



2016-17

VMR Hervey Bay Annual Report



Volunteer Marine Rescue Hervey Bay Inc.

ABN 92 424 635 054

1/1/2016-17

TABLE OF CONTENTS

Contents

Welcome and Commodore's Message	2
2016-17 Committee and Appointees	4
Governance and Secretariat	3
Recruitment and Retention	7
Training	8
Operations	12
Radio	15
Base Maintenance	18
Research and Development Sub-Committee	20
Work Health and Safety	22
Promotion and Marketing	23
Community and Media Engagement	24
Communications and IT Infrastructure	27
Members Welfare	29
Sponsors, Grants and Supporters	32
MR HB – 2017 in Pictures	33
Contact Information	34
Company Information	34
Appendix 1 – 2017 Strategic Plan	35
Appendix 2 - Glossary of Acronyms	36

Welcome and Commodore's Message

WELCOME

Marine Rescue Hervey Bay (MR HB) 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 and leaders.

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

The annual report for September 2016 through August 2017 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

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

- Replacement of the primary rescue vessel
- Installation of an upgraded base emergency power supply
- Replaced the previous third vessel with a more fit-for-purpose RHIB
- Increased our public information and awareness campaign
- Replaced our membership database system
- Investigating options for a reciprocal membership service with other VMR squadrons
- Graduation of the inaugural group of First Responders

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

FINANCIAL HIGHLIGHTS

Through prudent financial management we were once again successful in slightly increasing our bottom line. We gratefully acknowledge Hervey Bay RSL Inc and Hyne Timber Pty Ltd who

supported us as major boat named sponsors. Without their community spirit and generosity the ability to keep our vessels on the water would be constrained.

This year we rationalised our financial accounting by moving to an accrual based system rather than a cash based system to align our system with our financial obligations and auditing procedures. We thank and acknowledge our auditors CLM Chartered Accountants.

OPERATING HIGHLIGHTS

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

- Upgraded emergency power for the entire base during mains power outages
- Introduction of on-line membership and payment facility
- Introduction of an SMS crew callout system
- Approved the design and selected a builder for the replacement primary vessel
- Engaged with all levels of government including ministers, relevant public service through Health, Emergency Services and Infrastructure.

LOOKING AHEAD

The volunteer group has done another amazing job this year and will continue to push through on the major short-medium term goals in the strategic plan as well as maintaining the operational tempo. We will continue to engage across all levels of government and the community and develop greater compatibility with the marine industry. We will work with VMRAQ to address our particular interests. Our training will continue to be of a high standard.

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.

2016-2017 MANAGEMENT TEAM

My thanks and gratitude is extended to the previous management committee of 2016-17. Their willingness to step up and commit time and resources as well as supporting each other has been great to see and, by any measure, 2016-17 has been a very successful one.

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, MR HB would not achieve its aim of a first class rescue organisation. Finally, it is important to recognise the many volunteers who give so much of their time; thank you one and all.

2016-17 Committee and Appointees

ELECTED OFFICERS

Commodore – John W. Smith
Vice Commodore – Jill Barclay
Secretary – Theresa Harris
Treasurer – Rhonda O'Brien
VGC – Les Czislawski

RGC – Ray Harris
Operations Manager – Dave Marshman
UTC (Appointed by VMRAQ) – Colin Goldsworthy

APPOINTED OFFICERS

Zone Delegates – John W. Smith & Colin Goldsworthy
Assistant Operations Manager – John A. Smith
Office Manager – Vacant
Assistant UTC Radio – Jill Barclay Assistant UTC Crew – Brian Stumer
Charts/Nav Officer – Ross Jensen & Mark Livingstone
Base Provedores – Lance & Cheryl Price
IT Coordinator – Theresa Harris
Sausage Sizzles – Gil Townson Provedore – John Zielke
WHS Officers – Les Czislawski, Colin Goldsworthy
Working Members Representative – Reg Treston
Radio Ops Officers – Graeme Stanton, Dave Henry
Assistant Treasurer – Leo Friedmann, Anna Bradshaw
Boat Maintenance Officer – Gil Townson
Grounds/Building Maintenance – Reg Treston
Editor "Rescue One" – Harry Spink
Marketing/Promotions Officer – Graeme Davies
Critical Stress Management Officer – Vacant

John W. Smith
Commodore
September 11, 2017

Governance and Secretariat

MR HB CONSTITUTION

A review was undertaken but no changes were made to the constitution or by-laws over the period.

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 2016 AGM and all positions were filled at the meeting unopposed.

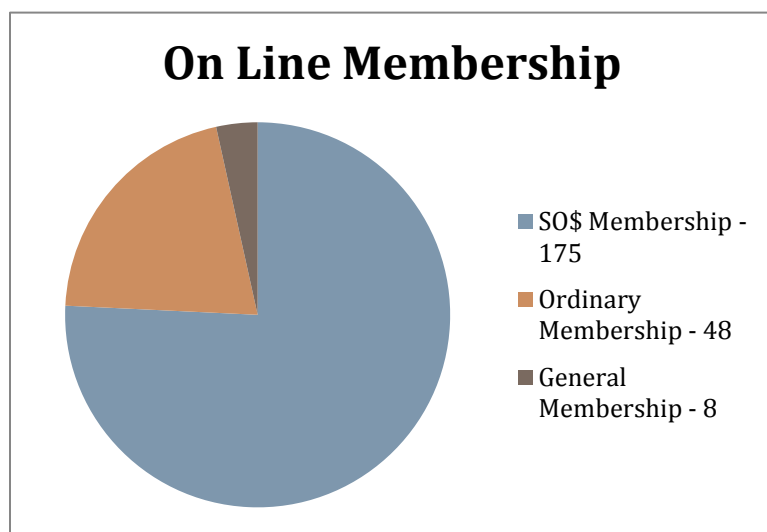
MEMBERSHIP

Membership numbers are down on the previous year as shown by the second graph. Responses to email reminders to former members revealed that members have sold their boat, have moved away from the area, are not using their boat or we have lost contact with them.

Fees for 2016/17 remained at the previous year level as it was deemed another price increase would not be in the interest of our members or the general boating community.

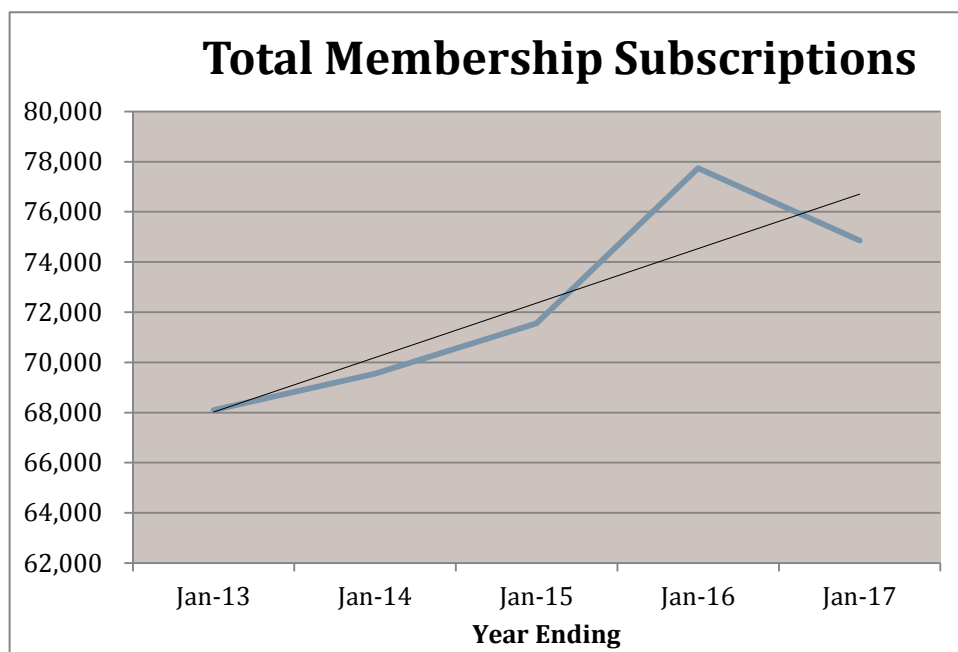
The introduction of 12 month membership from date of commencement/payment has been widely supported and has eased the burden on office staff over the busy renewal period of 1 April annually. The exception to this is that all working memberships remain due on 1 April annually.

Holiday membership introduced last year has slowly picked up as people become aware of this membership type. The feedback has been very positive and it is planned to continue this option into the foreseeable future.



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

Total membership fees are slightly down on the previous year as shown by the graph.



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

RECIPROCAL MEMBERSHIP

For many years, there has been a call by Queensland boat owners for a reciprocal system

of support in that joining one squadron entitles you to service from other squadrons across Queensland. For around 18 months, VMRAQ Vice President Mr Glenn Norris is investigating a proposal to institute reciprocal rights for members of VMR squadrons who require assistance outside their home base area. A similar plan has been in place across Brisbane and the Gold Coast VMR squadrons whereby the nearest squadron to the incident undertakes assistance and charges the home squadron the cost of the job. By all accounts, this program is working quite well. VMRAQ are interested in extending this up the Queensland coast to Burdekin across all squadrons. MR HB has been in consultation with our VMR neighbours to determine if this system is viable. MR HB supports the proposal in principle subject to agreement on the costs to members and the return for jobs undertaken. Statistically, it is expected that only a small proportion of jobs (<6/year) would involve members from other squadrons.

STANDARD OPERATING PROCEDURES (SOPs)

SOPs are written to ensure that each group has their particular procedures in place for all staff to follow during the course of their duty. SOPs cover a range of areas depending on the group function however; 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 2017. 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 during the year after Ms Rhonda O'Brien spent considerable time in producing a manual to ensure management and organisational standardisation across all documentation and processes. QA process enables

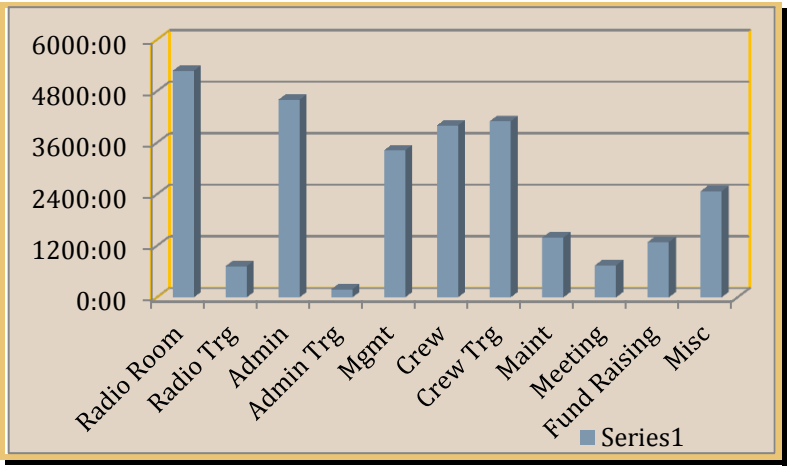
internal checks and balances to ensure we are working to the standards and set benchmarks we have set ourselves to meet community expectations on our performance.

GRANTS

Through the hard work of Ross Dwyer, Sharon Davies and Jill Barclay we have been successful in several grant applications over the year to a total of over \$46,000 (Sep-Aug). These grants allow us to upgrade equipment, improve base facilities and training resources. An application through a federal Building Better Regions grant process for the build of the new vessel was unsuccessful in July 2017. Another application will be submitted in the next round.

VOLUNTEER HOURS

The total hours worked across all groups was 28,210 or 3,526 8 hour days or 3.3 years of unpaid work. The graph below breaks it down by function.



Statistically Speaking:

As at 31 August 2017 we have 44 Crew, 27 Radio, 16 Admin and 17 Events and other members making a total of 104 volunteer members.

Note: Members can be multi-skilled across groups



2016-2017 Admin Group

BR L-R: Ross Dwyer, Carolyn Hasemann, Caitlyn Brown, Kay MacKay , Anna Bradshaw, Adam Marshall, Chris Watson

FR L-R: Josie Lategan, Rhonda O'Brien, Theresa Harris, Leo Friedmann

Absent: David Blandford, Lyndon Duncan, Skye Edwards, Adrian Fairleigh, Leandra Gurbeil, Michael O'Shea, John A. Smith

Recruitment and Retention

RECRUITMENT

This year's focus was to retain staff numbers generally thus lessening the demand on recruitment and marginally increase numbers across all groups. This has been achieved to a greater or lesser extent mainly through the retention of nearly all radio operators and crew numbers increasing. No programmed recruitment campaign was conducted however numbers of volunteer applicants continues to be high and generally sufficient to meet our immediate needs.

There were a total of 54 applications for volunteer working members consisting of 39 male and 15 female. 47 applicants were inducted and commenced their training. Of their primary preference, 15 nominated for admin, 25 applied for crew, two for events and five for radio.

As a comparison to last year these numbers are very similar.

RETENTION

Of those 47 applicants who commenced their training, 11 or 23% have since departed citing various reasons such as finding full time or other volunteer work, conflicting time constraints, moving away from the Wide Bay area for work and ill health. Only three of the 11 lasted more than three months. The average time for the majority of these people spent at MR HB was minimal; sometimes less than one day or one training session. Recognition of this fact saw the introduction of a series of preparatory sessions, particularly in Admin, for new starters prior to induction. This gave the applicant a much better idea of what was in store for them and allowed MR HB to identify if they were unsuitable or lacked the necessary skills prior to induction.

We had 26 resignations from long term members¹ over the period. Resignation reasons were again varied including change of employment status to full time, a move away from the Wide Bay area principally for work opportunities, general health and ongoing medical conditions while others cited higher priorities or just decided to move on.

All departures were at the volunteer's instigation and no one was asked to leave.

Fact File: For 2016-17, recruitment was a little less than resignations 36-37 maintaining the status quo in overall numbers.

¹A volunteer that completed their training and worked for some time in their chosen group

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. The level of training would not be possible without the dedication of the training staff particularly Brian Stumer and Jill Barclay who again, provided the bulk of the routine skill set training. It is important to acknowledge all staff that provides levels of training in their groups to bring on new starters or give of their expertise.

Recognition of Prior Learning significantly increased from last year with more applicants having previous experience in the maritime industry including a Master, Master IV and Master V on crew.

First Aid and CPR training changed from Rose Training to being on scope for VMRAQ and is now taught as a standard module. No charge is levied for this course.

RADIO TRAINING

Two radio courses were held over the period run by Jill Barclay which saw five new operators come online.

Long Range Operators Certificate of Proficiency (formerly MROCP) and VHF Marine Radio courses were once again held for public and volunteer members. AMSA introduced a practical component for this course on 1 August 2017 where trainees have to make a standard log on call as well as issue a distress message which lengthened the course somewhat.

Radio E-Log training was conducted for all radio operators prior to its introduction.

CREW TRAINING

Training for new crew to CERT I standard was further rationalised to 10 weeks and is under constant review subject to feedback and practicality. From start to provisional crew level is now averaging at five-six weeks before members can work independently on vessels. A half-day practical sea day has been included to allow new crew to experience all aspects of working on a rescue boat. This has been very successful.

The half day practical sea experience has been extended to all crew as their annual skills revalidation in such things as towing, rafting up, anchoring, beach landings, radio operation, helmsmanship and compulsory drills.

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

Statistically Speaking:

There were 144 training /patrol activations over the year for 344.8 person hours utilising 9,481 litres of fuel.

Four additional Senior Crew were endorsed to cover the loss of several members retiring and/or proceeding to skipper.

ADMIN TRAINING

Training of Admin staff has been formalised to include an introductory component of all day-to-day skills. This is followed up by on-going buddy shifts to up skill through on-the-job training.

No Admin staff requested external training.

TRAINING AND ASSESSMENT/LANGUAGE, LITERACY AND NUMERACY (LLN)

A course run by VMRAQ was proposed for this year but no further progress at this time.

FIRST AID TRAINING

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

EXTERNAL TRAINING

No external training was undertaken this year

EXTERNAL SERVICES

Les Francis, QFES fireman and trainer continues to provide 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 trainers Tom Hudson and Gary Radford provided practical assessment for specific courses throughout the year. No cost is associated with this testing. Gary Radford departed VMRAQ in late 2016 and was replaced by Andy Ross.

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

One audit was conducted this year in March by VMRAQ State Training Officer Mr Rob Brock. No issues were noted with all procedures, processes and training files up to date and in good order.

PEER SUPPORT TRAINING

VMRAQ are not supportive of picking up the QFES training option mainly due to the costs involved. They have offered debriefing and limited counselling support on an as required basis for operational events or issues. This limited option is not acceptable to MR HB management and other options are being pursued.

FIRST RESPONDER TRAINING

Seven candidates commenced their training last year and as of July 2017 five successfully completed the course. They were presented with certificates by the QAS Commissioner Russell Bowles in a ceremony at the base in August. Equipment, uniforms and medical supplies from QAS have been delivered and they are now waiting to become operational. Expressions of interest for the second course will be called for shortly.

In May, first responders were tested in conjunction with QAS paramedics under three medical scenarios in a marine environment requiring first aid principles. These included a grounded vessel at Pelican Bank with people thrown from the boat, a diabetic in distress plus other injuries at Kingfisher Bay jetty and the last at Barge Landing with a quad bike accident patient. QAS staff were impressed with our capacity to assist in these types of emergencies.

SENIOR CREW WORKSHOP TRAINING

The Senior Crew workshop was held in March 2017 with four senior crew and four prospective senior crew attending. The 1.5 day workshop redefined and endorsed the role and expectations of senior crew, outlined the necessary skill sets required of senior crew, touched on basic learning theory/styles and individual presentations, leadership principles, practical skill validation, SAR processes, invited guest speaker in WP SGT Craig Collings and was an ideal opportunity to network and learn. The feedback was extremely positive and the course will be extended for next year.

SKIPPER TRAINING

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

To alleviate a potential skipper shortage, individual learning plans were introduced to prospective skippers through Les Czislawski to bring their experience to the next level. Two senior crew proceeded to Skipper under Training status through this formal process via the training committee and endorsed by management in May 2017. Future skippers will also be brought through under this process.

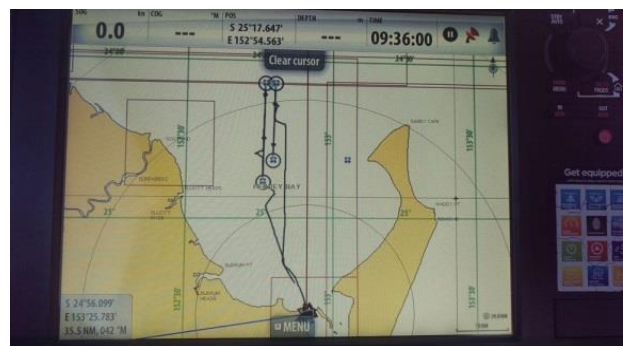
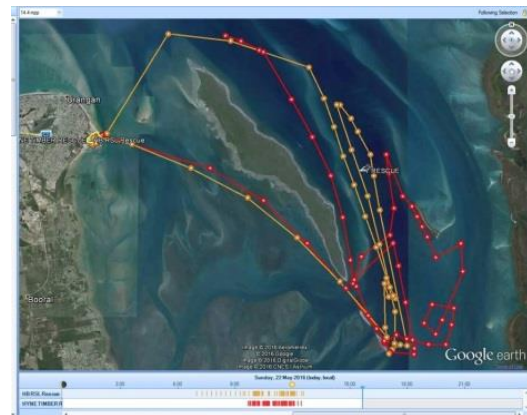
In January 2017 Josie Faulkner successfully completed her commercial coxswain certification and VMRAQ Skipper accreditation. Josie has fitted seamlessly into the role of a MR HB skipper and has done many hours of activations since her appointment.

VMRAQ have introduced formal Skipper revalidation to assess their capacity to undertake rescue operations. These will be conducted every three years.

SEARCH AND RESCUE TRAINING

Search and Rescue (SAR) training continued to be a high priority in the training calendar. Several exercises were held over the year to test our procedures and protocols including various search patterns as seen in the photos. In October, a surprise exercise tested our duty radio operator and senior staff for a large catastrophic event involving a whale boat collision with 230 passengers.

Similar to last year, we undertook to work with interested whale boats prior to the season commencing to test their crews' emergency procedures and test our ability to work with larger vessels. All whale boats were invited to participate however only five nominated and due to the early start to the season only two were able to be tested. MSQ took an active interest in their training as well and, while beneficial to the whale boat crews, our role was somewhat diminished and the training outcomes were not met. We plan to continue this activity prior to next whale season where MR HB can see a valid training outcome.



Operations

OPERATIONS OVERVIEW

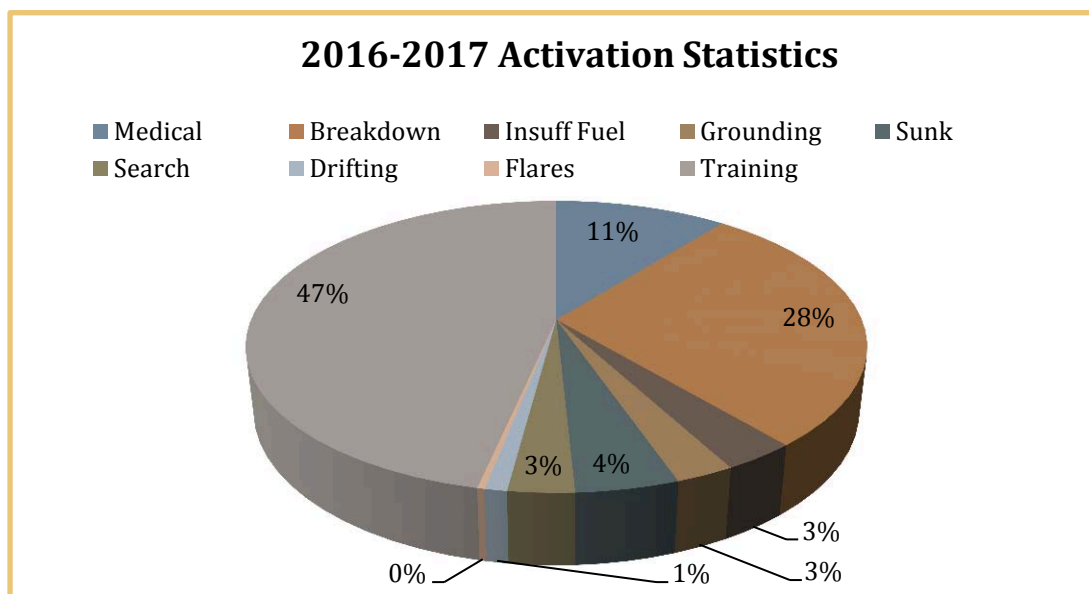
MR HB was successful in its approach to the Minister for Police and Emergency Services to gain first right of refusal on a retired QPS RHIB from Airlie Beach in the Whitsundays. The RHIB became available early in 2017 and we were offered a very good price for which we accepted. The RHIB arrived on base in early February. After a small refit and maintenance period including back to the manufacturer on the Gold Coast, the vessel was given a survey certificate put into active service and has become an integral part of our fleet as Rescue III.

The RHIB specifications are 7.62 metre Swift built aluminium hull powered by twin Suzuki 140HP outboards with a fuel capacity of 400 litres. It has a top speed of 38 knots and a range in excess of 200 NM with the capacity to carry six people.

In June, management made the decision to cease delivery of fuel and lubricants to vessels due to the inherent high risk and brings us into line with the VMRAQ Code of Practice.

Over the course of 2016-17, MR HB conducted 309 activations for 729.6 vessel hours with 3,050 crew hours using 24,958 litres of fuel. 286 people were returned to safety. A breakdown of activations by type is included below. Mobile phones (64) were again the preferred method of alerting MR HB of events followed by radio (46).

These figures represent an 11.5% increase across the board on last year. Training again accounted for 47% of our on-water activities to maintain our high state of readiness to respond to emergencies.



ACTIVATION HIGHLIGHTS

In November, a trawler sunk off the east coast of Fraser Island off Indian Head. MR HB was called to assist in searching for a missing crew member. HBRSLR travelled to Tin Can Bay on three days however, only crossed the Wide Bay Bar once due to poor weather and sea conditions. HBRSLR was tasked to provide a barrier search some 20nm off the coast. WP SGT Paul Bacon noted after the event he was “impressed and honoured to have us as part of the team.”



On 28 February, the WP activated MR HB for a 10m yacht that was overdue. No definitive location was provided however, best guess was somewhere between KFB and Rooneys Point, a distance of some 40nm. HTR searched for over five hours without success. Meanwhile, a helicopter search located the vessel south of Boonaroo on dusk. We then rendezvoused with the Coast Guard and took the tow back to Urangan concluding at 0200 the next day.

In May, QPS requested immediate assistance to rescue a woman in the water off Urangan pier. With Rescue III on the pontoon we were able to get to the pier within minutes and have the woman on board and return her to shore.

Feedback from two medical evacuations, one in September and one in November, highlight the important work undertaken by MR HB in conjunction with QAS. In September, a lady dislocated her knee on Fraser Island requiring transport back to Urangan. The lady later posted these (edited) comments on our Facebook page.

“Good evening wonderful crew of the Marine Rescue! I was the Medivac call for Fraser Island that night! I would like to take the opportunity to say a big THANK YOU to the lovely gentlemen that attended that night! They were all very kind and understanding and as gentle as can be!I tell everybody that your crew that evening were lovely and a pleasure to be around considering the circumstances! Thank you once again from the bottom of my heart you are heroes in my eyes.”

The second medivac in November was for a cardiac patient returned to Urangan from KFB. Feedback from the Fraser Island resident paramedic quoted.

“great teamwork in terrible weather conditions resulting in the patient receiving the medical treatment he required to prevent a cardiac arrest. In QAS terms, the patient was transport criticaland in this case your crew assisted in saving a life.”

In September, at the behest of Queensland Parks and Wildlife, MR HB was tasked to the Sandy Straits to check on, and potentially shepherd, two sub-adult male whales back into deeper water. Rescue III with our crew and a senior parks officer on board took the opportunity to closely interact with these great creatures. TV News and print media picked up on this story.

COMMUNITY SUPPORT

Our support to the community in assisting in providing safety vessels for water based events continued. The BurrumWindfest windsurfing competition saw Rescue III and a jetski attend. It

was programmed to last over five days however, an impending cyclone curtailed their competition. We also supported the Fraser Coast Outrigger Trials, the Regional Dragon Boat Regatta, the Bay to Bay yacht race, the Hervey Bay Offshore Power boat races and the Paddle Out to the Whales event.

In March, as part of Urangan pier's centenary celebrations, MR HB provided a platform to activate flares from the original extension of the pier at the behest of FCTE.

In January, several people were stung by marine stingers thought to be Irukunji jellyfish. The Australian Institute of Marine Studies in Townsville conducted searches using drag nets for the jellyfish on the western side of Fraser Island with Surf Lifesaving Queensland assisting while using our vessels.



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.

On-water public relations exercises were also conducted as part of the Blessing of the Fleet ceremony and the Boat Club's annual familiarisation tour with commentary by member Don Adams.

Our thanks are extended to Ms Kerry Bryant for compiling the crew rosters for this year to ensure we were able to field crews. Kerry will not be undertaking this role in the new year and Brian Stumer has picked up the job. Well done, Kerry.



Radio

OVERVIEW

The radio service provided by MR HB continues to support the local boating community to a high standard. Hours of operation are 0600-1800 daily 365 days per year. All shifts totalling 1,095 for the year were filled by qualified radio staff.

The after-hours duty radio operator call out process again worked effectively to handle situations after 1800 and before 0600 daily. Six senior radio officers are rostered to assume responsibility for call-outs from police and ambulance. There were 17 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.

RADIO HIGHLIGHTS

The past year has seen some major changes to the radio group. On 1 May, we went live on the new radio E-log having run it in parallel with the previous log for the month prior. Prior to April the radio trainer, Jill Barclay, ran half-day training courses in the new log which was compulsory for all members. The new log is a much simpler system of accounting for vessels and despite some minor bugs, which were updated quickly, the log has been unanimously embraced.

In conjunction with the log, Jill undertook to revamp all the training manuals and SOPs to reflect the new log and worked tirelessly with our IT support, MasterLink Computers to bring the system online and up-to-date.

MRHB has 28 radio operators as at 31 August. While some took extended leave throughout the year the number of shifts being worked by individual radio operators each month has reduced.

Revalidation training for all ROs & Operations Officers was ongoing through the year to maintain skills as well as the introduction of a monthly 30 minute training session prior to the regular monthly meeting. This has been very successful to engage operators on various issues.

Statistically Speaking:

During the year a total of 17404 calls were made on VHF radio with 1892 calls on 27Mhz up to 1 May. 2210 calls were phoned in and out. No vessels were lost; some simply failed to log off with us which required follow-up.

After a lengthy trial period, a new week day crew rostering system and callout procedure was introduced where ROs were required to send an SMS message to advise duty crew members of an activation. The system is web-based and linked the SMS to the on-call weekday roster to message the duty crew. ROs required additional training in the process and new SOPs and procedures were written. Like any system its limitation is that it is reliant on the crew member hearing the

text message come in. If crew could not be sourced by this method the option was to send another SMS to a broader crew set or revert back to ringing individual crew.

It was decided to increase of the number of operations officers from three to six to relieve pressure on the original officers. Operation officers are senior staff who provide after-hours services, advice and assistance to ROs in the first instance and work with management during crisis times such as a Search and Rescue incident.

The decision to wind down the operational side of our 27Mhz radio system on 1 May and leaving it as a listening watch only was made during the year. This meant that no weather or security messages were broadcast three times a day. The basis for this decision was the lack of users of the 27Mhz service generally and the limited reception capability.

The Selcall repeated radios hosting channels 16 and 67 were updated by MSQ during the year and reception problems associated with the system were resolved. Two new antennae are programmed for future installation.



A small contingent including ROs headed up to Sandy Cape on the tip of Fraser Island to inspect the UHF repeater station for channel 22 housed on the grounds of the lighthouse. The equipment was found to be in good condition and working as expected. The photo shows the repeater tower next to the lighthouse.

The ability to maintain full rosters for almost 1100 shifts per year is reliant on having a dedicated roster officer. Malcolm Noble and assistant Iveta Greenwood have done remarkably well to ensure all shifts are filled. We thank them for taking on this task and going over and above on occasion.

As the 2016-17 Radio Group Coordinator, I would personally like to convey my thanks to all radio operators past and present for the professional manner in which they have conducted themselves, and for the cooperation and assistance I have received over the last 12 months. I will not be standing for the position at the AGM and I expect my successor will have all operators' full support and confidence.

Ray Harris
RGC



2016-2017 Radio Group

BR L-R: Clive Saunders, Dave Henry, Lynton Luckel, Ray Harris, Peter Zanker, Harry Spink, John Herron, Geoff Friend, Rod MacKay, Robert Hasemann, John Rutland, Anne Dalling, Bill Granger, Colin Goldsworthy, Peter Dicker.

FR L-R: Des Janke, Jill Byrnes, Iveta Greenwood, Keith Tayler, Cheryl Greer, Geoff Friend, Malcolm Noble

Absent: Jill Barclay, Col Pittard, Graeme Stanton, Maurice Pontt

Base Maintenance

The Operations Manager position created in September 2015 is now in its second year with Dave Marshman continuing in the role for this year. As the position is part of the management structure it has become an integral part of the committee allowing for direct reporting to management and for concerns and issues to be resolved.

RESOURCES AND OPERATIONS

All resources and equipment have been entered on to a maintenance spreadsheet that reflects the scheduling timeframe for servicing and checks to be carried out. We now have a reliable maintenance program in place after two years. The majority of work is carried out by volunteers and the standard of work is being maintained at a high level. The majority of the work has been completed by Reg Treston, Gil Townson, Hans Buikstra, Peter McGrath and Dave Geoghegan and we thank them for their services and time.

Special mention must be made to Kevin Lategan for all his work and expertise in the electrical field including re-wiring and equipment installation on our latest vessel Rescue III. Kevin is a qualified electrical engineer running his own business and provides his time free of charge. He also uses his extensive skills in other areas around the base and we are highly indebted to him for his services.

The current state of both hand and machine tools in the workshop remains an issue and an upgrade is required to allow for on-going routine maintenance to be carried out. Applications for a grant have been unsuccessful to date. It is noted that volunteers are still using their own equipment to perform some tasks on base.

Major servicing or repairs continue to be contracted to local suppliers to maintain warranties and guaranteed workmanship. Equipment, office supplies and cleaning products are sourced locally where possible to support our local business community.

With the purchase of the new vessel Rescue III, extensive work has been undertaken to get it up to our required standard. We serviced the tubes, replaced the canopy, replaced the front clears with glass, serviced the outboards, re-wired the electrical system, fitted new radios and fitted a bespoke towing system. In addition, the trailer required some significant work to bring it to a roadworthy standard.

Dr Josie Lategan as a microbiologist has been working on a policy document on infectious diseases in the VMR context as an adjunct/companion policy document to our current WHS commitment to a safe and healthy work environment. The policy will guide us to avoid serious infection outbreaks through our work or general contact to bodily fluids and the like. We thank Josie for her time and expertise in this field.

Updating of Safety Data Sheets (SDS) providing all the necessary details pertaining to that chemical or substance is an ongoing task that proves to be difficult due to manufacturer's slow response to updating documentation. Cover sheets on SDS books provide instant information on when updates are due and this aligns us with legislation on acceptable usage of chemicals within a business.

MAJOR INFRASTRUCTURE

As previously noted, successful grant applications have enabled us undertake significant repairs, maintenance, acquisition and refurbishment of equipment over the year. These include:

- Repairs to the maintenance shed including replacing severely rusted purlins, roof supports, roof sheeting and the door frame.
- Purchase and installation of a new 45kva generator on site to run all equipment on base in the event of a blackout. Previously, the generator was only able to power the radio room in a blackout. The new generator will continue to power all areas until mains power is restored. The generator was live-tested during a blackout shortly after installation and performed successfully.
- The purchase of 13 Burke 150nm yolk style full harness life jackets for our crews to wear when working on our vessels noting that all BLA jackets failed their seam pressure test.
- The purchase of 11 new office chairs to be distributed throughout the building replacing older chairs that are no longer serviceable.

The building still requires significant work over the short term to replace the roof which is badly rusted. This will be a significant expense due to scaffolding being required and the entire fascia needing to be replaced on the building.

PROCESSES

The monthly maintenance schedule as stated earlier is a successful program but is heavily reliant on volunteers doing the work. Due to a changing workforce, it has proven difficult at times to complete all tasks on time. A review is underway to identify alternative solutions including allocating additional tasks to crews to complete on their weekend duty.

An MOU is still under negotiation 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. This will probably be continued at a State level. Interest has been shown in running training sessions between our organisations.

The Operations Manager position has proven to be almost a full-time position and an assistant operations manager was deemed necessary. In response to a call for interest John A. Smith has volunteered to fill this position to assist Dave and to lighten his work load.

Research and Development Sub-Committee

Over the past 2-3 years the Sub Committee has been busy planning, reviewing and advising management on the procurement of the replacement vessel for HBRSLR. The committee have addressed the major issues of requirement, capability and purpose, liaised with the naval architect and approved designs and raised tender documents for the build.

The committee have travelled to other Marine Rescue Squadrons and Coast Guard Flotillas seeking design ideas and best practice as well as speaking to representatives of boat builders and engineering firms. Members were invited to drive various similar Coast Guard vessels as well as a 24 metre Redland Bay ferry as a first-hand experience.

A full demonstration of jet propulsion was organised at Coast Guard Caloundra for the committee and senior VMRAQ members including the President and Operations Manager.

All options were considered, some ruled out and others added. A naval architect was engaged to draw up the final plans and provide 3D drawings and images. The final design being an 11.94 metre aluminium catamaran with twin 440HP Yanmar diesel engines coupled to 292 Hamilton jets with a fuel capacity of 1,610 litres of diesel. The plan has a full island cabin allowing complete 360° access and a drop down gangway through the bow for pedestrian or stretcher access.

With the final plans, Allweld Engineering, a Maryborough company, has been nominated as the approved boat builder given they are local and their tender price was reasonable. Mr Terry Davies has been nominated as our preferred Marine Surveyor.

Funding for the vessel is not finalised. As previously stated, a dollar-for-dollar grant application for around \$600,000 was unsuccessful however, feedback on the process was sought and another opportunity to re-submit the application (with some minor changes) may be successful. Other funding opportunities are also being considered including approaching local business entrepreneurs and broadening our approach to other State and Federal ministers. We have held meetings with our State and Federal Member, Opposition candidates and the Fraser Coast Regional Council where we spoke to their regular meeting in Maryborough requesting funds.

Should funding become available everything is ready for construction to begin. Construction should take around twelve months to complete once funding is guaranteed.

The committee was also prominent in the procurement of the third vessel Rescue III in engaging the Queensland Police Minister to push our claim for the vessel.

The committee is to be congratulated for their dedication and commitment in getting the design and build to this point and further committee work is required as we move through to final stages.

Work Health and Safety

The October 2016 WHS inspection conducted by John Smith and Les Czislawski identified a number of minor hazards requiring mitigation after having gone through a risk assessment on likelihood and probability. All items were given low priority status and were able to be completed throughout the year on the annual work program. These included:

- Replaced dry rot in the training room floor
- Old fuel tank filler port removed
- Boundary fence with Boat Club posts replaced
- Fixed rusted frame on maintenance shed

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

The next annual review is due in October 2017.

A new Code of Conduct relevant to all members was issued by VMRAQ in September 2017. Copies of the code have been placed in prominent positions throughout the base.

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

Promotion and Marketing

This important position had for some time been in a state of limbo however, Graeme Davies took up the job to get our name and brand to a wider community audience. Graeme's first step was to understand what our then current marketing strategy was and then formulate a MR HB plan to guide the extent of our commitment and within our minimal budget. Promotion and marketing schemes/ideas this year included:

- Establishing a robust relationship with Fraser Coast Tourism and Events to gain additional exposure and benefit particularly through the annual events such as the Ocean Festival and one-off events like the Trade-a-Boat magazine best recreational fishing boat function.
- We successfully negotiated a free stall at the Seafood festival to gain exposure to the estimated 5,000 people who attended and raised funds through raffle sales and "Ride-Along" donations.
- Attempted to create a relationship with the Hervey Bay Red Cross Blood Service through the "Red 25" donation group to assist another community group in the common mission of saving lives. This would also be an opportunity to get our brand, name and presence into the community through various web sites and local media as well as giving back to the community. The drive was not successful at the time given the Christmas leave period.
- Drafted letters to possible donors/sponsors in support of the funding effort for the new vessel. This included creation of a presentation that could/can be used in face-to-face briefings. To develop the presentation, a capability analysis study refined the extant vessel specifications.
- In company with the Vice Commodore, we approached Channel 7 through a meeting in December to develop ideas to progress our brand without the high cost of advertising. The idea was to develop 'news' stories of high interest to showcase our activities. While some news events have been covered by most media outlets we have not specifically developed this line of promotion.

One aspect of the Promotion and Marketing function within the group is to assist in reinforcing the notion that ideas should not be dismissed out of hand before they are explored fully. Changing attitudes and culture within is an important aspect of marketing our brand across a broad spectrum of the community, appealing to young and old alike while working on a shoestring budget. These are the challenges we face in a very competitive field for non-profit organisations.



Community and Media Engagement

Engagement with the media (TV, radio and newspapers) continues to be a major focus to get our name out in the community. The Vice Commodore has picked up this role again and regularly engages with the media when activities dictate such as major events, happenings or unusual jobs that we have been involved in. Jill also delivers her regular interview sessions to FM107.5 local community radio monthly.

ABC local radio did a week-long feature on MR HB activities and the need for additional funds. These went to air at regular intervals and included interviews from various members

Seven Levels, a media company, produced a digital video for HBRSLR as part of the Hervey Bay RSL advertising campaign about their engagement in the community. Several members were engaged providing emergency first aid on a beach and returning a patient back to harbour. The ad airs on local TV regularly and has raised interest in our activities.

MR HB skipper Ms Josie Faulkner was selected for interview as part of International Women's Week by WIN News as a successful young woman working in a demanding, male-dominated industry. The video aired on WIN TV and highlighted the role young woman play in the community.

Speaking engagements for this year included Uniting Church Women's Group, the Order of the Eastern Star Freemasons and the Hervey Bay and Maryborough Chamber of Commerce.

Regular sessions for new members on the workings of MR HB continue to be held as well as advising local boaties of the pitfalls in and around Hervey Bay waters. These are very well received.

In late July, the Governor-General, Sir Peter and Lady Cosgrove made a flying visit to the Fraser Coast, holding a civic reception at the Brolga Theatre in Maryborough to which the Vice Commodore was invited to represent MR HB. The Governor-General was very interested in what we did in the community.



MR HB declined several community events this year on the basis that, in previous years, there was very little gained by our presence and the impost on volunteer's time was too great. By choosing our events wisely we are maximising our return and impact on an interested public.



In November the Vice Commodore accompanied the Commodore to the HB RSL Club but little did she know she was the lucky recipient of the RSL Community Award recognising her hard work. Well done Jill and congratulations on your award.



In early September, we were invited by the students of years 11 and 12 to Riverside College Maryborough for a tribute to Emergency Services ceremony to thank us for our work. We were presented with a certificate of appreciation by the school captains followed by a Q&A session on our work. The mayor and several councillors also attended this function.

We held our annual Open Day as a precursor to the Blessing of the Fleet ceremony in August which again was well attended by the public to see what we do and have a look over our boats. One very happy young boy won a trip on HBRSLR for the Blessing of the Fleet ceremony.

REEL BUOYS TOYS



This year was the second time we have organised this event through the good graces of Councillor Darren Everard. This year we were able to include several commercial vendors on the day to open the event more to the public interest. While not as entirely successful as hoped in terms of money raised, we improved on last year and learnt lessons to further improve the event next year.

Two boats and four kayaks sold on the day with about 30 stalls in attendance.

SEAFOOD FESTIVAL

As part of the whale celebrations, the annual Seafood Festival at Fisherman's Park Urangan was a good chance to showcase the RHIB and talk to people about safety on the water. It was a very successful day with lots of interaction with the public.



VMR FISHING COMPETITION



In association with the Boat Club Fishing and Social Club, the annual VMR Fishing Competition was held in March. MR HB provided assistance to the Fishing Club to sell raffle tickets, set up and tear down the venue and generally assist where possible. The Fishing Club split the net profits with us to assist our operational activities. This year, our share of the competition money was \$3,668.

COUNTRY TO COAST EXHIBITION



Emergency Services were out in full view at Xavier Star of the Sea School to showcase capabilities. The younger kids enjoyed sitting in the liferaft with our practice dummy, Dunken and having a look over the RHIB. It was a good day for us to engage with other services as well. The task of removing all the glitter from the liferaft before we put it back in the water was an onerous one.

AUSTRALIA'S GREATEST BOATS COMPETITION

The Bauer Media Groups Trade a Boat Magazine held their judging here in Hervey Bay in late October for the greatest boat competition in recreational fishing boats. MR HB was invited by Fraser Coast Tourism and Events to provide catering services on the day at the Marina boat ramp. We had an excellent roll-up of volunteers, raised \$600 for a few hours work and everyone appreciated our presence. We hope to have many other opportunities for like events in the future.



ROTARY LIFESTYLE EXPO



This two day event at Seafront oval was another opportunity to showcase Rescue III and our plans for the new boat. With a few commercial marine companies showcasing their wares it was opportune to chat with the public about boating safety and the benefits of being a MR HB member. We also gained new members from the day.

Our engagement with the community is expanding and more is planned for next year.

Communications and IT Infrastructure

COMMUNICATIONS

The recommendations from the 2015 Communications Strategy Paper have been implemented with the exception of the installation of a suggestion box. The changes in practice recommended in the paper have clearly made a difference to the way the organisation undertakes its messaging however, there is still room for improvement. This is especially so in the use of technology to raise, store, manage and account for records and activities. The QA process mentioned elsewhere has also assisted in maintaining document standards.

RESCUE ONE



The formal medium to promote MR HB to ordinary members is the quarterly magazine known as Rescue One. This serves to inform boat owners of the activities of MR HB, maritime safety and marine related topics of likely interest and provides an opportunity for paid advertising. The current editor is Harry Spink who has revamped and updated the look and form of the booklet. With the change to an email distribution system or via a download from the web site significant savings have been made in postage costs.

RESCUE ME!



Rescue Me! is the fortnightly information newsletter provided to all working members, via email, to apprise them of 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. Available photos accompany each edition and feedback has been very positive. The recording of important events and happenings through this media ensures a good record of the history of the organisation.

IT INFRASTRUCTURE

MR HB continues its relationship with Masterlink Computers Pty Ltd to address our IT needs. They have been very accommodating in assisting us with our IT needs. IT problems are usually fixed very quickly via remote access or sometimes necessitating a visit on site for a hardware issue. The radio UPS has recently been replaced due to its age and the potential to fail during a power outage.

MEMBER DATABASE AND RADIO LOG

After much deliberation, management decided to implement the Bribie Island system as a worthy replacement for our member database and radio log. Building on the work of Bribie and with Jill Barclay and Brian Stumer taking a lead development/project management role the system was updated through MasterLink Computers while Brian debugged the Access database. Training commenced in late March, implemented on 1 April in tandem to isolate any bugs and went live on 1 May. Some minor bug fixes and enhancements have been done by MasterLink Computers and the general consensus is very positive and better than the previous system.

VALE GARY ADAMS

Mr Gary Adams from VMR Bribie Island developed the original radio and member database and helped us with the initial development and transfer of the system. Gary passed away after a short illness earlier in the year. As a tribute, we approached VMR Bribie Island to ask Gary's family if we could name the log in his honour. They agreed and the log is now formally known as Gary's Log. A plaque will be installed in the radio room here and at VMR Bribie Island to recognise his work.

MR HB WEB SITE



The MR HB 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. The previous web

provider was very difficult to work with and unable to undertake the work needed to bring the web site up to standard. Management agreed to pay out the remaining contract fee to disassociate itself and find another provider. Volunteer Gary Brown took over the website and has made the site very modern, expansive and easy to navigate.

Gary has since instigated an on-line payment system for members to renew their membership and linked the site to our Facebook presence as well as more local information suitable for the boating community. The link to our website is 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 MR HB. Photos and video of activations courtesy of our members particularly Adrian Harmer, Josie Faulkner, Graeme Davies and Jill Barclay are getting many likes and comments from those who have linked our page. Media outlets are regular users of our page to find out about our activities and local events often following up with a call for additional information.

Members Welfare

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. They are also required to assess the health and welfare of our volunteer workers and assist in maintaining morale.

The MWR for 2016-17 was Reg Treston who was successful in a ballot for the position prior to the last AGM. We thank Reg for his efforts throughout the year to support our volunteers. Reg reports that there was only one issue referred to him during the year which he dealt with.

Reg does not intend to re-nominate for the position.

MEMBER FUNCTIONS

The 2016 end of year Christmas function was held at the Kondari hotel with 85 members in attendance. They provided a three course meal as a buffet and the Hervey Bay Ukulele Group (HUMPS) were in attendance to regale us with their unique style. This function is also the chance to recognise our working members for their contributions over many years. The following volunteers were awarded with long service badges to celebrate reaching their significant milestones.

5 Year Service

Cheryl Price	John Rutland	Reg Treston
Graeme Stanton	Lance Price	Ron Henson
Iveta Greenwood	Maurice Pontt	Steve Nolan
John Herron	Michele Machin	Christine White

10 Year Service

Alex Hujber	Gary Brown	Stevan Ober
Andy Bacznskyj	Hank Sharp	Tom Hudson
Clive Saunders	John Zielke	
Des Janke	Les Czulowski	

25 Year Service

Leith Lindsay	Ross Jensen
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Leith and Ross each received a commemorative, boxed bottle of spirits in a case for their significant achievement of 25 years of volunteering with MR HB.

Mr Les Francis from QFES received a certificate of appreciation and associate membership for providing fire training services to new crew over the past years free of charge.

Mr Andrew Eason from Queensland Ambulance Service also received a certificate of appreciation.

Our half year function was again a BBQ dinner after the Open Day and in conjunction with the Blessing of the Fleet ceremony. We again invited the HUMPS Ukulele Group to provide the entertainment which was very well received. The function was free for working members and at minimum cost for partners and guests. It was well attended and from our vantage point the fireworks were again spectacular.

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.

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

On Melbourne Cup day, a sweepstakes afternoon was supported by a small but enthusiastic crowd to cheer on their particular horse. A good afternoon tea was held and everyone went home a winner.

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



In December, prior to clean-up day, a contingent of crew headed over to the Boat Club to challenge the Dragon boat paddlers. After some initial instruction, familiarisation and the obligatory safety lecture we were on the harbour racing each other. Needless to say, everyone came back soaked, exhausted and in good spirits. Thanks to Rhonda O'Brien for organising the event and to the Dragon

boat club for their engagement.

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.



An impromptu New Year's Eve BBQ was organised for members and family who didn't have other plans. About 20 members and family cooked their NYE fare on the BBQ. HBRSLR attended the fireworks as the safety number with several family members on board on what was a rather lumpy sea with a stiff northerly blowing. They included Peter and Pat Dicker and

Kerry and Paul Bryant with their kids, Emma and William. The boat returned around 2030 and the revellers went home.

FUNDRAISING

Over 1,288 hours of volunteer time was spent fundraising throughout the year to raise much needed funds and our profile within the community. Fundraising stalwarts Ron Henson and Christine White retired and others quickly stepped up to fill the void in Gil Townson, Andy Clarke, Hans Buikstra and John Zielke. The regulars were always there to assist and the rosters were always filled when requested. A special mention to Peter Zanker, raffle ticket selling maestro, who can cajole a few dollars from any unsuspecting, slow moving passer-by.

For this year, we raised in excess of \$14,000 compared to \$7,000 for last year. This important function of the group is essential income accounting for 7% of our funding source. Well done to all who contributed.

Throughout the year there were over a dozen instances where MR HB responded to members, past and present, in difficult circumstances. Whether it was sending a simple bunch of flowers, a hospital visit, a working bee or just lending an ear these small gestures are well appreciated by those in need. On a bright note we welcomed little Bobby, a son to Kat and Matt Elliot and potentially a new radio operator in a few years.



Sponsors, Grants and Supporters

Without the great support of various local establishments, companies and institutions MR HB would not be able to survive. State government funding distributed through VMRAQ is less than \$20,000 per annum and an option for \$120,000 every ten years for any vessel replacement subject to VMRAQ agreement on design and capability.

MR HB receives no local government i.e. Fraser Coast Regional Council, financial support other than access to Seafront Oval free of charge for the Reel Buoys Toys annual event. Compare this to the local SES body that were gifted fully equipped new vehicles in the 2015/16 regional budget.

MR HB would like to thank our major supporters 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.

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

- Specsavers Hervey Bay
- IGA Community chest
- Luxfield Communications for telephone and Wi-Fi connections
- Hervey Bay Fishing and Social Club
- Hervey Bay Lions Club
- Hervey Bay Apex Club
- Fisherman's Corner
- Wide Bay Cranes
- Bunnings
- BCF Hervey Bay
- Home Grown Brands Australia for the gifting of several Stinger Suits for in-water work during the marine stinger season.
- KVolt Electrical Services for the donation of time for maintenance work.
- Hervey Bay Ice
- Anonymous Donations in the last year totalling \$11000

We commend these businesses and services to you, the reader, for their kind support to MR HB

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Contact Information

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

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Appendix 1 – 2017 Strategic Plan

Vision: To be considered as <u>the</u> best practice squadron for marine rescue in Queensland Mission: Saving lives at sea through efficient radio operations and timely activations Values: Teamwork – combining our individual strengths to provide a professional rescue service Personal Development – we value learning, feedback, coaching and mentoring Honesty – being open and honest and maintaining the highest integrity at all times Respect – Treating everyone fairly and with respect				
Key Result Areas	Results	Measures	Targets	Improvement Initiatives
Infrastructure	1. New membership database and radio log	Implemented	By June 2017	<ul style="list-style-type: none"> Develop database application Upload members and vessels information Train all Admin and Radio staff Run system in parallel to test Go live
	2. New Vessel	Vessel on water	By March 2018	<ul style="list-style-type: none"> Funding secured Contract signed Vessel completed to commercial survey
	3. New Pontoons	Completed	By March 2018	<ul style="list-style-type: none"> Funding secured Works completed Dry Docking installed
	4. Upgrade building facilities	Completed	By June 2020	<ul style="list-style-type: none"> Office extensions Upgrade of boatshed Add accommodation
	5. Replace Unit vehicle	Completed	By Dec 2018	<ul style="list-style-type: none"> Funding / Sponsorship secured New vehicle on site
Marketing	6. Annual Fund-raising Programme	Funding increases annually	By end of June each year	<ul style="list-style-type: none"> Develop / improve strategy Establish marketing committee Secure additional sponsorship
	7. Public Information and Awareness Programme	Membership increases by 10% annually	Sept 2017	<ul style="list-style-type: none"> New boat owners – 1st year membership Signage / flyers at boat ramps and base Increased media coverage /
People	8. Younger Age Demographic for Volunteers	Average age of volunteers is < 55	Dec 2025	<ul style="list-style-type: none"> Awareness programme Enhanced training opportunities Media / advertising
	9. Highly trained, consistent and professional volunteers		Ongoing	<ul style="list-style-type: none"> Consistent SOPs, SMS, training Regular refresher training Bi-annual revalidation

Appendix 2 - Glossary of Acronyms

The following acronyms were used throughout this report.

AGM	Annual General Meeting
AMSA	Australian Maritime Safety Authority
CERT I & II	Certificate I or II in Marine Operations
BLA	Boating Lifestyle Adventure Brand
CPI	Consumer Price Index
ESS	Elements of Shipboard Safety
FCTE	Fraser Coast Tourism and Events
HBRSLR	Hervey Bay RSL Rescue
HTR	Hyne Timber Rescue
HUMPS	Hervey Bay Music Pickers and Strummers (Ukulele Group)
IT	Information Technology
KFB	Kingfisher Bay Fraser Island
LLN	Language, Literacy and Numeracy
LROCP	Long Range Operators Certificate of Proficiency
MOU	Memorandum of Understanding
MR HB	Marine Rescue Hervey Bay
MSQ	Maritime Safety Queensland
MWR	Members Welfare Representative
QAS	Queensland Ambulance Service
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
RHIB	Rigid Hull Inflatable Boat
RGC	Radio Group Coordinator
RO	Radio Operator
RSL	Returned Services League
SAR	Search and Rescue
SGT	Sergeant
SMS	Short Message Service
TAE	Training and Assessment
UPS	Uninterrupted Power Supply
UHF	Ultra High Frequency
VHF	Very High Frequency
UTC	Unit Training Coordinator
VGC	Vessel Group Coordinator
VMR	Volunteer Marine Rescue
VMRAQ	Volunteer Marine Rescue Association Queensland
WP	Water Police

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.