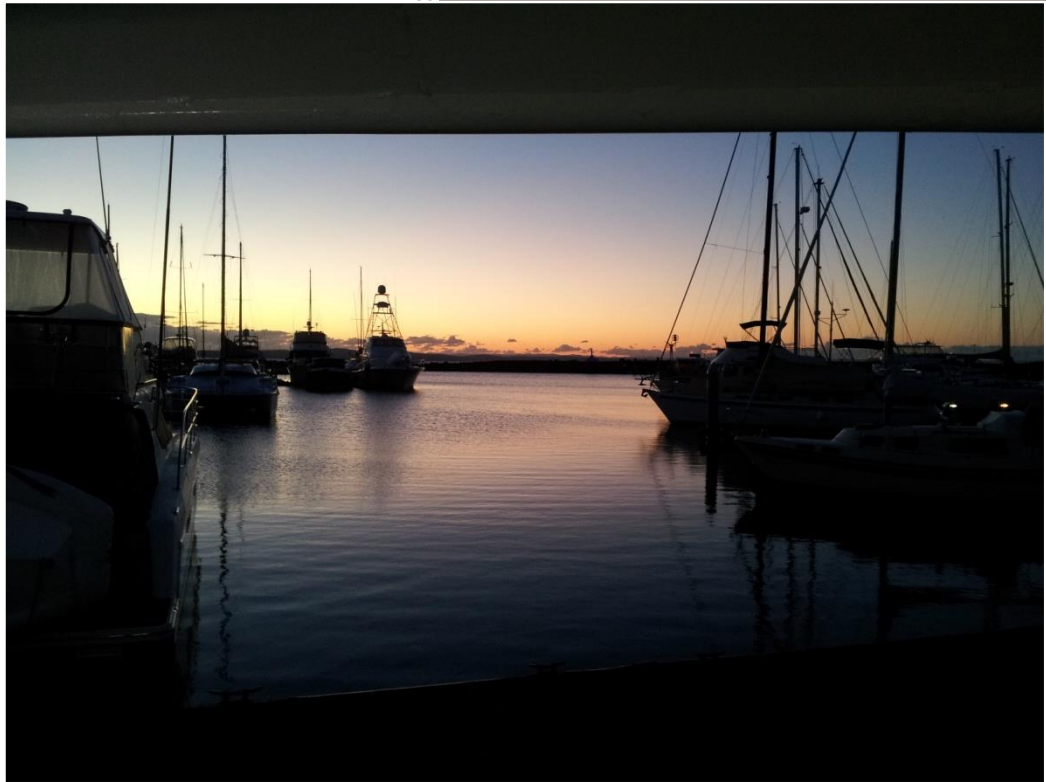




2015-16

VMR Hervey Bay Annual Report



Volunteer Marine Rescue Hervey Bay Inc.

ABN 92 424 635 054

2015-16

TABLE OF CONTENTS

Contents

To Our Members	1
Governance and Secretariat	3
Recruitment and Retention	5
Training	6
Operations and Radio Support	10
Work Health and Safety	12
Community and Media Engagement	13
Communications and IT Infrastructure	15
Operations Management	17
Members Welfare	19
Contact Information	21
Company Information	21
Appendix 1 – 2015 Strategic Plan	22
Appendix 2 - Glossary of Acronyms	23
Appendix 3 - Working Member List 2015 – 2016	Error! Bookmark not defined.

TO OUR MEMBERS

To Our Members

WELCOME

Marine Rescue Hervey Bay (MR HB) acknowledges the Badtjala (Butchulla) elders as the traditional people of the area and recognises the strength, resilience and capacity of Aboriginal people in this land.

We also acknowledge our Patron and Life Members. We acknowledge our Working Members, Major Sponsors in Hervey Bay RSL Inc and Hyne Timber Pty Ltd and supporters who all contribute to the success of MR HB to meet our operational requirements.

The annual report for September 2015- August 2016 is a means to capture the key activities of MR HB, to showcase the very great work undertaken by our volunteer staff 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

With the production of the 15 year strategic plan earlier this year, work has commenced to facilitate the procurement of a replacement vessel for Hervey Bay RSL Rescue (HBRSLR) given it will shortly reach the end of its useful life. A sub-committee has been formed to get quotes from ship builders and to assess these quotes for applicability to our needs. A key outcome is to source funds from government agencies of which over one million dollars is needed for the boat build and base infrastructure changes.

FINANCIAL HIGHLIGHTS

Securing sponsorship for the long term is a current priority. Through the good graces of the Hervey Bay RSL and Hyne Timber Pty Ltd we have garnered their on-going support for the immediate future and we will continue to work with them to meet contractual expectations and mutually beneficial goals. Implementing budgets and maintaining good fiscal accounting is imperative to ensure we get true value for hard earned income.

Through prudent financial management we have maintained a healthy bottom line. Under the introduced planned maintenance scheduling system we are committed to ensuring the longevity of our plant and equipment which has necessitated the expenditure of initial capital to bring equipment up to standard. The programmed spend is expected to slow in the coming months.

TO OUR MEMBERS

OPERATING HIGHLIGHTS

Training and safety are continuing highlights for MR HB. Through the introduction of the Operations Manager position we are now committed to practical and dedicated planned maintenance, compliance with industrial laws and regulations and the application of 21st century planning and quality assurance protocols.

We undertook 277 activations with some minor incidents to vessels. We had two incidents of reported groundings. No other maritime incidents were reported.

LOOKING AHEAD

We have had a great team over the past 12 months working hard to ensure this organisation is able to meet the challenges of the future, remain a viable entity and be at the forefront of training our staff to the highest possible standards. It is expected that the new management committee will continue the fine work of their predecessors to bring about change and process to the organisation. Our volunteer workforce will continue to grow to the optimum number. It is through our volunteers, sponsors and local community and their continued support that we can achieve our strategic goals.

2015-2016 MANAGEMENT TEAM

I extend my heartfelt thanks to the outgoing management committee and appointed officers of 2015 who have supported me and worked hard to make this year a successful one. We have undergone some significant change and the willingness of the committee to engage and consult has been of tremendous value.

Commodore: John Smith

Vice Commodore: Jill Barclay

Secretary: Maryanne Hudson/Theresa Harris

Treasurer: Wendy Reed/Rhonda O'Brien

Vessel Group Coordinator: Les Czislawski

Radio Group Coordinator: John Herron/Geoff Friend

Operations Manager: Dave Marshman

Member Welfare Rep: Christine White

Unit Training Coordinator Colin Goldsworthy

John Smith

Commodore

September 10, 2016

GOVERNANCE AND SECRETARIAT

Governance and Secretariat

MR HB CONSTITUTION

In September 2015, it was noted that the MR HB constitution was last amended in 2010 and a revision in part has been undergoing consultation with the solicitors for the past three years. The new management committee made the publication of a new constitution a priority and the updated constitution was completed in January 2016. This was accepted by the Office of Fair Trading.

In line with the changes to the constitution, MR HB By-Laws were updated to reflect the new organisation structure and several other minor amendments.

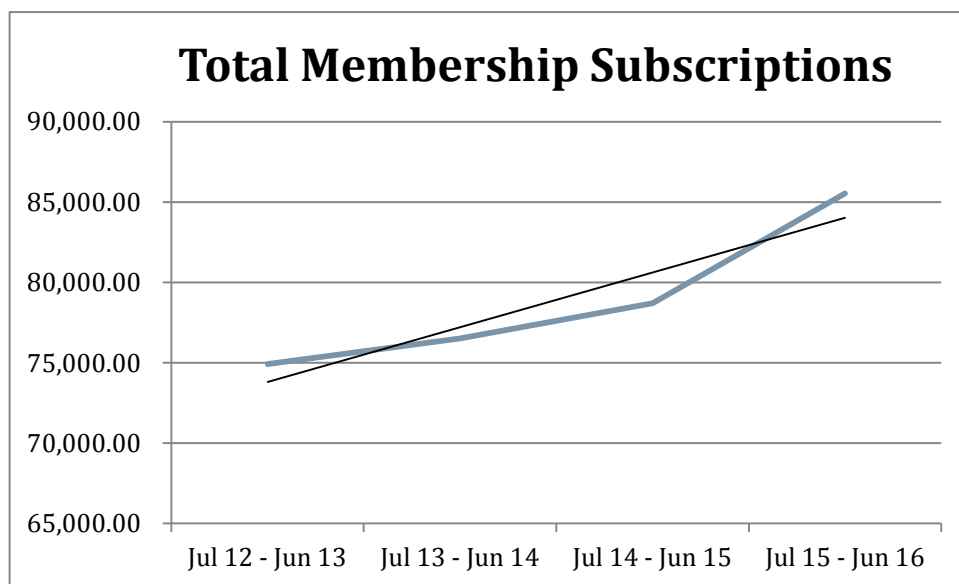
In February 2016, a Special General Meeting was called to ratify the new constitution and a new fee structure introduced for the year. No other business was conducted.

MR HB 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 fell vacant at the September 2015 AGM and all positions were filled at the meeting.

MEMBERSHIP

Membership continued steady growth over the past four years as shown by the graph.

Membership fees were increased in February 2016 for the first time in almost 10 years and reflected CPI increase over that period. In addition, there was an upper limit placed on costs for



activations whereas in the past there was none. There was some minor consternation from long term members however, there was no significant backlash to the price increase. The February SGM also approved the

GOVERNANCE AND SECRETARIAT

introduction of a new membership type being one for visitors. This short-term (30 days) membership was for anyone outside the 4655, 4650 and 4659 postcode areas to receive a free tow service to the value of \$200 from MR HB while they were visiting the area. The new membership was not well advertised and was not effectively taken up by visitors. It is planned to increase the publicity around this type of membership in the future.

To ease the pressure on Administration staff over the new membership period where all memberships fell due on 1 April it was determined and ratified that all new memberships would be twelve months from the date of commencement and do away with the pro-rata option that many members exploited. This has eased the burden on staff somewhat and will continue to do so as new memberships fall outside the 1 April deadline.

Membership fees will be reviewed annually to ensure that income is in line with CPI increases as per the Constitution.

Price increases will commence for new memberships immediately after the AGM.

As at September 2016 we have 39 Crew, 24 Radio, 17 Admin and 9 Events and other members making a total of 89 volunteer members.

Fact File: *The total volunteer hours for 2015/16, for all members, was 24,519.23 hours. This equates to 3,065, 8 hour days or 1021 total days or 2.8 years of unpaid work received by the community. Well done to all volunteers on a massive effort.*

RECRUITMENT AND RETENTION

Recruitment and Retention

RECRUITMENT

This year's focus for recruitment was to maintain Admin numbers and to increase Crew and Radio numbers. Our ability to meet these targets was diminished by the number of member departures and a lack of a programmed recruitment campaign.

Recruitment also underwent a serious revision over the year to significantly increase the amount of information submitted by applicants to generate a more informed selection process.

Consideration was given to implementing police checks as a standard however, the cost and delay made this prohibitive.

There were 54 applications for volunteer working members consisting of 36 male and 18 female. 48 applicants were inducted and commenced their training. Of their primary preference, 12 nominated for admin, 23 applied for crew, one each for training and events and 11 for radio.

RETENTION

Of those 48 applicants, 12 (or 25%) have since resigned due to a range of reasons such as finding full time work, can't commit the required time for their chosen group, other volunteer work, medical conditions or that we didn't reimburse travelling costs. In all, we have secured the services of 36 volunteers over the period.

We had 21 resignations from long term members over the period. Resignation reasons were varied but the recent speed and amount of change in the organisation as well as an inability to work with current management were definitely factors in some people's decision to depart. Some were associated with general health and ongoing medical conditions while others cited higher priorities or just decided it was their time to move on.

In exit interviews or via their resignation correspondence, nearly all said they thought highly of the organisation and valued the work we do.

VALE

One working member, Peter O'Brien, and two former members, Bill Nissell and Henry Sondermeyer, passed away during the year and their lives were remembered and celebrated.

Fact File: For 2015-16, recruitment slightly broke ahead of resignations 36-33. It will require a consistent effort in 2016-17 to maintain steady growth particularly in radio workers.

TRAINING

Training

Overview

Training continued to be a major focus for this year. With Brian Stumer and Jill Barclay conducting most of the routine skill set training for Crew and Radio respectively we were able to bring on sufficient new members to cover for those retiring or resigning. Crew training underwent a significant revamp with VMRAQ updating all the major MAR modules on to the Portal. First Aid training transitioned from RTO KPI Insync to Rose Training Australia with some subsequent turmoil in the changeover for training staff.

Fact File: *There were 132 training /patrol activations over the year for 298 person hours utilising 8,956 litres of fuel.*

Radio

Getting trainees sufficiently confident to operate a custom-made computer system and communicate effectively with the boating public continues to be problematic. A sub-committee was formed in early 2016 to review the recruitment and retention of radio operators. Concerns were that new trainees were undergoing training and then not going on to solo roles as full time radio operators. Some recommendations of the committee were adopted to try and alleviate this situation however, in most cases it was more that trainees personal lives precluded them from completing their training. Five radio courses were held over the period run by Jill Barclay.

Long Range Operators Certificate of Proficiency (formerly MROCP) and VHF Marine Radio courses were once again held for public and volunteer members. Four courses were offered over the year with an additional course in June 2016 for crew members. Numbers on each course have been high and they have been a good income stream. MR HB offers these courses free of charge to members albeit the Maritime College exam fee cannot be waived.

Crew

Training for new crew to CERT I standard has been completely revamped. In lieu of individual training, crew are now engaged as a group of around 5-8 in four intakes per year. The weekly program is now set at seven weeks to Provisional Crew level and 13 weeks to Competent Crew level with First Aid, LROCP and ESS training included. This assumes all trainees attend the majority of weekly training nights and complete their basic on-base tests during the weekend crew days. Brian Stumer provided the bulk of the training for new crew members.

CERT II training continues for those who've identified their intent and is bound by adult learning principles i.e. the onus is on the individual to progress their training with the assistance of trainers when required. VMRAQ Zone trainer and assessor Tom Hudson has provided adhoc practical assessment as and when required for those participating in this training. Several visits to other

TRAINING

vessels were undertaken to allow trainees to experience other types of engines and vessels and more are planned when available.

Currently there are 13 task books distributed and eight are actively completing the tasks/modules.

The Senior Crew job description was rewritten to reset the expectations and attributes required. Senior crew numbers were increased to 10 to allow those wishing to proceed to VMRAQ skipper and/or have the necessary attributes to undertake this role.

In July 2016, night training was moved from Saturday night to Thursday night to alleviate the work load on crew trainers, allow new crew trainees to participate in an active environment and not tie up their Saturday nights. This has been deemed a success with large numbers in attendance on the monthly night training. Sunday morning training occurs as per usual.

All crew and skippers on training activations are required to exercise the five statutory emergency drills: man overboard, collision, flood, grounding and fire as mandated by AMSA for commercial vessels. Each drill is to be recorded in the ships log for accounting every three months. As part of the programmed training calendar, each month has a skill set for which crews and skippers are required to focus on. These include SAR, Navigation, Seamanship, Collision Regulations, Technologies (GPS, FLIR, Radar etc.) Engines and Towing. The monthly program has been well received and culminates in a practical learning experience on monthly crew training days/nights.

Admin

Training of Admin staff continues to be a two-day session and then on-going buddy shifts to up skill through on-the-job training. No Admin staff requested external training. With the potential introduction of a new member database, training of Admin staff will be provided by the trainers to familiarise all Admin staff with the new system.

Training and Assessment/Language, Literacy and Numeracy (LLN)

A course in LLN was conducted by VMRAQ trainer Andy Ross in June 2016. Two people attended to update their TAE qualification. Further upgrades to TAE qualifications will be required in the future.

First Aid

All groups have members undertaking First Aid training. Those who participated during the last half of 2015 under the previous RTO failed to receive their certificates of completion. A letter was written on their behalf addressing the issue and their qualification was accepted internally as having the required standard. This situation has been rectified with the new RTO on board.

TRAINING

With the new RTO, all assessors and trainers were required to show they had the qualifications to undertake the role. Several trainers were required to refresh their certification to comply with the new standard.

External Training

A financial arrangement is in place with National Parks and Wildlife Service (NPWS) to provide CERT II Coxswain Near Coastal training to their staff who are formally inducted members of MR HB. Four trainees attend a half-day session fortnightly to undertake formal theory training and Tom Hudson is providing VMRAQ assessment of practical skill training on their boats. Their application to completing the task book is problematic and will be a hurdle for them to complete the course to the end.

ESS Training

One NPWS and one private person were trained to ESS standard outside the standard crew process. We also hosted a member from VMR Burdekin to undertake her ESS training in June.

External Services

Les Francis, QFES fireman and trainer provides fire theory and practical training to ESS standard as a free service. Les provides extinguishers and a hot box for practical experience as well as a detailed theory presentation.

VMRAQ Zone trainers in Tom Hudson and Gary Radford have provided practical assessment for specific courses. No cost is associated with this testing.

Tammy Olsson is a current QAS paramedic and provides experience and advanced knowledge to First Aid courses as a free service assisting our assessors and trainers.

Training Audit

During the year the training team welcomed Jo McCaffery who has extensive experience in training audits and ASQA standards. Jo provided detailed advice on process and procedure for us to be compliant in our training standards. MR HB was audited in March 2016 and, with the exception of some minor process changes, our records were determined to be completely satisfactory.

Peer Support Training

MR HB has been in consultation with QFES Peer Support managers who are providers of Peer Support Training for Emergency Services. The training would allow several selected MR HB members to be trained in counselling of members as a first line effort. As at time of writing, VMRAQ is still to sign off an agreement with QFES before this training can proceed.

TRAINING

First Responder Training

Seven candidates have completed their initial paperwork which has been passed to the Officer-in-Charge QAS Hervey Bay. Training will commence after police checks have been completed and all members should be operational before the end of the calendar year. Expressions of interest for a second rotation for first responder training will be called for before the end of the year.

Senior Crew Workshop

The next Senior Crew workshop is scheduled for October or November 2016.

Skipper Training

In September 2015 Vivianne Hillier successfully completed her commercial coxswain certification and VMRAQ Skipper accreditation. In February 2016, Adrian Harmer joined MR HB having previously been a qualified coxswain in Coast Guard Darwin. Having successfully passed his challenge test he was awarded VMRAQ Skipper accreditation in July 2016.

To ratify the selection process for Senior crew to Skipper under Training status a formal process was implemented in May 2016 to seek endorsement of nominated Senior crew to proceed. Four Senior crew were assessed for training under this new scheme.

Search and Rescue Training

Major Search and Rescue (SAR) training was undertaken during the year. The first scenario was a downed plane with 15 passengers requiring standard search patterns while the second was a vessel departing from KFB to Urangan Harbour via a specific route and not returning. Each scenario provided good training in SAR techniques, tested our in-house procedures and provided an opportunity to work with outside entities.

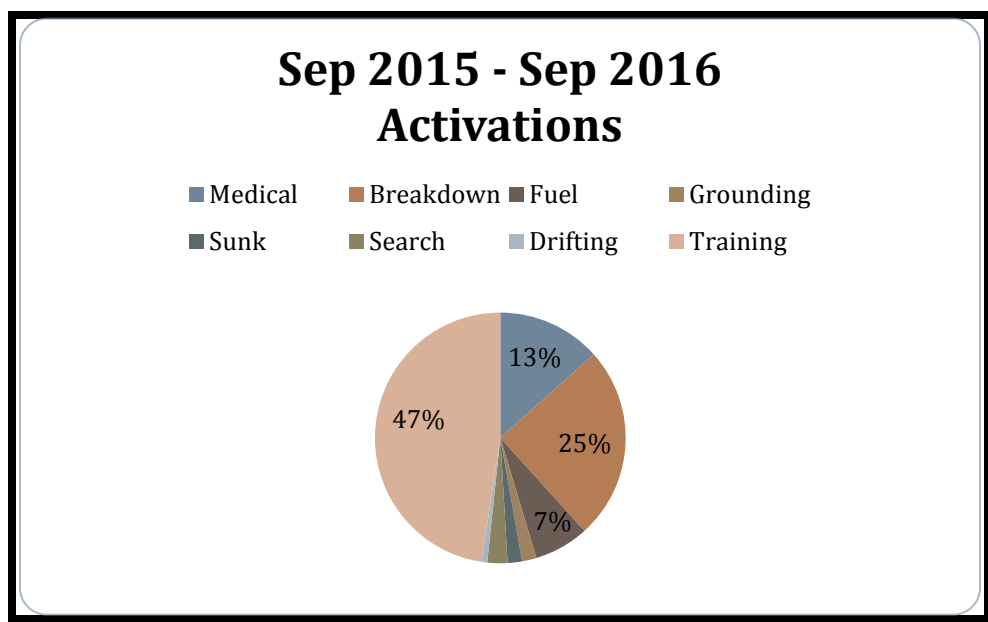
In July, prior to the whale season commencing and as a consequence of the Spirit of 1770 sinking off Lady Musgrave Island, MR HB exercised with MV Amaroo to test their crew in all facets of emergency management and disaster recovery. The scenario called for MV Amaroo to undertake a controlled beaching on Pelican Bank and MR HB vessels having to tow her off. This was followed by a fire, flood and finally man overboard drills where MR HB vessels were tasked to pick up survivors in the water and recover the rafts. The three hour exercise was attended by MSQ staff and the major local TV media outlets. More of these exercises are planned with local commercial vessels in the future.

Training is a crucial component of MR HB success. While qualified trainers and assessors provide guidance the generosity of all members to provide on-the-job training and skills development is crucial. For this, we thank all members who have trained people over the period.

OPERATIONS AND RADIO SUPPORT

Operations and Radio Support

Over the period, MR HB conducted 277 activations for 602.2 vessel hours with 2,311.2 crew hours using 21,359 litres of fuel. 226 people were returned to safety. A breakdown of activations by type is included below. Mobile phones (54) were the preferred method of alerting MR HB of events followed by radio (35).



In addition, MR HB provided a safety vessel for local events including the Burrum WindFest competition, the Fraser Coast Outrigger Trials, the Regional Dragon Boat Regatta, the Bay to Bay yacht race and the Paddle with the Whales event.

Scattering of Ashes ceremonies were also conducted throughout the year for those wishing to spread the ashes of loved ones in the vicinity of the Bay.

In October 2015, HBRSLR was unfortunately grounded on Round Island as a result of a late night water police activation to investigate a reported flare sighting in extremely poor weather and sea conditions. The crew were successfully extracted and the vessel recovered the next day on the high tide. All crew were debriefed by senior VMRAQ staff the following day and offered counselling services if required. The vessel suffered considerable damage to the engines and minor hull damage and was out of the water for around 10 weeks undergoing repairs.

OPERATIONS AND RADIO SUPPORT

In June 2016, the 6m poly boat known as 7 Rescue was sold as, after three years of operational use, it was deemed unfit for purpose given the sides were too high to practically recover someone from the water and it was rarely used. The boat was advertised with Fraser Coast Marine Brokers and sold very quickly. 7 Rescue was generally used as a training vessel or for travel to a local boat ramp for activations in a local river or creek.

A boat to replace 7 Rescue, a former QPS RHIB, is currently being sourced and it is hopeful it may be available before the end of 2016. The replacement was expedited through a visit by senior MR HB management to the Queensland Minister for Police and Emergency Services.

A sub-committee has been formed to investigate a possible replacement vessel for HBRSLR as our future major asset. HBRSLR will come up to its end of useful life in around 18 months and sourcing another vessel is imperative. Four companies have submitted plans in both fibreglass and aluminium for the new vessel and the sub-committee is evaluating cost, functionality and value. Alongside this process, management has been busy engaging with local and state politicians to source funding for the new vessel and base infrastructure changes to accommodate it. The projected delivery date is expected around the end of 2017.

The radio service provided by MR HB continues to support the local boating community to a high standard. Hours of operation continue from 0600-1800 daily. All shifts totalling 1,095 for the year were filled by qualified radio staff.

The after-hours duty radio operator call out process worked effectively to handle situations after 1800 and before 0600 daily. Five senior radio officers provided a roster to assume responsibility for call-outs from emergency services such as police and ambulance. There were 60 activations over the year that required after-hours duty radio operator support. Radio operators also committed their time to provide radio services for crew night training on some Thursday and Saturday nights.

Fact File: During the year a total of 18,808 calls were made on the VHF radio and 2,862 on the 27 Mhz radio. 1,317 were phoned in and 693 phoned out. Total vessels serviced for the year was 5,140 of which 9 were reported to the Water Police. None were lost but simply failed to log off with us.

Work Health and Safety

The September 2015 WHS inspection conducted by Les Czulowski and Don Adams identified a number of hazards. Those requiring remediation work were prioritised and placed on the annual work program. All identified hazards from that inspection have been addressed. Several significant items were identified and rectified including the removal of the old flagpole which had a rusted base, improved signage and anti-slip treads on the pontoon access.

No incidents were reported on base that had serious consequences. Minor reports of localised first aid events such as barnacle cuts or minor bumps and bruising were noted but required no follow-up action.

Early in 2016, after a prototype created by crew member Gil Townson, a tool was developed to attach the tow line to the trailer hitch of a vessel without endangering a crew member or an owner. The process of attaching the tow line to the trailer hitch was a known hazard whereby a crew member could injure themselves leaning out of the boat or the owner could topple into the water leaning over the bow to get the tow line attached. The tool has proven effective and is now standard equipment on our vessels.

The next annual review is due in September/October 2016.

WHS is now addressed monthly at each Management meeting as a separate agenda item.

Community and Media Engagement

Over the last 12 months, there has been a concerted effort to bring MR HB into the media spotlight. Vice Commodore Jill Barclay has been handling most of the media interaction and has developed a good working relationship with local television channels, FM107.5 local radio and the Fraser Coast Chronicle and free papers. There have been many articles in the local papers about activations, donations or publicity for our events. The two television channels, Seven and WIN, have shown good interest in our activities and both spent time on the water with us during emergency procedures drills with MV Amaroo. Jill delivers regular communications to the print media and to FM107.5 local community radio monthly.

MR HB was represented at a number of important community events over the year. These included the Volunteers Expo at the Community centre and the Kids Day Out event at St James Lutheran College in May. We held our annual Open Day as a precursor to the Blessing of the Fleet ceremony in August. All events were well attended by volunteer personnel willing to give up their time to assist and the feedback from the public was very encouraging.

A series of speaking engagements have been undertaken by Jill Barclay and Colin Goldsworthy on the role and capacity of MR HB to undertake activities on the water. These include Older Men Unlimited, Uniting Church Men's Group and the Fraser Shores Retirement Village Annual AGM. The ultimate aim of these talks is to identify volunteers or members, raise our community profile and develop avenues for mutual benefit through collaboration.

Beach Cricket was again popular where MR HB battled with the Hervey Bay Dragon Boat Club for world honours on two occasions. The events were well attended with both players and supporters. It should be noted that MR HB was successful on both occasions and are the current world champions.

Men's Shed Hervey Bay and MR HB have developed a good relationship and have a number of projects completed or in progress. They provided services to fix a frame around a model ship that had not weathered well and they undertook to make a new case for another model ship with the ultimate aim of selling or raffling the ship. They are also making a new bookcase for the training room.

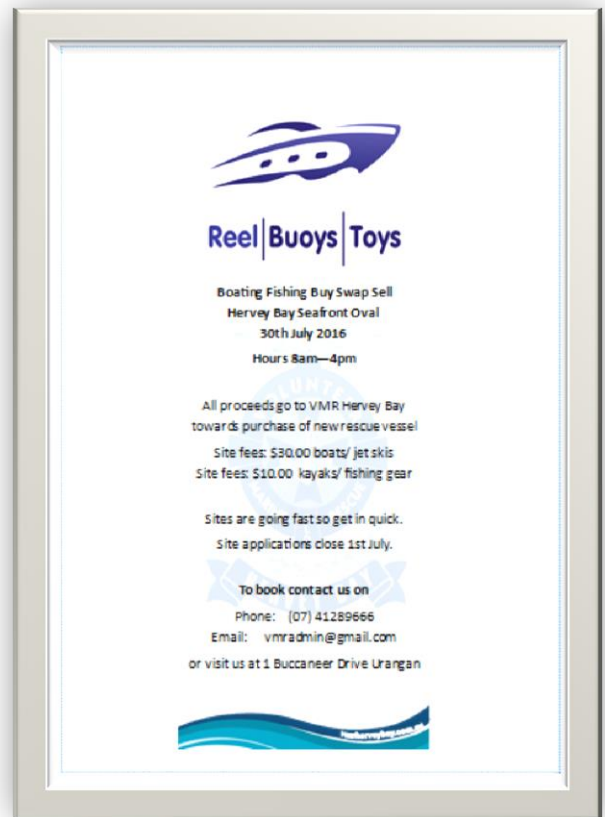
Our mid-year function was a BBQ for all working members on completion of the Blessing of the Fleet ceremony with the majority of members and family and friends in attendance. The annual MR HB Christmas party was held at the Hervey Bay RSL Club to support our sponsors. The event was again well attended and well organised.

COMMUNITY AND MEDIA ENGAGEMENT

REEL BUOYS TOYS

This major event for 2016 was developed as part of our community engagement and was the brain child of the then Secretary Maryanne Hudson. It was a very successful event for the first of and was highlighted at council as one of the best-run events they had seen.

The event at Seafront oval had the full support of Councillor Darren Everard and was eagerly attended by over 30 boats for sale and numerous stall holders. MR HB volunteers again came to the fore and provided their time throughout the day. The assistance of the SES volunteers to marshal traffic was also appreciated. It is intended to hold another event of this type in 2017.



We hosted the Hervey Bay Sea Scouts for a base visit during the year with around 21 scouts, leaders and parents in attendance. They were given a short overview of what we do and taken out on HBRSLR to show them the capabilities and handling of the vessel. They were very appreciative of the visit. With this success, there is scope to develop further engagement with local secondary schools through their marine studies syllabus to give school age children an appreciation of what we do and teach them some boating safety.

The Management team is aware there is more to be done in the way of community engagement and there are plans to further develop relationships within the broader community. Plans are underway to engage with marine brokers to facilitate early MR HB membership for people buying new or used boats. In addition, we intend to engage with Fraser Coast Opportunities to facilitate us into local information centres to publicise our visitor membership for people travelling to Hervey Bay for a short-term trip. As yet, we have done very little publicity for this type of membership.

COMMUNICATIONS AND IT INFRASTRUCTURE

Communications and IT Infrastructure

COMMUNICATIONS

In October 2015 a Communications Strategy Paper was presented to management to highlight deficiencies in current communications methodologies. The paper recommended five initial strategies be undertaken to improve communications. They were:

- Develop clear communications paths
- Undertake a document stocktake and revamp the filing system
- Only archive historical documents or those required by law
- Use social media and IT capabilities to spread information rather than archaic paper based tools.
- Install a suggestion box or similar.

With some effort there has been a marked improvement in communications across the organisation with several of the initiatives underway or still in planning.

The two formal communications mediums to provide information to ordinary members and working members are the quarterly Rescue One and the fortnightly Rescue Me! respectively. These serve to provide detailed and specific information to members to inform them of items of significance. Feedback on both publications has been very positive. Significant work has been undertaken to promote Rescue One via electronic means such as through the web site or via email thus saving the organisation thousands of dollars in mail costs.

The introduction of a Quality Assurance Program to streamline and standardise processes is well advanced and will be introduced in the coming weeks. This will ensure that the organisation is better equipped to store, retain and retrieve information when required.

IT INFRASTRUCTURE

MR HB has been indebted to the services of volunteer Alf Clarke for many years. Alf looked after the entire computer infrastructure, maintenance of the radio log, membership database and phone systems. Unfortunately, Alf was unable to continue this year due to health concerns and management were obliged to seek a contract with a computer company to maintain this essential part of the base infrastructure. Masterlink Computers Pty Ltd has come on board over the last four months and initially undertook an audit of all equipment and worked to understand how our IT infrastructure was laid out. In August 2016 Masterlink upgraded the server and the operating system on all computers as well as the software which runs the membership database and radio

COMMUNICATIONS AND IT INFRASTRUCTURE

log. By doing this, our capability to store and retrieve information is enhanced as well as allowing Masterlink to remotely maintain the integrity and security of the system. We are steadily developing a good working relationship with Masterlink Computers and they are providing their services at a reduced rate due to the volunteer nature of our operations. This is very much appreciated by MRHB.

MEMBER DATABASE AND RADIO LOG

Management has recently reached a decision to replace the existing membership database and radio log due to software compatibility and currency issues and is investigating options which might be applicable to us. Marine Rescue Bribie Island has a system which is similar to our current work flows and it appears from the initial evaluation it would require minimal change to fit our environment. A prototype is currently under trial and it will be assessed as to its efficiency and effectiveness. The database function is in Microsoft Access and we have some ability to manage our data locally. If found suitable, and the necessary changes are able to be implemented by MR Bribie Island, it may be in place as early as December 2016.

MR HB WEB SITE

The MR HB website provides the public with general information, contact details and access to a variety of documents such as membership forms and volunteer applications. There are a number of improvements we intend to make to the website in the future, including more regular maintenance and online membership. [See www.vmrherveybay.com.au/]

SOCIAL MEDIA

Over the last 12 months MRHB has become more active in the Facebook space reporting regularly on activations and interesting happenings at the base or in the community. The users of the Facebook page have steadily increased over this time as well, with our Page Likes and Reach also improving markedly over the last 12 months. The effort of Josie Faulkner to maintain the currency and additional content on our Facebook page is appreciated.

There is no intent to use other social media such as Instagram or Twitter at this stage.

OPERATIONS MANAGEMENT

Operations Management

The Operations Manager position was created in September 2015 due to a need to have the whole of operations under one individual. It was an appointed position to look after base resources, equipment and personnel availability combining some of the functions of the VGC position and adhoc programs on maintenance and operations. The position is now part of the Management Committee as an elected position through an approved change to the Constitution. David Marshman was the Operations Manager for the past year.

RESOURCES AND OPERATIONS:

Initially, a whole of business review was undertaken to assess the state and standard of resources. A lot of equipment was not fit for purpose or had passed its “use by” date. The review also found that we were not compliant with our legal obligations in meeting WHS and reporting standards.

During the year, advice from VMRAQ noted that their insurance company would no longer insure squadrons who had on-site fuel capabilities. Consequently, we removed our on-site fuel bowser and tank as a safety precaution and remediated the tank and lines in accordance with Queensland legislation to make us compliant with the insurance company mandate. Fuelling operations are now conducted at the public fuel pontoon at the Boat Club Marina since they have upgraded their billing system to allow 24 hour access. The cost is no different to what we had supplied to us on base.

All chemical substances found on the vessels and base now have a Safety Data Sheet providing all the necessary details pertaining to that chemical or substance. This aligns us with legislation on acceptable usage of chemicals within a business.

The asset register was updated to reflect our current equipment and asset stock. Some previous assets could not be found and they were subsequently written off while new assets were added.

Base equipment has been generally maintained at a serviceable level. Some equipment, however, is long past its expected service life and will be replaced as considered necessary, viable and within budget.

Vessels continue to be repaired and maintained on-base by volunteer staff where they have the appropriate skills. Our thanks go to David Marshman, RegTreston, Gil Townson, Juan Periera and Joe Ogjenovic for their services and time. Major servicing or repairs are still contracted to local suppliers to maintain warranties and guaranteed workmanship. A preferred supplier’s register has been established for the supply of all base merchandise and equipment.

OPERATIONS MANAGEMENT

The current state of both hand and machine tools in the workshop are **not acceptable** and an upgrade will be required to allow for on-going routine maintenance to be carried out. It is noted that volunteers are presently using their own equipment to perform some tasks on base.

MAJOR INFRASTRUCTURE

The building and grounds have undergone significant refurbishment over the year and include a new office space in the wardroom to accommodate the Commodore and the creation of an approved smoking area. The building will require significant work over the short term to replace the roof which is badly rusted and replace rotting floor boards in the training room at the veranda. The trolley rails have undergone a major refit to get them to a serviceable standard and major work was required below the high water mark on one rail to allow the vessel to be launched at low water. While this was underway, the vessel was continually moored at the pontoon.

With a new vessel likely, the current situation of storing vessels within the building is under review. New plans for the base include an upgraded pontoon and ramping system which would make the rails redundant and new plans are being drawn up for utilising the boat shed.

PROCESSES

A new Planned Maintenance schedule has been developed to highlight all upcoming equipment maintenance and renewals on a monthly basis to work in conjunction with the weekly and monthly boat checks. As previously noted, volunteers are used to undertake routine maintenance however, contracted services are used where necessary for such things as engine maintenance under warranty.

To assist us in providing meals and accommodation during extended SAR operations a Memorandum of Understanding (MoU) has been signed with the local Salvation Army citadel. This service would be similar to what would be supplied for other emergency service relief work such as bushfires, floods etc.

A further MoU is currently being negotiated with Queensland Fire and Emergency Services to enable our vessels to transport QFES staff and equipment to remote islands in the bay or over to Fraser Island.

MEMBERS WELFARE

Members Welfare

The position of Members Welfare Representative (MWR) is a position of trust voted for by the working members to advise and represent the members in their issues to management. Christine White was the MWR for 2015-16. We thank Christine for her efforts throughout the year to support our volunteers and she has done a magnificent job. Christine does not intend to re-nominate for the position.

In late 2015, Christine planned and implemented a formal health of the organisation survey/questionnaire for working members to ascertain the issues affecting our volunteers. A good return of around 27% of volunteers across all groups responded and their feedback from the survey was crucial in developing a way forward to make a healthier and safer workplace.

From the survey, several key issues emerged and suggestions were provided to enable the development of programs or processes to meet volunteer needs. Additional social events, better communications structures, reviews of current processes and training methodologies all stemmed from this review and are represented elsewhere in this report.

A second survey was undertaken to assess the interest in changing the weekend duty crew hours from the morning to the afternoon. Overwhelmingly, the majority were in favour of the change and a three month trial began in July 2016. The rationale for the change was to avoid being recalled in the afternoon as, statistically, most weekend activations occur in the afternoon and to subsequently increase our response times.

Over the year it was important for Christine to acknowledge and recognise the great work that volunteers do in this organisation. Christine noted that everyone has worked hard to ensure that MR HB is a safe and healthy workplace dealing with safety issues and there are processes in place to report safety hazards. In November 2015, for her outstanding volunteer work Christine was nominated for and received a Hervey Bay RSL community volunteer award recognising her achievements at MR HB [see photo]

Harassment, discrimination and/or bullying has not been a major factor for this year with no systemic harassment or equity cases investigated by the Ethics committee. An instance of inappropriate behaviour was investigated and found to be of minor consequence.



MEMBERS WELFARE

Counselling and support services to volunteer members are provided by local consultants or through the services of VMRAQ contracted options. Management is actively working with various local organisations to develop additional support programs and these should be available in the near future. Meanwhile, as previously mentioned, the Peer Support Training program should be underway directly as the first line of counselling services.

Mr Andy Baczynskyj, a long time crew member, received his 15 year National Volunteer Medal at the 2015 Christmas party presented by local member Mr Ted Sorenson MP. Andy has been a stalwart of MR HB and was very proud and humble to receive his award. Our congratulations are extended to Andy on this award.



L-R Jill Barclay (A/Commodore), Tom Hudson (Former Commodore), Ted Sorenson MP, Andy Baczynskyj.

FUNDRAISING

Many, many volunteer hours throughout the year were spent on fund raising activities and raising our profile within the community. The tireless efforts of Ron Henson and Christine White with their regular band of helpers have ensured that we continue to raise funds to support our monthly sausage sizzles at Bunnings and BCF. Over the period, funds raised by our regular sausage sizzles were in excess of \$7,000. Well done to everyone who has contributed throughout the year.

CONTACT INFORMATION

Contact Information

For further information regarding details contained in this report please contact a person on the below contact numbers.

JOHN SMITH COMMODORE	THERESA HARRIS SECRETARY	JILL BARCLAY VICE COMMODORE
Tel0499 007 248	Tel07 4128 9666	Tel0407 542 026
john.smith@marinerescueqld.org.au	vmradmin@gmail.com	jill.barclay@marinerescueqld.org.au

Company Information

Volunteer Marine Rescue Hervey Bay
1 Buccaneer Drive Urangan QLD 4655
Tel 07 4128 9666
Email vmrhboffice@gmail.com
www.vmrherveybay.com.au



APPENDIX 1 – 2015 STRATEGIC PLAN

Appendix 1 – 2015 Strategic Plan

2 -5 years: Replace HBRSL Rescue with a suitable vessel by Nov 2017

- Upgrade the pontoon infrastructure and access Nov 2017
- Upgrade the building facilities – boat shed, office extensions, offices, accommodation
- Develop a budget by 1 July annually
- Upload all relevant and formal documentation on the Portal by 1 July 2016
- Replace the unit vehicle
- Implement the remaining strategies from the Communications strategy paper by Oct 16
- Install an upgraded base emergency power supply [Disaster Recovery grant money]
- Expected replacement of Polycraft vessel
- Public information and awareness program
- Replace primary response vessel with suitable vessel (Rescue 2)
- Better inter agency relations
- Replace membership system with integrated user friendly system
- Remove existing carport and boat storage and replace with car parking
- Educate boat owners to use their radios for log on and off.*
- Training of VMR working members to service life jackets as an income source for VMR.*
- Investigate options for “out of area”/reciprocal membership
- Develop additional sponsorship agreements across all levels
- Instigate an annual fund raising program

10 years: Refurb/replace primary search & rescue vessel (Rescue 1)

- Refurb/replace Rib (Rescue 3)
- Enhance public training & awareness, community involvement
- State of the art Radio room
- Renovate existing VMR building to better utilise floor space and extend upstairs area out over existing boat shed.
- Make our base wheelchair friendly and install lift for access upstairs for disabled membership.
- Encourage business and Government sponsorship to achieve the above result.

15 years: Established as best practice Squadron for Marine Rescue

- Encourage a much younger age demographic to volunteer at all marine rescue bases to better serve our community.
- Replace primary response vessel with suitable vessel (Rescue 2)

APPENDIX 2 - GLOSSARY OF ACRONYMS

Appendix 2 - Glossary of Acronyms

The following acronyms were used throughout this report.

AGM	Annual General Meeting
AMSA	Australian Maritime Safety Authority
ASQA	Australian Skills Quality Authority
CERT I & II	Certificate I or II in Marine Operations
CPI	Consumer Price Index
ESS	Elements of Shipboard Safety
FLIR	Forward Looking Infra-Red Camera Equipment
GPS	Global Positioning System
HBRSLR	Hervey Bay RSL Rescue
HTR	Hyne Timber Rescue
IT	Information Technology
LLN	Language, Literacy and Numeracy
LROCP	Long Range Operators Certificate of Proficiency
MAR	Maritime Training Package
MR HB	Marine Rescue Hervey Bay
MROCP	Marine Radio Operators Certificate of Proficiency
MSQ	Maritime Safety Queensland
MV	Motor Vessel
MWR	Members Welfare Representative
OIC	Officer-In-Charge
QAS	Queensland Ambulance Service
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
RHIB	Rigid Hull Inflatable Boat
RSL	Returned Services League
RTO	Registered Training Organisation
SAR	Search and Rescue
SGM	Special General Meeting
TAE	Training and Assessment
VHF	Very High Frequency
VMR	Volunteer Marine Rescue
VMRAQ	Volunteer Marine Rescue Association Queensland

APPENDIX 2 - GLOSSARY OF ACRONYMS

This report was compiled by the members from their respective areas and we thank them for their input. Editing and formatting was undertaken by Colin Goldsworthy. Errors or omissions should be addressed to the Commodore in the first instance.