

IOR'S CUSTOM FACILITY KEEPS SEA WORLD UP, UP AND AWAY

For almost 40 years, Sea World Helicopters has operated at the iconic Sea World theme park on Queensland's Gold Coast - a major tourist destination, attracting more than 5 million visitors each year. In 2019, Sea World Helicopters looked to IOR, as their existing fuel supplier, to provide an innovative, custom-designed fuel supply, storage, and management solution to meet their growing needs.

Summary

- By working closely with customers to understand their needs, IOR designs, builds, and commissions innovative fuel storage solutions.
- IOR's proprietary fuel management system, HyDip® has provided significantly improved accuracy in fuel management and the ability for Sea World Helicopters staff to monitor this in real-time from any device with internet access.
- All IOR fuel storage facilities are designed to customer specifications and meet or exceed regulatory requirements.

Background

Sea World Helicopters offer premium tours of the Gold Coast and charters throughout and beyond South East Queensland. The fleet of AS350 helicopters accommodate up to 6 passengers per aircraft and depart from Australia's largest privately-owned heliport.

In 2019, Sea World Helicopters was looking to increase the size and improve the effectiveness of its fuel system and sought a custom solution from IOR as their existing fuel supplier.

While IOR's Aviation Network supplies aviation fuel to some of Australia's largest airlines, aviation businesses, agricultural and tourism operations, IOR also importantly provides industry-leading fuel supply chain solutions and ongoing support to keep customers in the air.

At a glance

At peak times between 600 and 700 people per day will undertake scenic flights with Sea World Helicopters.

Sea World Helicopters has four helipads in its main location and an additional two within the theme park.

The 30,000 Litre facility increased Sea World Helicopters' fuel storage capacity by 300%.

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Ash Jenkinson | Chief Pilot and Head of Operations
Sea World Helicopters

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Opportunity

IOR worked with Sea World Helicopters to fully understand their needs and designed, built, and installed a custom Jet A1 refuelling facility to Australian standards and to meet all Council regulatory approvals, in line with best practice environmental management.

Constructed in IOR's Brisbane workshop by the IOR Operations team, the new facility enables continuous refuelling from two of the four helipads.

The modern facility also features IOR's proprietary fuel management system, HyDip®, which provides Sea World Helicopters with real-time visibility on their fuel tank levels and complete oversight of aircraft fuel usage.

How IOR Added Value

Commissioned in 2019, the new 30,000L Jet A1 facility tripled Sea World Helicopters' fuel storage capacity and enables continuous safe refuelling for the fleet.

"This new system has fundamentally changed the way we manage our fuel supply,"

Ash Jenkinson, Chief Pilot and Head of Operations at Sea World Helicopters said.

"For me, one of the biggest benefits is the ability to monitor usage remotely at any time using the HyDip® system. With HyDip®, I don't have to physically check the tanks and I can get up to the minute, accurate data for our records based on the usage of each helicopter. The move away from the old manual system has streamlined our processes."

"The system is working really well and gives us a lot more optionality while delivering reliable data to support our business."

Like many in the tourism sector, Sea World Helicopters had a challenging year in 2020 but are focussed on diversifying and increasing the number of domestic passengers enjoying their scenic flight offerings.

IOR is proud to be supporting this iconic Australian business with an innovative fuel management solution that suits their changing needs.

Find out how IOR's fuel storage and management solutions could be designed and developed to be the winning edge for your business.

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It is very rewarding to receive such positive feedback from customers. Backed by over a decade of operations, we have perfected HyDip® so that it not only enables the successful management of our fuel networks, but also delivers our customers' autonomy and efficiencies in the storage and management of their fuel inventory.

Bryce Morland | Head of Aviation
IOR Aviation

