

2019-20

Marine Rescue Hervey Bay

ANNUAL REPORT



Volunteer Marine Rescue Hervey Bay Inc.

ABN 92 424 635 054

2019 - 2020

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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.

This annual report is a means of capturing the key activities of MRHB from mid-2019 through to August 2020. 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.

GOVERNANCE AND FINANCIAL MANAGEMENT

The Management team have continued to strive for the best outcomes for the entire squadron. This has seen some major projects coming to fruition in 2020, including:

- the replacement of the radio repeater equipment at Sandy Cape,
- the build of Rescue I, our new vessel and
- construction of the new pontoon and rock wall facility.

We again thank out major benefactors in these projects - Hand Heart Pocket the Charity of Freemasons Queensland (supported by the eight Freemason's Lodges from the Wide Bay Area) and the Federal Government, championed by the federal member for Hinkler, Keith Pitt. Thank you.



We appreciate and sincerely thank our many partners, community groups and volunteers who contribute in all manner of ways to make MRHB successful in meeting our operational commitments. We gratefully acknowledge Hervey Bay RSL Inc and Hyne Timber Pty Ltd who supported us as major sponsors. Without their community spirit and generosity, the ability to keep our vessels on the water would be drastically constrained.

Through prudent financial management, we were once again successful in increasing our bottom line.

This year has seen a number of challenges which have tested the resilience of the management team. Firstly, the re-arrangement of the management team after the resignation of Commodore, John Smith in February. This was closely followed by COVID-19 restrictions, which saw the base closed to the public and our regular fundraising activities curtailed. Only essential volunteers undertaking rostered duties continued in their roles. COVID-19 restrictions saw a major re-think of many of our processes and how we interact as volunteers. Social distancing, limitations on numbers, hand sanitiser, cleaning and Perspex screens are now the norm.



The construction of the pontoon through August provided other challenges, with large earthmoving equipment on site and truckloads of rocks coming and going. Again, the base was closed to the public during this time, with volunteers accessing buildings from a gap in the fence on the Boat Club side.

Welcome and Commodore's Message

OPERATING CHALLENGES / HIGHLIGHTS

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

- Challenge of filling crew rosters
- 'Re-booting' of all crew members following a few months without training
- Cleaning procedures of shared equipment on our vessels
- Restructuring of the crew training environment
- Improvements in the radio log functionality
- Difficulties in keeping Admin functioning through the office closures
- The doubling of the number of First Responders
- The doubling of the number of sausage sizzles undertaken monthly from twice monthly to every weekend, utilizing our new sausage sizzle trailer

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.

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.

2019-2020 MANAGEMENT TEAM AND WIDER VOLUNTEERS

I extend my thanks and gratitude to the Management Committee of 2019-20. Their willingness to step up and commit time and resources as well as supporting each other has been outstanding and, by any measure, 2019-20 has been a challenging but successful year.

I would particularly like to single out John W Smith, who took MRHB through the last 4 1/2 years as Commodore. Without John's vision, we would not be in the strong position we are today.

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.



Jill Barclay
Commodore



2019-20 Committee and Appointees

ELECTED OFFICERS

Commodore – John W. Smith / Jill Barclay

Vice Commodore – Jill Barclay / David Smith

Secretary – Vicki Vlekkert

Treasurer – Sharon Abell / Rhonda O'Brien

RGC – Graeme Stanton

Operations Manager – Mark Bruem

UTC (Appointed by VMRAQ) – Kevin Bone

VGC – David Smith / Dave Marshman

APPOINTED OFFICERS

Zone Delegates – John W. Smith & Jill Barclay

Corporate Liaison Coordinator – Graeme Davies

Quality Manager - Vicki Vlekkert

Office Manager – Vicki Vlekkert

Assistant UTC Radio – Jill Barclay

Assistant UTC Crew – Graeme Davies

Charts/Nav Officer – Ross Jensen

Base Providedore – Doug Knight

Sausage Sizzles – Gil Townson

Sausage Sizzle Providedore – John Zielke

Working Members Representative – John Gibson

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

Grounds/Building Maintenance – Mark Bond

Editor "Rescue One" – Jill Barclay

Financial Statement

Presenting the relevant parts of the Independent Auditor's Report to Members on the Financial Report for the financial year 2019/2020. The Auditors full report is available if required.

MAJOR INCOME SOURCES

The major income sources for the 2020 Financial Year were as follows:

Activations	\$34,218.18
Donations & Sponsorships	\$75,764.66
Grant Funding	\$98,138.18
Fundraising	\$26,140.68
Memberships	\$74,488.23
Subsidies Received	\$10,600.00

Total income for the 2020 Financial Year was \$339,780.58.

EXPENDITURE

The main expenses incurred during the 2020 Financial Year were for as follows:

Activations Expenses	\$23,261.32
Depreciation on Assets	\$95,408.00
Repairs & Maintenance – Vessels	\$11,297.10
Repairs & Maintenance – Other	\$40,566.58
Fundraising & Events	\$9,785.86
Write off of Bad Debts	\$1,600.42
Electricity Costs	\$3,899.86
Telephone Costs	\$3,612.12
Training Expenses	\$6,904.68

Total expenditure for the 2020 Financial Year was \$233,160.92, which includes \$95,408 in depreciation on assets (a non-cash item).

ASSETS

Current Assets	\$1,439,824.12
Non-Current Assets	\$815,618.47

MRHB had total assets of \$2,255,442.59 at 30th June 2020.

2020 FINANCIAL YEAR POSITION

The 2020 Financial Year result was a surplus of \$106,619.66

Volunteer Marine Rescue Hervey Bay Inc is in a sound 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 continues to use MYOB Account Right and MYOB Retail Manager which is a Point of Sale software. Our Treasurer is continually monitoring the 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.

TRADE RECEIVABLES / DEBTORS

Trade receivables / debtors reported at 30 June 2020 were \$4,982.14, mainly reflecting unpaid fees for activations. 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 2020 financial year, bad debts of \$1,600.42 were written off reflecting aged debtors of 12 months or older where recovery was deemed unlikely by the Management Committee. This is an improvement to the previous year when \$6,715.01 was written off.

MEMBERSHIPS

Income from memberships has decreased from the 2019 financial year. The Coronavirus may have been a contributing factor in this regard. Total membership income for the 2020 financial year was \$74,488.23.

GRANT FUNDING

The Grants Officer has been successfully in obtaining an increase in Grant funding this year. Grant funding received during the 2020 financial year totalled \$98,138.18.

INTEREST RECEIVED

Interest received for the 2020 financial year totalled \$8,333.28. This is an increase compared to the previous 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.

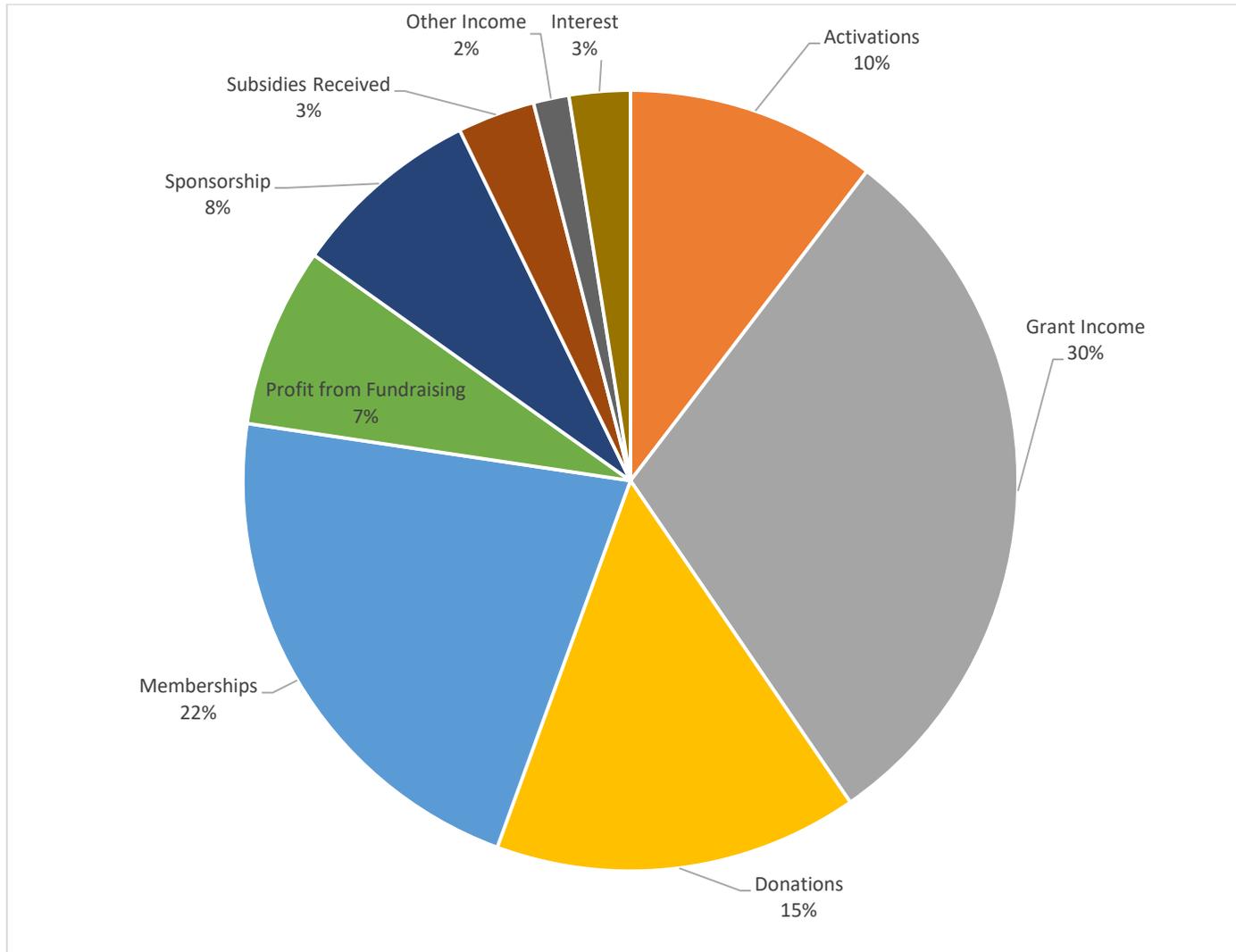
CONTRACT DISCLOSURE – NEW VESSEL BUILD

In March 2019, MRHB entered into a contract with Allweld Manufacturing Pty Ltd ('Allweld') to manufacture a new purpose built marine rescue vessel. To date three progress payments have been made to Allweld at stages as detailed in the contract to a total of \$871,970. The remaining \$469,383.20 will be paid in three progress claims when relevant stages have been met. 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.

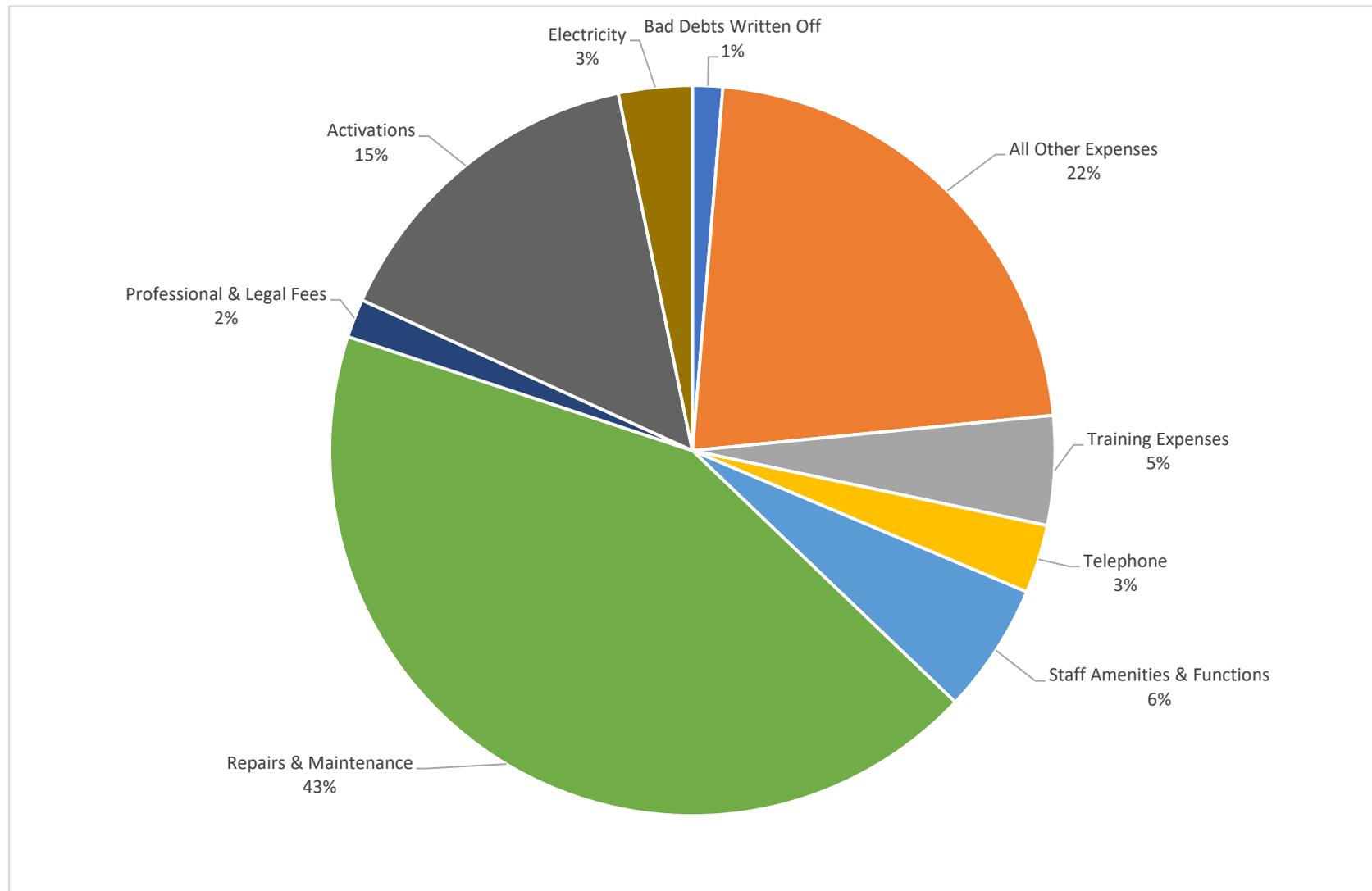
GOING CONCERN

In the opinion of the Treasurer at 28th September 2020, 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 2019 – 30 June 2020



Expenditure 2019 - 2020



Grant Funding

Through the hard work of Ross Dwyer, we have been successful in several grant applications over the 2019-20 year totalling \$107,267.

The following grants were acquitted in the financial year ending 30 June 2020:

Rescue III - Navigation Electronics & Communications Equipment

New navigation electronics to replace existing outdated equipment.

Office of Liquor and Gaming \$32,417.00

New intercom headsets were purchased for crew safety and improved operational performance.

Replacement Training Room Computers

Upgrade of existing outdated P.C.'s

Much of the training for MRHB is undertaken online. Updated PCs have provided a better environment for our training.

RSL Community Grants \$3,000

Sandy Cape Repeater – New VHF Equipment Installation

Replacement of VHF equipment at Sandy Cape.

The marine radio repeater was damaged during a storm in the summer of 2018. For a number of months, the boaties working at the northern end of Fraser Island were without Ch22 radio coverage. Due to the great work by Kevin at K-Volt and this grant from the Federal Govt (driven by federal member for Hinkler, Keith Pitt), we were able to get this vital communications system back up and running.

Federal - Dept of Infrastructure, Regional Development & Cities \$31,850.00

New Laptops for Management

Upgrade of existing outdated laptops.

The existing laptops were old technology and very slow. The new laptops have improved efficiency for the management team, in the work they do outside of the base environment.

Fraser Coast Regional Council \$5,000.00

Rescue I Vessel Communications Package

New intercom headsets and equipment were purchased for installation in Rescue I for crew safety and improved performance.

Due to the size of the new vessel, crew will be distributed from bow to stern at times. This equipment will allow ease of communication between crew at all times....no shouting to make yourself heard!

Office of Liquor and Gaming \$35,000.00

Governance and Secretariat

MRHB CONSTITUTION

The 2019 AGM voted to accept several changes in the Constitution including an increase in the number of Life and Honorary Members to 'unlimited'.

There are no changes to the constitution at this time. The By-Laws were completely rewritten in 2018, after seeking advice from the Office of Fair Trading and our Solicitor and have been updated with minor changes by Management during the 2019-20 year.

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 2020 AGM and all positions are expected to be filled at the meeting.

MEMBERSHIP

Boating membership fees for 2019/20 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.

MRHB membership income has dropped slightly in the 2019/20 year. The COVID-19 restrictions are believed to have impacted on membership numbers, although they remain very steady.

The online membership facility has seen a greater number of applications being processed via this method and direct deposits or phone payments have continued to rise.

We realise that some members of the community still prefer to apply in person and obtain any brochures, tide information and links to assist them in their boating experience. However, our Website is a great source of information for all the boating public.



Income from memberships for the 2019/20 year was \$74,488.

Governance and Secretariat

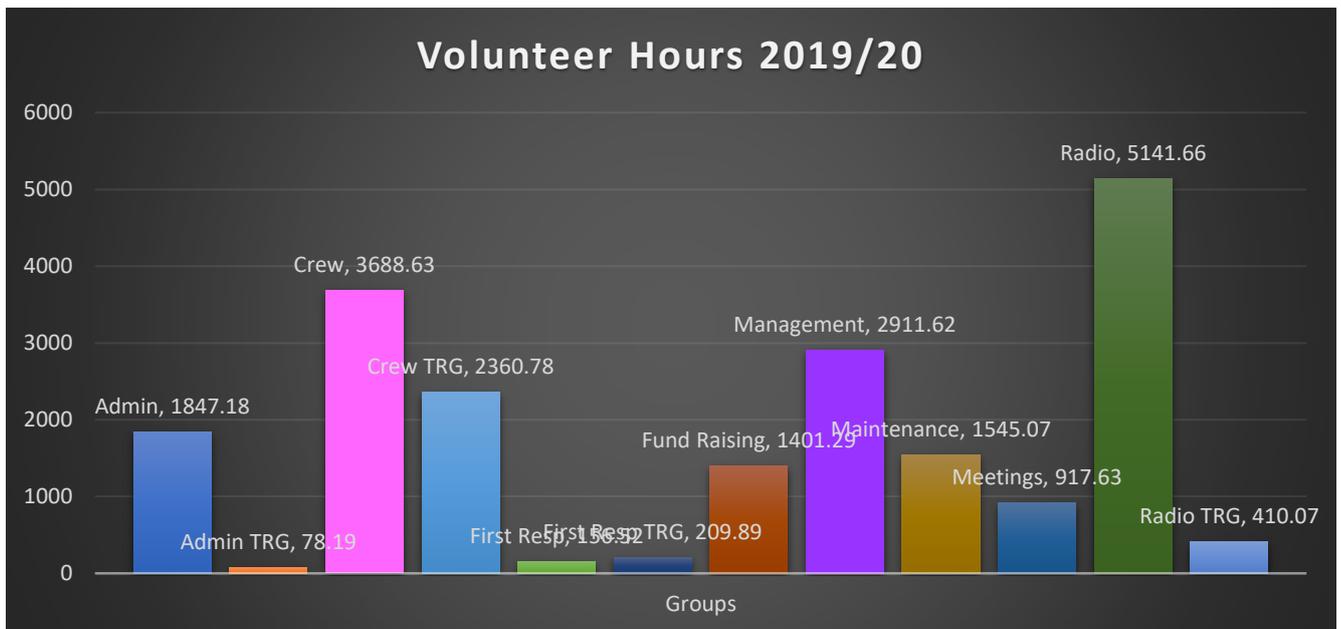
RECIPROCAL MEMBERSHIP

In March 2018, MRHB 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 MRHB membership.

If a member from one of the above squadrons requires MRHB assistance, we will assist at a cost of 1.5 times the bowser cost of the fuel. The squadron member will then pay MRHB for the activation. These costs can then be claimed against their normal squadron membership. During the 2019/20 year several other squadrons' members have used our assistance and have utilised the reciprocal rights scheme.

VOLUNTEER HOURS

The total hours worked, at the base, across all groups for 2019/20 year was 22,921. This equates to 2,865, 8-hour days, which is equivalent to 13 years of full-time, unpaid work. The graph below breaks it down by function. Time that many members, particularly the Management team, spend working from home are not captured in the hours above.



Statistically Speaking:
As at 31 August 2020, there are:
34 Crew, 26 Radio, 6 Admin, 9 First Responders and 29 Events and other members, making a total of 97 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 specific procedures documented 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 2020. 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.

The latest version of squadron documents is held on the VMRAQ internal portal and are available to all working members via a login system.

BLUE WATER REVIEW

On 26 July 2018, Queensland 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 met a number of times in 2019 and advised the following decisions had been recommended to the Dept of Queensland Fire and Emergency Services (QFES):

- 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

There has been very limited progress during the 2019-20 year. As far as we are aware the above decisions are still sitting with QFES or the Minister for sign off.

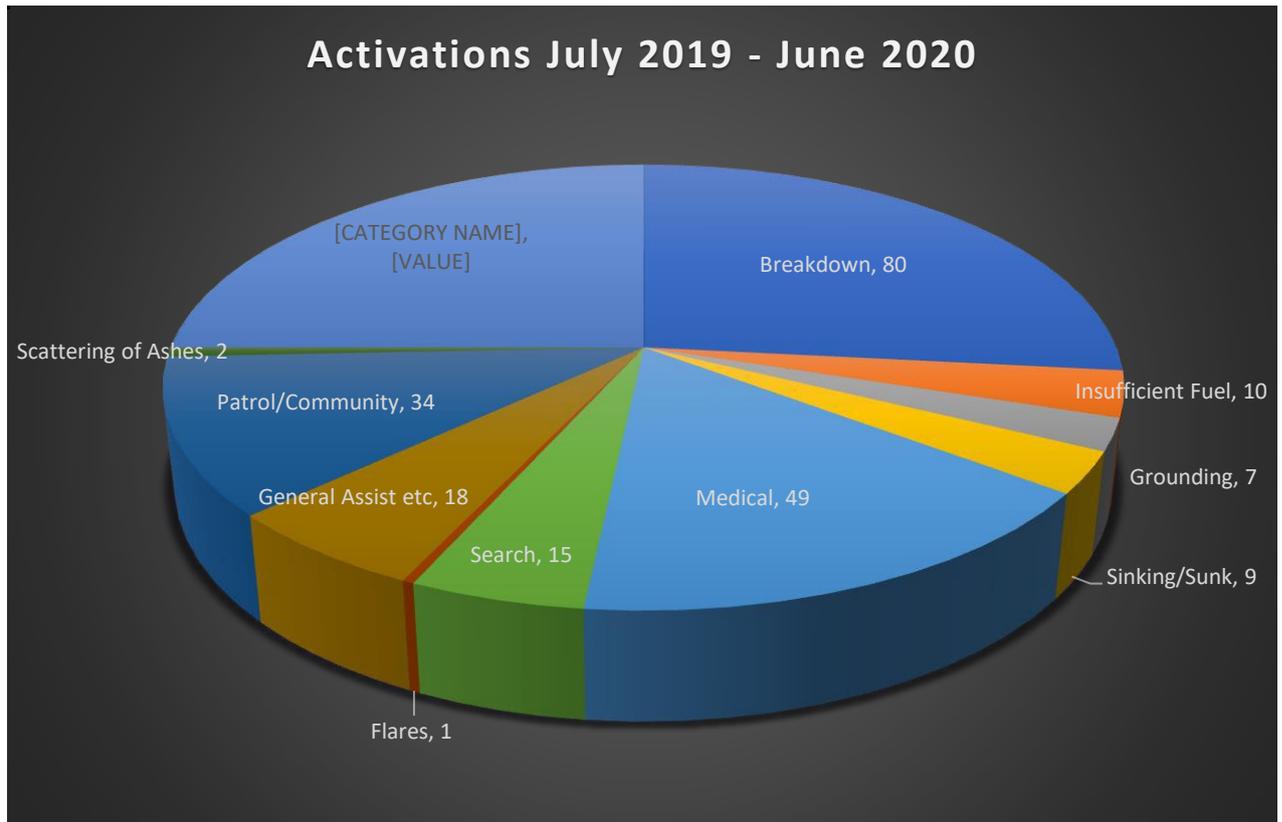


Operations

OVERVIEW

Over the course of 2019-20 year, MRHB conducted **300 activations** for 790 vessel hours, using 21,646 litres of fuel, with 2,672 crew hours. **309 people were assisted.**

A breakdown of activations by type is included below.



These figures represent a decrease in the amount of activations from the 2018-19 year, with the main activities in decline being breakdowns (20% decrease) and medical evacuations (17% reduction).

Medical activations through until end of January 2020 were averaging 6 per month. Due to travel restrictions for COVID-19, medical evacuations decreased markedly in the final months of the year.

The number of vessels on day trips during the COVID-19 boating restrictions did not appear to decrease markedly, however the number of activations for breakdowns during this time certainly decreased.

Training accounted for 25% of our on-water activities. No training activity was carried out for the March, April and May period, however a re-boot of crew was undertaken through June to refresh operational skills. This training helps maintain our high state of readiness to respond to emergencies, at any time.

Operations

ACTIVATION HIGHLIGHTS

11 July 2019 – Medivac Awinya Creek

At approx. 18:30, the after-hours received a call from QAS to recover a patient with a broken ankle from Awinya Creek. It was decided to take *Daffy Duck* (our inflatable boat) on the back of *Hyne Timber Rescue* and use *Daffy* to move the patient between the shore and our rescue vessel. The patient was carefully moved on to *Hyne Timber Rescue* and made as comfortable as possible – injured leg immobilised, for the return trip to the harbour. The patient was then loaded on to a stretcher at the pontoon and off to hospital.



22 Sept 2019 – Search and Rescue Exercise

Training day in September, saw the crew dealing with a scenario where a helicopter had crashed into the Sandy Straits. People on board the helicopter consisted of the Pilot, Co Pilot and 6 tourists.

A very real part of what we do is the search for missing persons. We carry all of the necessary equipment and personal protection gear on our vessels to deal with the recovery of a deceased person.

So part of this exercise scenario saw the recovery of two simulated deceased tourists from Picnic Island.

The scenario of a helicopter crash in the area is a very real one. The day was a huge learning curve for everyone.

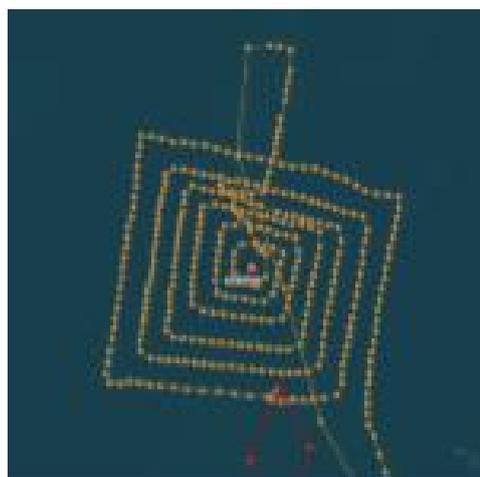
23/24 Nov 2019 - Search and Rescue Elliot Heads

At approximately 9.15am on Saturday 23 Nov, we received a call from the Water Police, that there was a missing free diver off the coast of Elliott Heads. We were activated to search for the missing diver.

Marine Rescue Hervey Bay and Bundaberg worked in tandem for the rest of Saturday to complete an extensive, expanding square search around the expected location of the diver.

With no sign of the missing diver, Police requested we return to the site on Sunday 24 November. The sea conditions deteriorated during the day and the search was called off by the Water Police, for the day, at about 5.00pm. MRHB were not required the following day, but the search continued for 5 days, sadly without success

Both Marine Rescue Hervey Bay and Bundaberg were presented with certificates of Appreciation for our search effort and dedication to the task.



Operations

ACTIVATION HIGHLIGHTS

30 November 2019 - Superboats

Marine Rescue Hervey Bay were tasked with providing a Safety Vessel to carry Qld Ambulance Paramedics for the Superboat races.

All was going well as the boats completed laps until down one end of the course it appeared one of the lead boats flipped on the turn and collided with another boat. Smoke and flames quickly erupted from the area. The race was subsequently stopped.

Rescue Vessels proceeded to pick up all the debris they could find on the water....there was plenty of it. Other Rescue vessels and water police ferried crews back to Urangan Boat Harbour and then the more difficult process of recovering the damaged vessels began.



5 April 2020 – Rescue 2 persons from overturned Hobie Cat

Callout late afternoon - The sun was setting and all the two guys on board their small Hobie sailing cat had for light was the torch on a mobile phone.

Their plan had been to go camping on Big Woody Island, but got into dire straits about 2nm off shore, when they discovered there was a crack in one of the pontoons of the Hobie Cat.

Thankfully they stayed with their boat, otherwise the situation could have been a lot worse. With Hyne Timber Rescue's spotlights, and their mobile phone still working, they were found just on night fall.



27-31 May 2020 – Search and Rescue Sandy Cape

Early afternoon on 27 May, Water Police requested we issue a radio call to all boaties on the water to be on the lookout for a missing Hervey Bay fisherman and his vessel.

At first light the next day we were asked to be part of a sea and air search for the missing vessel. Mid-morning the upturned vessel was spotted by the aircraft.

The vessel was towed to Rooney Point for inspection and was subsequently recovered by MRHB on 31 May, at the request of Water Police.

Sadly, the missing fisherman was not found.



Operations

COMMUNITY SUPPORT

For the last four 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 jellyfish specimens from the beaches of Fraser Island.

Surf Lifesavers use a drag net to collect samples from Moon Point to Wathumba. 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.



Our support to the community in providing safety vessels for water based events continued, however due to the COVID restrictions, many events were also cancelled this year. These included the Burrum Windfest windsurfing competition, the Bay to Bay yacht race, the Pier to Pub swim, the Hervey Bay Offshore Power boat races and Blessing of the Fleet.



Radio

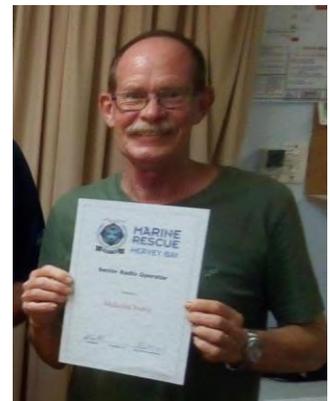
RADIO HIGHLIGHTS

The Marine Rescue Hervey Bay Radio Group supports the local boating community from 06:00 to 18:00 hours, 365 days per year. Our qualified radio operators fill 3 shifts every day during our primary operational hours. A team of after-hours Radio Operators provide further cover to ensure 24 hour a day support of activation requests from Queensland Ambulance Service and the Queensland Police. There were 31 activations over the 2019/20 year that required after-hours duty radio operator support.

MRHB has 25 radio operators, generally considered to be around the minimum number required to provide satisfactory coverage for holidays and sickness. COVID-19 restrictions prevented us commencing training of new Radio Operators as planned and this will now take place later in 2020.

The Radio Group were greatly saddened by the loss of colleague Malcolm Noble at the end of June. Malcolm had successfully managed the Radio Room roster system for nearly five years, sometimes from wherever he happened to be in Australia. With 1,095 shifts to provide cover for every year, negotiating personal preferences, holidays and sickness along the way, it is not an easy job and we sincerely thank Malcolm for his enormous contribution to the organisation.

Iveta Greenwood has taken on the Roster Clerk role for the coming year.



Statistically Speaking:

During the 2019/20 year a total of 13,228 calls were made on VHF or 27Mhz radio and the radio room logged 2,916, vessels for monitoring with a total of 7,760 people on board those vessels.



The Radio Room is heavily dependent upon computer equipment, not only for the operation of its vessel logging system but also for general data and information management. We thank Masterlink Computers of Hervey Bay for their extraordinary support and also Radio Operator David Amos for his ongoing software enhancements. These enhancements have greatly improved the workings of the radio log, making the radio operators job easier.

Graeme Stanton
Radio Group Coordinator

Channel 22 Radio Repeater – Sandy Cape

The Channel 22 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 had been out of service since December 2018, following a lightning strike on the equipment. Thanks to a \$30,000 community grant from the Keith Pitt and the Federal Government, we were able to commission replacement aerials and repeater equipment on 11 November 2019.



This allowed us to get the new equipment up and running just prior to the Game Fishing Club fishing competition on 14-17 November. The competition scheds, boats heading out over Break Sea Spit and the calling of tag information on catches gave the Repeater a good test over the weekend.



The best way to get the equipment up to Sandy Cape was through the use of a helicopter. Far safer (and quicker) than us trying to take it up on one of our vessels or by vehicle!

Our thanks must go also to Kevin Lategan at K-Volt who put the system together and carried out the installation work.



A number of fishing clubs also donated funds towards the cost of repairs of the repeater, including the Hervey Bay Game Fishing Club, the Bundaberg Sports Fishing Club and the Burrum Heads Blue Water Boat Club. These funds were used for fuel, travel and other sundry costs associated with the replacement of the equipment. A huge thank you to these organisations also.

Administration

In keeping with Government requirements, during most of the last half of the financial year the office administration has run with a skeleton staff with reduced hours, ensuring that membership applications and renewals are kept up to date for the safety of our members. Office hours were also reduced for the construction of the new pontoon and we apologise for any inconvenience these closures may have caused our members. Hopefully, we can return to normal office hours before Christmas.

ADMIN STAFFING

I would like to thank all the working members who have worked in Administration over the past 12 months. Some have left Administration and continued with MRHB in other roles ie Radio or Crew and some have unfortunately left MRHB altogether, for other reasons – like health or getting a ‘paid’ job. MRHB would like to encourage some of the younger generation to join us as volunteers to gain life experience and help others.

TREASURER

Treasurer Sharon Abell resigned in June to move from the Bay with her family, which left a large gap in the financial area of the Office. Fortunately, Rhonda O’Brien who had previously given five years of her time as Treasurer, stepped back into the role just in time to take over the massive task of finalising the end of year financial reports for the Financial Auditors. MRHB is looking for a Treasurer to take on this role for the next year as Rhonda would like to concentrate more on her role as a valued Crew member.

SUB-COMMITTEES

MRHB have a few sub-committees who support the Management Committee and I would like to thank all the working members who have put their hands up to be part of these sub-committees over the past year.

These include Fundraising, which was formed to develop initiatives that could be enacted by others from the general working membership. However, at the moment this sub-committee is basically on hold, but the Management Committee will be looking for enterprising and energetic working members to reform the Fundraising Sub-Committee for 2020-2021.

Another Sub-Committee is the Research and Development Committee – which was originally formed to research and ensure that any new vessel for MRHB would suit the future ongoing services we provide to all the boating public. This Sub-Committee will now take on more projects as required to support the Management Committee in the future.

There are always some improvements to be made at the Base like the refurbishment of the building and making it a safer and more user-friendly environment.

SECRETARY

As Secretary over the past 18 months, I have faced a learning curve as to how MRHB operates and have come to realise by talking to members, the vast background knowledge base of our working members who we should encourage to take on roles using their expertise.

I hope I have contributed to the smooth running of the Executive and Management of MRHB.

Vicki Vlekkert
Secretary

Recruitment and Retention

RECRUITMENT

Retaining our volunteer staff numbers greatly improves our experience and ability to be able to do our job in a professional and efficient manner.

Crew numbers have remained around 30 during the year, despite two intakes of new crew.

The radio group remains very stable with retention of nearly all radio operators throughout the year. Two radio training courses with small numbers of candidates were held throughout the year.

Our Admin area is another area where staff turnover is higher than we would like, due to a variety of reasons. This has led to a reduction in the number of days of the week the office is open to the public. A positive is the very good stability in key positions.

No programmed recruitment campaign was conducted throughout the year. Numbers of volunteer applicants for crew and radio continues to be good and generally sufficient to meet our immediate needs.

Over the years MRHB has been present at various events to raise awareness about the work we do. At these events, there are always enquiries from the public to join our ranks.



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.

A number of volunteers 'drop out' of crew or radio roles but still wish to be involved with the organisation in some way. Many continue in the fundraising / sausage sizzle area, which is a great way to continue the camaraderie which has been built up over time.

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.

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.

Kevin Bone has picked up the Unit Training Coordinator (UTC) role this year. Kevin comes with a wealth of knowledge and experience from Coastguard, being UTC for CG Townsville for a number of years. Graeme Davies has stepped in to assist Kevin with the crew training during 2020.

We must also thank Josie Lategan and Carolyn Hasemann who contributed to the training environment by managing a lot of the administration for the UTC, in the early part of the year – 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.



NEW



Training

CREW
TRAINING

Two crew courses have been run over the 2019/20 year.

The first course was run in late 2019, with the crew trainees reaching provisional crew within a seven to eight week period. They were then rostered on the vessels. The training included classroom sessions, on line learning and assessments, Long Range Radio Operators Certificate and Shipboard Safety Skill Sets training. A half-day practical sea day was also included to allow new crew to experience many aspects of working on a rescue boat.

The second crew course had only just commenced in early 2020, when training was impacted by the COVID-19 crisis. The 2020 Crew Course had only run two sessions when social distancing and other restrictions kicked in and training was shut down. While COVID restrictions delayed the course, it offered an opportunity for additional focus on the Training Design and Training Administration Management. Lessons learned regarding assessment conduct and management, and document control have now been incorporated into the course.

The 2020 Crew Course incorporated the AMSA Taskbook and a Taskbook Extension that records squadron-specific knowledge and skills. The improvements aim to graduate a crewperson better prepared for Operational Crew.

After the COVID shutdown, crew training recommenced in June and the seven course trainees have recently completed their Shipboard Safety Skill Sets phase. Crew in training must now complete the specific practical requirements in their Taskbooks before a final assessment to go on the roster as competent crew. It is expected that a higher level of crew competency will be achieved through this new training regime.

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

Statistically Speaking:

There were 113 training / patrol activations over the 2019/20 year for 359.10 vessel hours on the water, utilising 7,618 litres of fuel.



Training

REGULAR CREW TRAINING

Our crew are required to attend a training session on the third Sunday of each month. The Unit Training Coordinator (UTC) and the Assistant UTC (Crew) put together an annual training programme covering the various aspects of our crew deployments. From Search and Rescue training through to beach landings, navigation and towing – all are covered in the regular crew training throughout the year. Recently, night navigation exercises have been introduced bi-monthly.

To remain operational, crew are also required to regularly train in the standard emergency procedures (man overboard, grounding, collision, fire, flooding, abandon ship etc).

Once crew are on the roster, they can work towards becoming a Senior Crewperson, Helmsperson or Skipper. The task book and squadron specific skills provide the direction and requirements to move up in the ranks. As volunteers, some crew are happy just doing their role on the back deck, but others are keen to progress and further challenge themselves in the environment.

CREW RE-BOOT

All crew training ceased for the months of March to May due to the COVID restrictions. The base was closed to only essential activities – radio and crew operational activations.

Once COVID restrictions were eased for MRHB on-water operations, a 'Crew Re-Boot' program was conducted to refresh crew and skipper skill sets after a period of reduced on-water activity. Approximately 85% of all skippers and crew successfully undertook the Re-Boot. Those yet to complete the program have been withdrawn from operational availability until they undergo their Re-Boot.



Crew rostering continues to be a challenge. The DutyMan online application is used by crew to add their names to the days when they would like to be on Duty Crew. There are mixed results with this 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.

Kevin Bone
Unit Training Coordinator

Training

RADIO TRAINING

Two courses for new radio operators were completed in the 2019/20 year. COVID-19 restrictions interrupted the training. The radio group continue to be stable with only limited vacancies in this group.

7 Radio Operators were promoted to Senior Radio operators during the 2019/20 year.



Public Radio courses and examinations for Long Range Operators Certificate of Proficiency (LROCP) and Short Range Operators Certificate of Proficiency (SROCP) are held every three months. The courses have generally been well attended by the public. One course was cancelled due to COVID, however the August course was able to be run, after completion of a COVID Safe plan for the base. Numbers have had to be further limited, due to the size of the training room.

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. First Aid and CPR assessment requirements are completed on the day. First Aid is required to be renewed every three years and CPR annually.

FIRST RESPONDER TRAINING

The First Responder group became operational in August 2018.

A new group of first responders has undertaken training with QAS, this year. One is fully operational, two more are on a buddy system undertaking medical activations with others and two others are almost complete in their training, which again was impacted by COVID.

When this last group have all completed their training and buddy shifts, we will have 8 first responders available for medical evacuations, when requested by QAS.



Build of Rescue I – Replacement Primary Vessel

At the time of this report RESCUE I is about two-thirds finished. To watch this project evolve is inspiring to say the least. The Research and Development subcommittee put a large amount of time and effort into evaluating statistics of activations and brainstorming sessions that created the concept of what Marine Rescue Hervey Bay required in a vessel. It is exciting to see it all coming to fruition.

Today, as the project manager for this build, I feel that the R&D subcommittee's research was broad; covering a significant range of concepts and ideas from marine industry experts in a number of fields including boat builders, propulsion systems, engine manufacturers and marine electronics professionals as well as end users. The group also gathered thoughts and impressions from squadron working members.

Naval architect, Jon Pattie, created the first concept drawings. This original design, although the same hull currently being built, was propelled by stern drives. The R&D subcommittee were ready to sign off on this concept and start looking at getting quotes from builders when the Commodore received an excited phone call from Ray Harris, chair of this committee. Ray said, "we need to go with waterjets and the rep is coming to talk to us tomorrow".

After a couple more months of analysis and debate about waterjets, including discussions with other users the decision was made to change from stern drives to jets. As it happened Jon had designed a similar vessel in NZ with jets some 15 years prior. New concept drawings were developed and the recommendation was given to management to proceed to get quotes for this design.

Long story short, Allweld Manufacturing in Maryborough were selected from 5 builders as the preferred builder for a number of reasons, including their workmanship, their location and also their attitude. Unfortunately, it was nearly two years before MRHB could get the funding together to allow this project to proceed, with Hand Heart Pocket, the Charity of Freemasons Queensland coming on board with a significant grant of \$400,000 in mid-2019.

A contract was signed with Allweld Manufacturing on 12 March 2019, however the build of RESCUE I got off to a slow start. Issues with the aluminium supplier plagued the early days of the build. Actual building commenced in late January 2020 and over the last 9 months we have a boat taking shape.



From small cut out pieces the vessel build commences

Build of Rescue I – Replacement Primary Vessel

To date it has been pleasing and reassuring to see two accredited marine surveyors rave about the process, procedures and finish that Allweld are achieving; and expect from their tradesmen and contractors.

MRHB's surveyor has said he has not seen this level of tradesmanship in aluminium before - a very reassuring statement that our research was well founded. Thank you to those responsible for guiding MRHB towards Allweld. Without your advice I don't think MRHB would have the exceptional vessel we are heading towards.



I am happy to say, as the project manager the few issues that have been encountered to date have not in any way been attributed to Allweld. In fact, management of All Weld have gone above and beyond to ensure that these problems have not greatly impacted on the build of RESCUE I.

The projected finish date is the end of November 2020 at this stage, with the vessel expected to be transported by road to Murphy's ship lift for some final fit out and then placed on the water for sea trials. This will be followed by a month of crew training before becoming operational in late January 2021, or there abouts.

It is a long process but I am sure that this vessel will service MRHB exceptionally well for at least the next 15 years.

John Smith
RESCUE I Project Manager

Vessel Group Coordinator

The year of 2019 / 2020 has presented a lot of challenges. I came into the Vessel Group Coordinator position in March 2020 due to a re-arrangement in management positions. After serving 4 years as Operations Manager, I had a good understanding of what was required in the position.

As you would all be aware February 2020 was the start of the increase in COVID-19 cases. This presented management with a huge dilemma in how we could manage a serious situation. With the help and advice from Josie Lategan who sourced information from Qld Health and other sources we were able to come up with strategies to minimise the risk to our crews and members. Access to the base was limited, Medivacs were carried out by volunteer crews, administration office was closed, crew training ceased, minimum maintenance staff allowed on site, and only the radio operators continued normal operations if you could class it as that. The base was basically in lock down. Some members of the public were not impressed as they believed we should have continued as normal. At the time of writing this the situation has improved but Victoria remains in lock down. MRHB management are vigilantly monitoring the situation and implementing procedures that minimise the risk.

Vessels are being maintained to a high standard by the maintenance crew as well as with help from duty crews. Aquaholics are doing engine servicing and any urgent repair work that arises after hours. Well done Andrew, Ben, and staff.

All vessels have been performing well with no major incidents or down time.

All equipment in the Boat shed has been removed. This is in preparation for further renovations to the building as funding becomes available. All access to this area is limited to selected personnel.

Sandy Cape repeater is being investigated for an intermittent noise fault and is presently operating on the second antennae which was installed last year in case of an equipment failure.

I wish to thank all those volunteers who have helped me over the last several months. Without your dedication our squadron would not be at the standard that it is today. Well done!

Dave Marshman
Vessel Group Coordinator



Base Maintenance

The Operations Manager position that was created in September 2015 is now in its fourth year. Taking over this role and following in the footsteps of Dave Marshman has been a major challenge. But what an exciting time to be the Operations Manager, with the build of the new rescue vessel underway and the upgrade to the pontoon to accommodate our new capability. Before these projects are finished the management team, along with other appointed members, now have their sights set on investigating a major upgrade to our base building infrastructure.

Our lease from Transport and Main Roads is only for a 5-year term, which only has another 2 years to run. Management are continuing to seek a longer term lease, which will provide some certainty for future development of the infrastructure.

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 facia 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.

On top of the usual vessel and building maintenance, we have made temporary repairs to windows and the roof, particularly as the radio operators get a bit perturbed when they get 'dripped on'.

Work on construction of the new pontoon and revetment wall commenced in August 2020. This work has been funded by a grant from the Federal Government and is necessary for the berthing of Rescue I. The work was completed in September 2020, and looks magnificent.



Construction work in progress



Completed Pontoon, rock wall and grassed area

Prior to SMC commencing work a group of volunteers undertook considerable work removing trolley rails, winches, fencing and generally cleaning out the boat shed in preparation for the contractor. We now have space under the building, which was the old boatshed. We will look to concrete this area at one level. Then the Research and Development team will investigate possible internal reconfiguration to utilize the space. We will need a grant to undertake any construction work on the building.

We were lucky enough to receive a grant through the Federal Government (Community Energy Efficiency & Solar Grant) for solar panels to help in cost of electricity. Fitting will be completed in late 2020.

Base Maintenance

RESOURCES AND OPERATIONS:

New 150HP Suzuki engines were fitted to Rescue III in 2019. The 'old' engines were traded in at the 1000-hour mark, to give us the best resale value. At the same time, new Garmin electronics were fitted, as well as a blue tooth communications system. All of this work was able to be completed through a number of grants from the Office of Liquor and Gaming.

After many years with Barneys Marine, Aquaholics took over the servicing of our outboards in late 2019. We thank Barneys for their involvement and many hours of servicing provided. Due to the hours our vessels spend on the water, servicing is required every few months, when each 100 hours comes up.

Rescue III comes off the water monthly for a hull clean. With the development of the new pontoon, Hyne Timber Rescue is permanently based on the water. She will need to be slipped every 1-2 months depending on the water temperatures to remove growth on the hull. There will certainly be many changes as Rescue I, our new rescue vessel comes in to service in early 2021.



New computers were successfully installed in the Training room. The Hervey Bay RSL generously donated the re-furbished computers. Much of our training for crew and radio operators is computer based. These new computers replaced old, out-of-date PCs.

New gardening equipment to help with the maintenance around the base, was recently purchased. The purchase of this equipment was made possible through a major donation from within the community.

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. With the vessels now remaining on the water, there will be more work in the future to clean and refresh them on a regular basis. Requests have gone out for a new 'maintenance team' to help the Operations Manager get this work done.

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. 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.

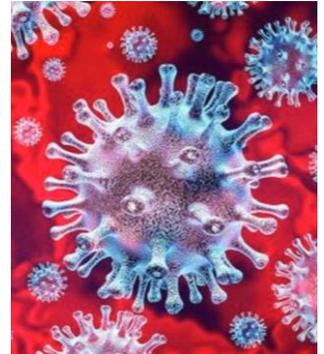
Updating of Safety Data Sheets is ongoing, and Rhonda O'Brien has been completing this task on a regular basis.

Base Maintenance

COVID-19:

Our squadron has had to review all our operational procedures in regards to the virus. This pandemic has placed many, if not all members under duress. I must say that we have had members over 55 years of age with underlying health conditions still carrying out their duties. It just shows their dedication! Wow!!

Whilst our government has limited recognition of your dedication, I for one, acknowledge it. It does not matter if you are in Admin, Radio, Fundraising or on a vessel you have placed yourself in harm's way to assist others. You are all heroes.



I have found the Operations Manager position quite intense. I would like to recognize particular individuals who I have sought specialist skills and knowledge from over the last 12 months.

- Dave Marshman is always here to help and provides great advice when I need
- Rhonda O'Brien for her assistance with the Asset register and monthly maintenance spreadsheet.
- Andy Clarke for his regular audit and restocking of the First Aid Kits.
- Kevin Lategan for his advice and electrical work
- Ralph Hopwood and Andy Clarke for risk assessments and reviews of incident reports
- John Smith and Ross Dwyer for their project management of Rescue I and the new pontoon

Thanks to the management team for their instruction and advice, particularly Vick Vlekkert for her help in how to prepare and action the management documents required.

I'm sure there are others that I have missed, but a huge thank you to everyone who has assisted me in this role during the year.

Mark Bruem
Operations Manager



Health and Safety at the Base

The annual WHS inspection conducted by VMRAQ was not completed this year. In mid-2020, management appointed two volunteers as Risk and Safety Coordinators – Ralph Hopwood and Andy Clarke.

Ralph and Andy were quickly involved in reviewing incidents that happen at the base. Reviewing the incident, assessing risk and making recommendations to management on improvements.

Although WHS was a standard monthly item addressed at the Management Meeting, the appointment of the Risk and Safety Coordinators has placed more emphasis on Health and Safety for our volunteers.

A number of incidents have been reported throughout the year. All have been forward to VMRAQ, as part of the process of reporting. 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. A couple of incidents required extensive risk assessment, and modifications were urgently made in both instances.

COVID-19

The advent of COVID-19 forced the review of many of our processes at the base. This review caused changes for volunteers in an effort to keep the base as safe as possible for our volunteers. Some of these changes included:

- Increased cleaning and hand sanitation procedures in all areas
- Limitations on the number of people allowed in areas at one time
- Implementation of social distancing rules
- Perspex screens fitted within the office area
- New cleaning processes for the vessels following activations
- Purchase of PPE equipment
- Cleaning of PFD / lifejackets following use by crew
- Development of a plan, in conjunction with Water Police and QAS, for possible COVID medivacs

The base was closed to the public, for a number of months during the initial stages of the pandemic.

As an 'emergency service', staffed by volunteers, we have a duty of care to the assist the public. While working in close quarters on a vessel, the social distancing restrictions can be difficult to adhere to. We have endeavoured to make the role as safe as possible for our volunteers, but they do put themselves at risk to help others.



Promotion and Marketing

CORPORATE LIAISON

COVID-19 has impacted MRHB's ability to engage and build relationships with the local community and businesses, and has meant some of our usual annual projects have been parked till things stabilise.

The MRHB Open Day went by the wayside along with the Boat Club Fishing Spot Familiarisation Cruise, Blessing of the Fleet and Seafood Festival. These events are always challenging given multiple events at multiple venues, but they all offer a great opportunity for face-to-face engagement with the public. We are fortunate to have received a number of new working members in the last year directly as a result of MRHB involvement in these events.

MRHB'S membership of the Hervey Bay Chamber of Commerce has continued this year, but COVID-19 has reduced engagement opportunities. MRHB still seems to enjoy a place of general positivity with local businesses, which is something we should value and nurture as there are always secondary benefits that arise.

CORPORATE GOLF DAY

The 2019 Corporate Golf Day was held on 23 August 2019. Barney's Marine Suzuki Australia were the joint naming sponsors of the Golf Day. Thanks to all our wonderful players, sponsors and donors, and of course the team who put it together. The day raised in the vicinity of \$10,000 for MRHB.

Proceeds from the day went towards the purchase of a thermal imaging and detection system for our vessel currently under construction. This will give our rescue vessel crews the ability to better save lives in limited visibility and at night.



While the 2019 Corporate Golf Day was successful, the 2020 Golf Day was never to be once COVID-19 restrictions were in place. Assuming that 2021 has us nearing normalcy, a Golf Day remains a great way to engage with local businesses and raise always-needed funds. Management will be seeking two or three eager individuals to organise and run the event if it does occur.

Promotion and Marketing

HOSPITAL ASSIST PROGRAM

The Hospital Assist program was started in 2019 as a means by which MRHB members could help the Hervey Bay Hospital's Children's Ward. Through internally run raffles, our members have raised sufficient funds to purchase distractive toys that make a child's stay in hospital a bit more pleasant.

Given COVID-19 restrictions, a delivery of toys has not been made recently, but proceeds from our raffles are available for a substantial purchase effort soon. Our last delivery of toys was to a value of approximately \$400.



Hervey Base Hospital is extremely appreciative of this community support, and this offers some quiet and subtle 'advertising' for MRHB among hospital staff and parents.

BLOOD BANK LIFEBLOOD TEAM



Since the 2019 Annual report, the Australian Red Cross Blood Service has changed its brand to 'Australian Red Cross Lifeblood'. While this might seem like semantics, their purpose is to broaden the public's understanding that their purpose includes bone marrow donations and other life-giving services. The MRHB Lifeblood Team is a group of Working Members and supporters who make their donations in MRHB's name.

At the date of writing, the MRHB Lifeblood team members have made 149 donations since January, almost at their goal of 150 donations, with over 3 months still to go. The thing that seems to bring people together as working members of MRHB is a desire to save lives and help the community; MRHB and Lifeblood go together nicely in that regard. It is worth noting that, out of 150 Lifeblood teams in Hervey Bay, the MRHB team is ranked 5th in donations, outperforming many larger organisations.

What does all this have to do with Saving Lives at Sea? Well, apart from being a good thing to do, it helps build our organisation's profile in the community. If you are already a donor, please consider joining our Lifeblood team. If you haven't tried donating yet, please give it a shot.

Promotion and Marketing

CLEAN UP AUSTRALIA DAY

Perfectly timed just before COVID-19 restrictions were put in place, MRHB played a part in the 'Clean Up Australia' effort. Approximately 25 working members and family members formed teams that headed out to clean up near and around our base. It was also an opportunity for some members to be ferried out to nearby islands and beaches to undertake some offshore clean up.

Hopefully this worthwhile initiative will be run again in 2021, and we hope to see numbers grow with more working members and their families getting involved.



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!

HIGH SCHOOL EXPERIENTIAL PROGRAM

The 2019 High School Experiential Program was a great success in giving some students an exposure to commercial and rescue operations and skills.

The Hervey Bay High School remains eager to do a similar thing again this year, if possible. While such a program helps high school students to consider their post-school futures, it also assists in raising MRHB's profile in the community by students talking to family and friends about their experiences, and might even result in them later becoming working members.

Graeme Davies
Corporate Liaison Coordination

Fundraising

Despite having a few months off due to COVID-19 restrictions, the fundraising team gave over 1,400 hours of volunteer time 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 and we thank them for their tireless efforts.

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 a having a sausage sizzle most weekends, which is placing some stress on volunteers.

Prior to COVID-19, we were undertaking sausage sizzles at BCF and Aldi on a regular basis, with Bunnings being added when we were lucky enough to get a spot. Since July we have been back operating only at Aldi, Pialba three Saturdays a month.

This year the group received their new sausage sizzle trailer that was built by Allweld Manufacturing in Maryborough. The trailer was funded through a grant from the Office of Liquor and Gaming.



Our new Rapid Deployment BBQ Response Vehicle!



Gil, hard at work doing what he does best

The trailer was sign written by The Sign Doctor.

Our dedicated cooks and servers engage with the public on the front line, while also generating income, and we thank them all for their huge effort.

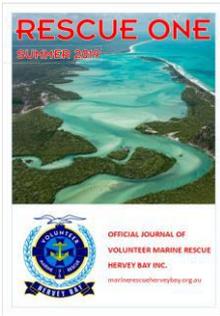
These guys and gals do a great job of turning out high quality snags, plus some specialities including a meat pattie, bacon and egg in a toasted bun.

For this financial year, we raised in excess of \$13,000 through our sausage sizzle events. This important function of the group is essential income accounting for 3% of our funding source. Well done to all who contributed.

Gill Townson
Sausage Sizzle Coordinator

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.

Jill Barclay has continued as Editor of the magazine. 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! JUNE 2020

Rescue Me! is the monthly 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 4,000 followers 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.

Facebook remains a valuable but under-utilised asset for community engagement and recruitment.

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 in conjunction with the Open Day and Blessing of the Fleet ceremony, had to be cancelled this year due to the COVID restrictions.



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.

The annual survey, to gain information on whether the WSG was still meeting its terms of reference (as validated in the 2019 survey) was scheduled to be conducted in August 2020. However due to the COVID-19 social distancing restrictions, and the resulting impact on all members not gathering at the base - the annual survey is delayed until social restrictions are lifted.

Membership: Gary Brown resigned from WSG in mid-2020. Gary's decisive input as a founding member was very much appreciated by all, and will be missed.

An EOI for Squadron members to join WSG earlier in the year saw the addition of three new members. Thus Graeme and Sharon Davies, plus Rhonda O'Brien have been selected to join the Group. Once again, due to COVID -19 restrictions scheduling a Lifeline Training on 'Accidental Counselling' for new members - or refresher courses for other members - is also on hold.

Dave Geoghegan
Coordinator WSG



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 annually, however only \$10,600 of it was received within the 2019/20 financial year.

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.

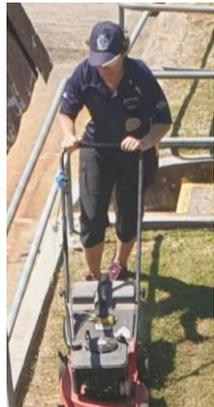
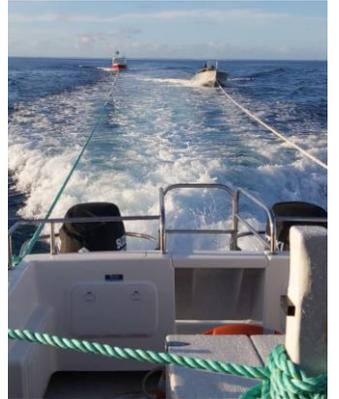
We also appreciate the support of donations or in-kind services offered by the following local businesses:

- Specsavers Hervey Bay
- Channel 7
- Masterlink Computers
- The Sign Doctor
- Murphy's Ship Lifts
- Aquaholics
- Battery World
- Boaties Warehouse
- Cate and Co Lawyers
- Barney's Marine
- Stratton Finance
- Hervey Bay Lions Club
- Fisho's Tackleworld
- KVolt Electrical Services
- Wide Bay Crane Hire
- Bunnings
- BCF Hervey Bay
- Hervey Bay Boat Club
- Aldi
- The Bay Op Shop
- Hervey Bay Ice
- AATEC
- Bank of Queensland
- Australian Ocean King Prawn Co
- Fraser Coast Properties
- Fraser Marine
- Ted Sorensen
- Trade Tools
- R&J Batteries
- G.J. Gardner Homes
- Prime Agents
- Fraser Coast Bolts
- Richers Transport
- Wide Bay Motor Group
- 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 2019 – 2020 in Pictures

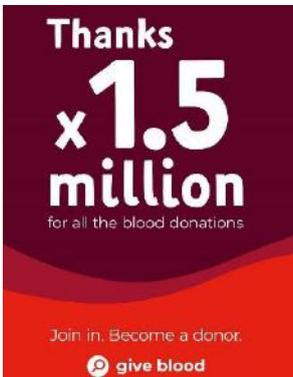


Contact



Information

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



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Appendix 1 Working Member List 2020

The following MRHB volunteers remain active as at 31 August 2020.

Donald	Adams
David	Amos
Rory	Armstrong
Andy	Baczynskyj
Jill	Barclay
Kathy	Bond
Mark	Bond
Kevin	Bone
Michael	Brace
Gary	Brown
Mark	Bruem
Hans	Buikstra
Jill	Byrnes
Michael	Campbell
Paul	Cate
Nick	Childs
Andrew	Clarke
Anne	Dalling
Graeme	Davies
Sharon	Davies
Peter	Dicker
Barry	Dimmick
Geoff	Drake
Lyndon	Duncan
Ross	Dwyer
Troy	Fisher
Denis	France
Geoffrey	Friend
Peter	Gallagher
Dave	Geoghegan
John	Gibson
Colin	Gilchrist
Bill	Granger
Iveta	Greenwood
Cheryl	Greer
Carolyn	Hasemann
Bob	Hasemann
Steven	Healey
John	Herron
Ralph	Hopwood
Annette	Hoswell
Tom	Hudson
Des	Janke

Ross	Jensen
Douglas	Knight
Kevin	Lategan
Josie	Lategan
Geoff	Lesslie
Kimberley	Liebchen
Lynton	Luckel
Kay	Mackay
Rod	Mackay
David	Marshman
Darrel	Masters
Ken	Medway
Yvonne	Miles
Shane	Montgomery
Phil	Murphy
Steve	Nolan
Stevan	Ober
Rhonda	O'Brien
Tammy	Olsson
Michael	O'Shea
Juan	Pereira
Carol	Reid
Garry	Reid
Kevin	Robinson
John	Rutland
Clive	Saunders
John	Schwarzrock
Nick	Sennett
David	Smith
John W	Smith
John A	Smith
Harry	Spink
Graeme	Stanton
Julie	Streatfield
Brian	Stumer
Keith	Tayler
Gil	Townson
Reg	Treston
Vicki	Vlekkert
Chris	Watson
Karen	Watson
Alan	Wilkins
John	Zielke