratton Finance. This will see a number of sponsors signed up to fund a lease of the new vehicle. A number of sponsors have already agreed to take part in this model. Sponsors will receive advertising on the new vehicle.

Promotion and Marketing

Graeme Davies has continued in the role of Corporate Liaison Coordinator this year. Graeme has been in this role since its implementation in 2017. Graeme has a wonderful sense of humour and a great ability to engage with local business and the public. We greatly appreciate his efforts in this role.

CORPORATE LIAISON

In 2017-18, Management requested we engage more prominently with local business leaders. A Community Committee was established with the idea of helping MRHB raise funds firstly for the new vessel, but also for the long-term strategies into the future. The Community Committee comprising local high-end business leaders has stalled. This committee has assisted in engaging with influential locals but seems to have run its course.

MRHB's Chamber of Commerce membership is in its second year. This membership has assisted in identifying sponsors and donors for golf days and build potentially beneficial relationships.



Hospital Assist Program: Thanks to our working members' monthly raffle, MRHB working members donate distractive toys to the Paediatric and Emergency Departments of Hervey Bay Hospital. Approximately \$250 of toys have been donated so far and we have \$430 about to be spent.

Apart from just being a good thing to do, this program helps to indicate that MRHB isn't always seeking funds to support our marine rescue role; but that we, as volunteers, are also giving back to the community as well. Feedback from the hospital is that we are making a positive difference.

Red25 Team. MRHB members who are blood donors have created a "RED25" team with the Australian Red Cross Blood Service. This initiative attempts to add a new dimension in putting MRHB's brand out amongst the community. So far this year the team have exceeded their original goal of 50 donations - the goal has now been amended to 100 by end of year. If you are a donor, please consider joining the Marine Rescue Queensland Hervey Bay RED25 team. If you are unable to donate, please mention it to your friends and family. If you can donate, but haven't, please give it a go.



A number of presentations have been given to organisations, throughout the year, such as the two Hervey Bay Rotary Clubs and USC.

Promotion and Marketing

FUNDRAISING SUB-COMMITTEE

In January 2018, Management agreed to the formation of a Fundraising Sub-Committee with the prime purpose of bringing finances into MRHB in support of our new vessel or any other high-end purchases.

This group has dwindled to two or three stalwarts, who are undertaking the roles of generating ideas, planning and risk profiling of proposed events and then the actual organisation of these events. This is a large undertaking for such a small group and it is understandable that they are showing signs of burnout. A huge thank you to Graeme Davies, Ross Dwyer and Sharon Davies for their tireless efforts.

The fund-raising group have managed a number of events and activities this year, including a Christmas Raffle, Golf Day, Open Day at the Base, and Blessing of the Fleet coordination. Some comments on a couple of these activities follow:

- Christmas Raffle – MRHB received a donation of a trailer from Andrew at Allweld Manufacturing, which MRHB filled with prizes. The raffle raised approx. \$6,000 from an outlay of approx. \$1,500 on prizes (plus the donated trailer). Without having received the trailer at no cost, this raffle would have been considered a high-risk venture, having to meet a potentially unachievable number of tickets sold before clearing profit. Ticket sales required a large number of volunteers to staff sales shifts at the Boat Club, RSL, Stocklands, and Eli Waters shopping centres, and typically fell to a same small number of people who usually step up for these events.

Lesson Learnt: Develop a raffle strategy before any advertising, prize purchases, or ticket sales are initiated. This strategy must include viability assessment, risk assessment, workforce loading, and cost vs benefit consideration.

- The second Barney's Marine Golf Day was held on 23rd August 2019. Planning for this event was delayed pending the outcome of the Federal Election. This was a conscious decision given the expected pre-election uncertainty that was likely to impact the number of potential sponsors. While liaison with prospective sponsors proved that this was a good decision, the delay resulted in time compression in getting sponsors signed-up, invoices issued and teams identified. This year's golf day had 50 players (2018's golf day had 52). This year's golf day attracted 14 sponsors, while 2018's day attracted 20 sponsors. While there are still some team fees outstanding, a profit of approximately \$9,000 is expected.

Lesson Learnt: There seems to be an undefined social/community dynamic at play with events such as this, where sponsorship and team enthusiasm changes between years. Having a Hole-in-One prize didn't seem to attract more players, but did seem to increase the interest of those players already committed.



Promotion and Marketing

OPEN DAY

This event was conducted in a 'cut down' mode where displays were set up at the base front gate and passers-by were engaged by working members.

From a workload vs outcome perspective this seemed to be more effective than the full open days of previous years. A number of 'significant conversations' (offering a potential beneficial outcome such as a future working member) ensued.



SEAFOOD FESTIVAL



This was the third year of our involvement in the Seafood Festival. Placement of our display is always in the hands of the organisers, and we remain constrained by the festival's terms and conditions. Kimberley helped to get MRHB noticed by interacting with the crowd along with Promotions Ted.

Lesson Learnt: While the Seafood Festival offers an opportunity for exposure to an audience of around 8,000 people, effective site placement is critical. This year's site was less than effective and reduced our exposure.

BOAT RAMP INFORMATION DAYS

During the year we held a couple of boat ramp education sessions for MRHB members. These involved meeting the member at the boat ramp with their boat and answering any questions they had about their safety equipment, radios, GPS etc.

They were then invited to launch their boats and head out into the bay, where we would hook them up for a tow, so they could experience it.



MARINE RESCUE HERVEY BAY CUDDLE BEARS

Thanks to an initiative from Commodore, John Smith when we do medivacs for children, we are able to give them a MRHB cuddle teddy bear to comfort them in their distress.

Our Secretary, Vicki Vlekkert is the clever sewing whizz who creates each individual cuddle bear uniform, with shorts and shirt, including the VMR logo. Thanks so much Vicki for all of your hard work. The children love them!

Fundraising

Over 1,522 hours of volunteer time was spent fundraising throughout the year to raise much needed funds and our profile within the community. Fundraising stalwarts Gil Townson, Andy Clarke, Hans Buikstra, John Zielke and Reg Treston continue to organise our regular sausage sizzles at BCF and Bunnings, and we thank them for their tireless efforts.

After expanding last year to the Nikenbah Dump and Main St Aldi, a number of sausage sizzles were held this year at the Urangan Aldi as well. The Nikenbah Dump did not prove profitable and the site has been let go to other community groups.

We have expanded the number of volunteers who only assist with sausage sizzles and other fundraising activities. On most occasions these people could fill the rosters for the events as they happened, in the early part of the year. However, we have now expanded to having a sausage sizzle most weekends, which is placing some stress on volunteers.

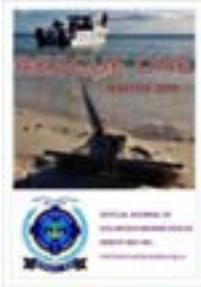
We received a grant for a sausage sizzle trailer. The trailer has been designed by the fundraising group and is being built by Allweld Manufacturing in Maryborough. The trailer will allow us to be more mobile and in future it is planned to hold sausage sizzles at the boat ramp as part of a promotional push to the local boaties.

For this financial year, we raised in excess of \$29,400 through our own fundraising events. This important function of the group is essential income accounting for 9% of our funding source. Well done to all who contributed.



Communications

RESCUE ONE



The formal medium to promote MRHB to ordinary members is the quarterly magazine known as Rescue One. This serves to inform boat owners of the activities of MRHB, maritime safety and marine related topics of likely interest and provides an opportunity for paid advertising.

We have had two editors in the current year – Harry Spink and Jill Barclay. We continue to try to improve the look and form of the booklet. Rescue One is distributed to members via a notification on email to a download on our web page. A few copies are made available to businesses and the general public in printed form.

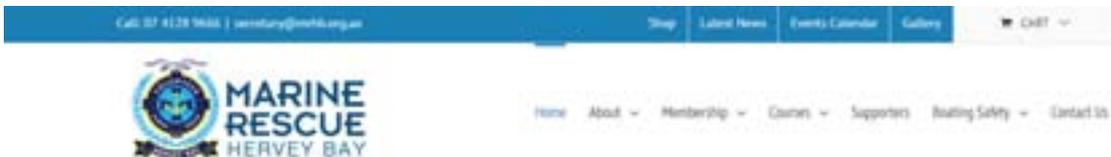
RESCUE ME!



Rescue Me! is the fortnightly information newsletter provided to all working members, via email. It keeps them up to date with significant activities and happenings over the period. It includes news and events, input from senior management on items of importance, hails and farewells, group updates and happenings and

a short burst on our activities on the water. It also provides reminders for duties, BBQs and other upcoming events. The recording of important events and happenings through this media ensures a good record of the history of the organisation.

MRHB WEB SITE



The MRHB website provides the public with general information, news and updates, contact details and access to a variety of documents such as membership forms and volunteer applications.

Volunteer Gary Brown continues to manage our website. He has redesigned the look of the website this year and continues to develop it into a modern, easy to navigate site.

On-line membership continues to be developed and now includes a renewal area with a number of different payment options.

The link to our website is www.marinerescueherveybay.org.au

SOCIAL MEDIA



Facebook is our social media of choice and is immediate in informing followers of events or items of interest at MRHB. We currently have over 2600 likes on our page. Photos, videos and safety information are popular with the public.

Media outlets are regular users of our page to find out about our activities and local events often following up with a call for additional information.

Members Welfare

During the year several Happy Hours were programmed on Friday evenings at the base for members to mingle in a social occasion. Each opportunity was supported and everyone enjoyed the relaxed atmosphere near the water.

Our half-year function was again a dinner after the Open Day and in conjunction with the Blessing of the Fleet ceremony. The function was free for working members and partners with a minimum cost for guests. It was well attended and from our vantage point the fireworks were again spectacular.

As the occasion warrants, Radio and Administration new starters are invited on a boat trip to experience being on one of our boats. They gain an appreciation of the major landmarks, local beacons and buoys and get a feel for life on a rescue boat. This gives our workers a sense of what it takes to work on a boat and has been well appreciated by those participating.

Crew raffles continue to be very well supported on each monthly training day. The meat tray prize is donated by Burrum Butchery through the auspices of John Zielke and is very popular. Almost \$700 was raised through this activity.



Every year in December the monthly crew training day is “Clean-Up” day where all the equipment, sheds, boats and offices are cleaned up and extraneous items are sent to a better place. This year was well attended and a lot of work was undertaken followed by a BBQ lunch for the workers.

Our annual Christmas Dinner celebration and awards night was held at the RSL in December and was well attended by working members and their partners. It is an opportunity for Management to say thank you for all the time and effort that our volunteers tirelessly contribute to help the boating community of the Fraser Coast.

Wellness Support Group

The WSG continues to support working members of MRHB when and if required. A number of members have used the service during the year. Anonymous statistics are reported monthly to Management.

A survey, to gain information on whether the WSG was meeting its terms of reference, was conducted through July 2019. It provided an insight into the member’s views on the WSG. There was a very good response to the survey and the vast majority expressed a need for WSG services. Some concerns were raised which will be addressed by the WSG, but in general the response was positive.

The WSG would like to acknowledge the inaugural WSG Coordinator of the group, Josie Lategan. Josie's professional approach to coordinating the WSG members into a cohesive group was much appreciated. Josie's leadership contribution was significant - setting a high benchmark for future coordinators.

Sponsors and Supporters

Sponsors and Supporters

Without the great support of various local establishments, companies and institutions MRHB would not be able to survive. State government funding distributed through VMRAQ is \$20,400 per annum.

MRHB would like to thank our major partners in Hyne Timber Pty Ltd and the Hervey Bay RSL Incorporated for their ongoing financial assistance to keep our vessels capable and able to assist the public. Hand Heart Pocket the Charity of Freemasons Queensland has been a major contributor towards our new rescue vessel, allowing us to commence the build. A simple 'thank you' does not seem enough.

We also appreciate the support of donations or in-kind services offered by the following local businesses:

- Specsavers Hervey Bay
- IGA Community chest
- Channel 7
- Masterlink Computers
- The Sign Doctor
- Murphy's Ship Lifts
- Office National
- Battery World
- Boaties Warehouse
- Cate and Co Lawyers
- Barney's Marine
- Hervey Bay Fishing and Social Club
- Bundaberg Sports Fishing Club
- Stratton Finance
- Elders Insurance
- Coastal 4x4
- Hervey Bay Lions Club
- Fisho's Tackleworld
- KVolt Electrical Services
- Wide Bay Crane Hire
- Bunnings
- BCF Hervey Bay
- Aldi
- Hervey Bay Op shop
- Hervey Bay Ice
- AATEC
- Bank of Queensland
- Australian Ocean King Prawn Co
- Fraser Coast Properties
- Ted Sorensen
- Trade Tools
- R&J Batteries
- G.J. Gardner Homes
- Fraser Coast Bolts
- Richers Transport
- Life Choice
- Wide Bay Motor Group
- Wide Bay Transit
- Whalesong Cruises

We also receive many donations from members of the public each year, many of them anonymous. We thank you so much for your kind support. Without your help, we would not be in the financial position that we are today and the boating public of the Fraser Coast would not have such a well-equipped essential service.

We thank you all!!

MRHB 2018 – 2019 in Pictures



Contact Information

For further information regarding details contained in this report please contact one of the below:

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vcommodore@mrhb.org.au

Company Information

Volunteer Marine Rescue Hervey Bay Inc
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Tel 07 4128 9666
Email: secretary@mrhb.org.au
www.marinerescueherveybay.org.au



Appendix 1 – 2017 Strategic Plan

Marine Rescue Hervey Bay Strategic Plan – 2017

Vision: To be considered as the best practice squadron for marine rescue in Queensland

Mission: Saving lives at sea through efficient radio operations and expedient activations

Values:

- Teamwork – combining our individual strengths to provide a professional rescue service
- Personal Development – we value learning, feedback, coaching and mentoring
- Honesty – being open and honest and maintaining the highest integrity at all times
- Respect – Treating everyone fairly and with respect

Key Result Areas	Results	Measures	Targets	Improvement Initiatives
Infrastructure	1. New Vessel	Vessel on water	By March 2018	<ul style="list-style-type: none"> • Funding secured • Contract signed • Vessel completed to commercial survey
	2. New Pontoons	Completed	By March 2018	<ul style="list-style-type: none"> • Funding secured • Works completed • Dry Docking installed
	3. Upgrade building facilities	Completed	By June 2020	<ul style="list-style-type: none"> • Office extensions • Upgrade of boatshed • Add accommodation
	4. Replace Unit vehicle	Completed	By Dec 2018	<ul style="list-style-type: none"> • Funding / Sponsorship secured • New vehicle on site
Marketing	5. Annual Fund-raising Programme	Funding increases annually	By end of June each year	<ul style="list-style-type: none"> • Develop / improve strategy • Establish marketing committee • Secure additional sponsorship • Community involvement increased
	6. Public Information and Awareness Programme	Membership increases by 10% annually	Sept 2017	<ul style="list-style-type: none"> • New boat owners – 1st year membership • Signage / flyers at boat ramps and base • Increased media coverage / advertising
People	7. Younger Age Demographic for Volunteers	Average age of volunteers is < 55	Dec 2025	<ul style="list-style-type: none"> • Awareness programme • Enhanced training opportunities • Media / advertising
	8. Highly trained, consistent and professional volunteers		Ongoing	<ul style="list-style-type: none"> • Consistent SOPs, SMS, training • Regular refresher training

Appendix 2 Working Member List 2019

The following MRHB volunteers remain active as at 31 August 2019.

SHARON	ABELL
DONALD	ADAMS
DAVE	AMOS
RORY	ARMSTRONG
ANDY	BACZYNSKYJ
JILL	BARCLAY
KEVIN	BONE
KATHY	BOND
MARK	BOND
ANDREW	BRIDGEMAN
GARY	BROWN
MARK	BRUEM
HANS	BUIKSTRA
JILL	BYRNES
PAUL	CATE
NICK	CHILDS
ANDREW	CLARKE
LORRAINE	COLLINS
COLIN	COTTER
LES	CZISLOWSKI
ANNE	DALLING
GRAEME	DAVIES
SHARON	DAVIES
PETER	DICKER
BARRY	DIMMICK
GEOFF	DRAKE
LYNDON	DUNCAN
ROSS	DWYER
ADRIAN	FAIRLEIGH
GREG	FINNEY
TROY	FISHER
ROD	FOSTER
LEO	FRIEDMANN
GEOFFREY	FRIEND
PETER	GALLAGHER
DAVID	GEOGHEGAN
BILL	GRANGER
IVETA	GREENWOOD
CHERYL	GREER
DUNCAN	HALL
CINDY	HART
CAROLYN	HASEMANN
BOB	HASEMANN
STEVEN	HEALEY
JOHN	HERRON
ANNETTE	HOSWELL
DES	JANKE
ROSS	JENSEN
JILL	KNIGHT

JOSIE	LATEGAN
KEVIN	LATEGAN
ROGER	LEBISH
GEOFF	LESSLIE
KIMBERLEY	LIEBCHEN
LYNNTON	LUCKEL
ROD	MACKAY
KAY	MACKAY
DAVID	MARSHMAN
DARREL	MASTERS
PETER	MCGRATH
KEN	MEDWAY
PHIL	MURPHY
MALCOLM	NOBLE
STEVE	NOLAN
RHONDA	O'BRIEN
MICHAEL	O'SHEA
STEVAN	OBER
TAMMY	OLSSON
JUAN	PEREIRA
DUGALD	PIE
COLIN	PITTARD
CAROL	REID
GARRY	REID
KEVIN	ROBINSON
STUART	ROOKYARD
JOHN	RUTLAND
CLIVE	SAUNDERS
JOHN	SCHWARZROCK
MICHAEL	SCUTTS
NICK	SENNETT
HANK	SHARP
DAVID	SMITH
JOHN A	SMITH
JOHN W	SMITH
HARRY	SPINK
GRAEME	STANTON
BRIAN	STUMER
KEITH	TAYLER
MATTHEW	THOMAS
GIL	TOWNSON
REGINALD	TRESTON
VICKI	VLEKKERT
CHRIS	WATSON
KAREN	WATSON
ALAN	WILKINS
PHILIP	WOODHOUSE
JOHN	ZIELKE