

Keeping you informed about progress at QFleet and in the motor industry

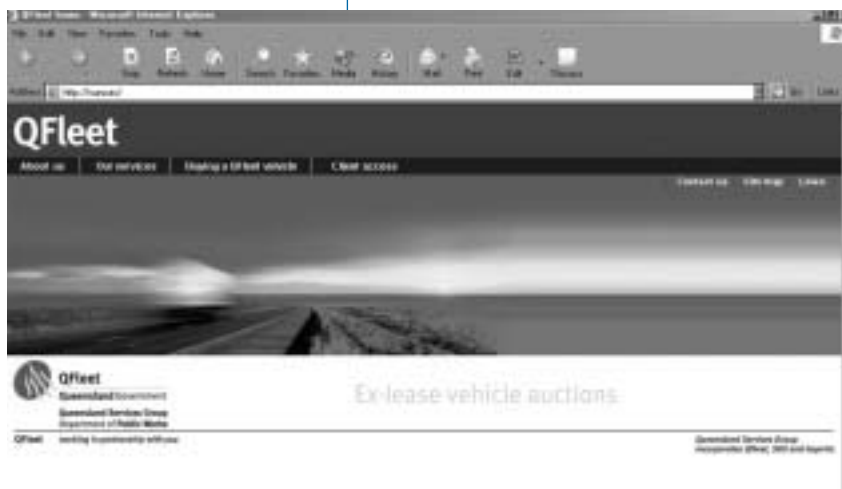
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Weaving a new web

QFleet's new look web site has generated praise for its easy navigation and clean, professional appearance.

QFleet's Senior Marketing and Communication Consultant, Gayle Balsillie, said clients and staff have welcomed the new site.



QFleet's new look web site is easier to use with its clean, professional look.

"The new-look site is expected to stimulate interest in QFleet's products and services amongst potential clients and potential ex-lease vehicle buyers."

Gayle said the site was divided into three areas:

- the general QFleet web site, accessible by the general public
- QFleet's Client Access System, accessible only by registered clients
- QFleet Vehicles Online – the online auction site, accessible by the general public

Gayle said the web site was an effective channel for providing information to a range of people.

"As well as being an effective channel for communicating with existing clients, the site will also provide broad information on QFleet and its products and services to the general public," she said.

For anyone who hasn't seen the new web site, go to www.qfleet.qld.gov.au to give it a test run.

"We've received some very positive feedback on how easy the new site is to use," she said.

"Extensive research was carried out to ensure the site was designed in a way that would best meet the needs of all users."

Gayle said the site was also designed to reflect QFleet's updated image.

"The web site was designed to promote QFleet's products and services in a manner consistent with QFleet's emerging corporate look," she said.



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

Protecting your Privacy

As many of you would be aware, in December 2001 the Commonwealth Government's new privacy rules came into effect covering all personal information held by organisations. These laws regulate the way organisations collect, use, disclose, keep secure and give people access to personal information.

At the same time, the Queensland State Government issued information standards governing privacy matters within the Queensland Government public sector.

In line with this, we are currently reviewing how we handle and collect personal information at QFleet. This will ensure our continued commitment to responsible handling of personal information in line with Information Standard 42 (IS42).

Greenfleet

In the March issue of *Journey* we highlighted QFleet's membership of *Greenfleet* – a subscriber-funded organisation that plants trees to off-set the greenhouse emissions of its members' vehicles.

I would like to correct an error in the story. The statement that QFleet's estimated 54,000 tonnes of CO₂ emissions in 2002 would be "neutralised this year" should have read "neutralised by the trees during their lifetimes".

That is why *Greenfleet's* plantings are permanent. Two added advantages of course are that tree-depleted areas are revegetated and fauna habitat is restored.

CHOGM

The Commonwealth Heads of Government Conference held recently at Coolumb on the Sunshine Coast saw QFleet working closely with Queensland Police and Holden in the purchase and delivery of 128 new Commodores. The cars were used to carry out security and other related operations during the conference.

I would like to congratulate all those involved in ensuring the timely delivery of these vehicles. The professionalism and efficiency of staff who worked on the project were important elements in a successful security outcome for the conference.

With CHOGM now completed these almost new, low kilometre vehicles are available for lease at very competitive rates. Many of the vehicles are fitted with additional safety and accessory items such as dual air bags, ABS brakes, cruise control and power windows.

For information on how to gain access to leasing these vehicles speak to your Fleet Consultant.

**QFleet
vehicle
auction
online!**

www.qfleet.qld.gov.au



Contacting QFleet

QFleet Head Office

Level 5 295 Ann Street
Brisbane
GPO Box 293
Brisbane Queensland 4001
Telephone 07 3224 4292
Facsimile 07 3224 6242

Senior Fleet Consultant

Felicity Hawthorne
Telephone 07 3224 5162
Felicity.Hawthorne@qfleet.qld.gov.au

Fleet Teams

Perry Landamore **Fleet Consultant**
Telephone 07 3225 8114
Facsimile 07 3227 8216
Perry.Landamore@qfleet.qld.gov.au
Carmel Mangano **Fleet Administrator**
Telephone 07 3225 8584
Facsimile 07 3227 8216
Carmel.Mangano@qfleet.qld.gov.au

Tania Mahoney **Invoice Enquiries**
Telephone 07 3224 6826
Tania.Mahoney@qfleet.qld.gov.au

Road safety review

Statistics out of control

With increasing costs of insurance premiums being a hot topic in the media lately, it is timely to look at trends in insurance claims for QFleet vehicles.

An analysis of insurance claims on QFleet vehicles highlights crashes resulting from "Loss of Control" (LOC) as a significant concern.

Data shows the number of LOC accidents has steadily increased over the last few years, with 30 accidents in 1999, 48 in 2000 and 87 in 2001. This represents a 190% increase over the last few years.

The cost of accidents resulting from loss of control rose from \$236,500 in 1999 to \$966,700 in 2001. That's a staggering 300% increase.

LOC now represents 20.8% of all crash costs yet only represents 3.33% of the number of claims. The average cost of an LOC claim is \$10,931.

QFleet would like to remind all drivers to stay alert and focused when driving. Reducing the number and cost of insurance claims will help keep insurance premiums down, meaning lower lease rates for you.

The service centre

Extreme maintenance

Living near the beach sounds like bliss for many Queenslanders. Unfortunately, the salty coastal conditions are no holiday for our cars.

Extreme conditions such as high salt environments can affect maintenance cycles by adding additional servicing requirements to combat the effects of harsh conditions.

Vehicles operating in beach conditions face ongoing exposure to salt laden air and require careful selection of accessories with high anti-corrosive properties. They should also be fitted with an electronic anti-rust device which prevents ionisation of salt on metal surfaces.

Clients who have vehicles operating in beach environments should notify QFleet. When it comes time to replace your vehicle, we will then automatically fit an electronic anti-rust device to your new vehicle at no extra cost.

Vehicles used in coastal conditions should be washed at least once a week. QFleet recommends clients arrange regular fresh water washing of under and upper body structures to prevent deposits of wet sand.



Vehicles used under extreme conditions need extra care and attention.

For further information on this topic, please contact the QFleet Maintenance Control team on 07 3225 8783 or 1800 061 819.

Bits 'n' bytes

Whether you're looking for information on insurance, new and used vehicles, fuel prices or travel destinations, the RACQ web site has it all!

Visit www.racq.com.au to find out the latest on domestic and international travel packages, RACQ member services, hints on what to look for when buying a new or used car plus much more.



Desiree Farry **Fleet Consultant**
Telephone 07 3227 8342
Facsimile 07 3227 8216
Desiree.Farry@qfleet.qld.gov.au

Patrick Smith **Fleet Administrator**
Telephone 07 3225 8208
Facsimile 07 3227 8216
Patrick.Smith@qfleet.qld.gov.au

Kristina Wutzke **Invoice Enquiries**
Telephone 07 3224 6305
Kristina.Wutzke@qfleet.qld.gov.au

Catherine Conaty **Fleet Consultant**
Telephone 07 3224 6756
Facsimile 07 3227 8216
Catherine.Conaty@qfleet.qld.gov.au

Mary-Ann Micallef **Fleet Administrator**
Telephone 07 3224 5997
Facsimile 07 3227 8216
Mary-Ann.Micallef@qfleet.qld.gov.au

Vanessa Byrne **Invoice Enquiries**
Telephone 07 3225 8784
Vanessa.Byrne@qfleet.qld.gov.au

Vehicle hire services

QFleet's Vehicle Hire Service (VHS) operates a short term hire fleet which enables clients to meet their infrequent or special purpose vehicle needs. VHS offers a full range of four and six cylinder vehicles, including utilities and 4WDs. All vehicles can be supplied as a daily, weekly or monthly hire, with competitive rates.

These vehicles are available through VHS agencies in the following regional areas:

Cairns

Les Andrews 4050 5483

Toowoomba

Jim Power 4639 0818

Nambour

Peter Benser 5470 8960

Townsville

Anita Garrone 4726 8560

Bundaberg

Phil Betts 4159 9378

Maryborough

Bob Scott 4121 2737

QFleet also has a strategic alliance with AVIS for Brisbane vehicles. You can book and collect these vehicles

from our main VHS office at 80 George Street, Brisbane. This alliance ensures we are able to meet peak demands and special requirements.

Queensland Government employees are also able to hire AVIS vehicles through QFleet for personal purposes (e.g. interstate holidays) at competitive

rates. This should be arranged through the Brisbane VHS office. Proof of employment will be required.

For more information about hiring a vehicle through QFleet, please contact our Vehicle Hire Service on 07 3224 4180 or 07 3224 4913 or email vhs@qfleet.qld.gov.au.



Brisbane VHS Team (left to right): Nerida Darby, Scott Carroll and Edina Klaser.

Vehicle market forces

February 2002 overall market

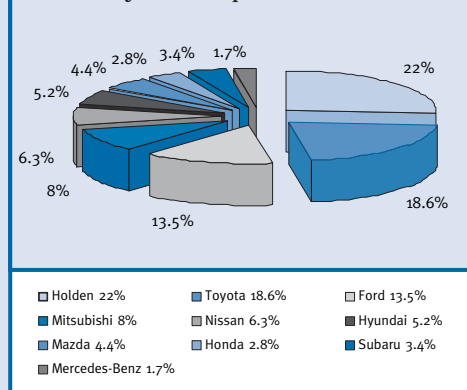
The Federal Chamber of Automotive Industries has advised the forecast for 2002 has been set at 780,000 vehicles.

The February 2002 market was up by 10.6% compared with February 2001. This represents an increase of 259.9 vehicles per day compared with January 2002, which had one more selling day.

February 2002 market segments

- The Passenger Vehicles market increased by 1,995 vehicles (4.9%) compared with February 2001.
- Light Truck retail sales for new vehicles volume increased by 23.7% compared with February 2001.
- Heavy Commercial increased by 21.6% compared with February 2001.

February 2002 Top Ten Market Share



This information is sourced from VFacts - the vehicle industry summary report released monthly by the Federal Chamber of Automotive Industries.

Senior Account Managers

1800 668 283

Maintenance Controllers

1800 061 819

QFleet Workshop

72 Pineapple Street
Zillmere
Telephone 07 3406 6900
Facsimile 07 3406 6946

Vehicle Hire Service

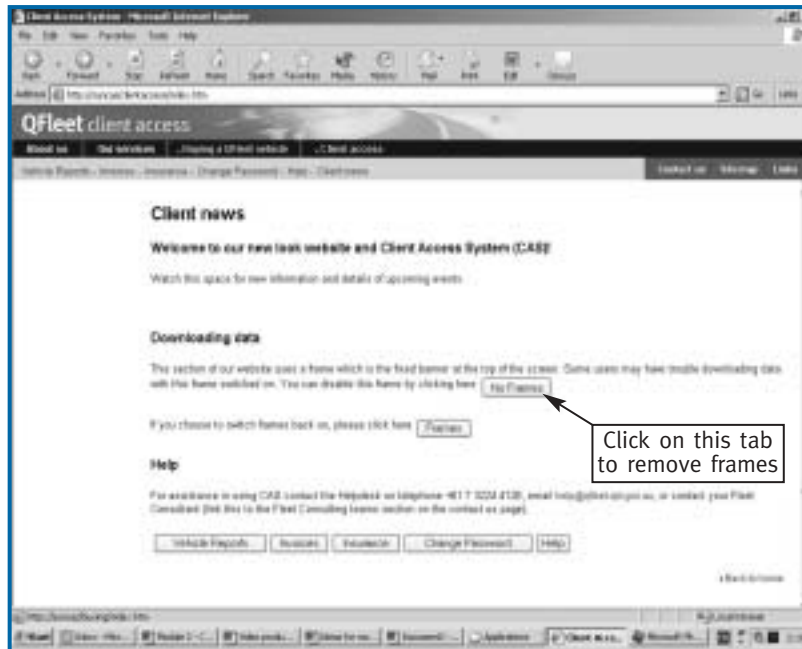
80 George Street
Brisbane
Telephone 07 3224 4180
Facsimile 07 3224 4012

South Brisbane Service Centre

131 Colchester Street
South Brisbane
Telephone 07 3405 6857
Facsimile 07 3405 6858

CAS tips

QFleet's web site has been recently updated to reflect our new corporate look and improve navigation of the site. While the physical appearance is quite different, there has been minimal impact on obtaining information from CAS.



If you have bookmarked a particular section within CAS (e.g. *Vehicle Reports*) then you will still be taken directly to that page. If you haven't bookmarked the page you need, you should enter CAS through the Client Access Button on the new menu and you will be taken to a client access entry page. Here you will be given the option to select *Vehicle Reports*, *Invoices*, *Insurance* and so on.

These sections operate within a frame (that is, a banner at the top of the page) that does not move, even when you scroll down the page.

If you experience any problems in downloading data, or if you wish to make more room for data on the page, you can choose to turn the frame off from the client access entry page. Simply click on the button 'No Frames' to turn off the frames. Then select the part of CAS that you wish to look at.

Customer Relations Branch regional visits

Senior Account Managers (SAMs) will be visiting clients in regional centres in May 2002.

During the visits, SAMs will provide strategic advice and guidance to departmental managers on fleet management to assist clients with aligning their service delivery needs with transport resources at the lowest possible cost.

Clients will receive their March Quarter 2002 Fleet Performance Scorecard from QFleet in electronic format in late April 2002.

The Fleet Performance Scorecard reports will contain a summary and recommendations to assist clients with identifying opportunities for cost reduction and specific strategies to achieve cost reduction in the identified areas.

Senior Account Managers will conduct visits to the following regional centres:

- Far North Queensland including Cairns and Townsville
- Central Queensland including Mackay, Gladstone, Longreach and Rockhampton
- Wide Bay/Sunshine Coast including Bundaberg, Maryborough and Maroochydore

- South-West Queensland including Toowoomba, Roma and Charleville
- South-East Queensland including Brisbane and Gold Coast

To arrange an appointment with your Senior Account Manager, please contact the Customer Relations Branch on 1800 668 283 or email crb@qfleet.qld.gov.au.



QFleet's Senior Account Managers left to right: (back row) Peter Cox, Peter Robertson, Tim Richardson and Graeme Raymond (front).

QFleet auction schedule

May 2002

Looking for a late model vehicle that offers peace of mind and quality at a value-for-money price? Why not try a QFleet ex-lease vehicle? QFleet offers a wide range of makes and models with the balance of new car warranty and a statutory warranty. An optional extended warranty is also available at competitive prices.

With RACQ offering pre-inspection (on some vehicles), pre-approved finance, insurance and membership services on site at our Zillmere auctions, there's never been a better time to buy.

If you don't have time to get to your nearest auction site, why not check out QFleet Vehicles Online at www.qfleet.qld.gov.au. Our online auctions offer you the opportunity to bid for top quality vehicles in your own time.

Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

Inspection 10am to 4pm on the Thursday prior to auction and 8am to 10am on auction day

Auction 8.30am and 10am

Dates Friday 3 May
Friday 10 May
Friday 17 May
Friday 24 May
Friday 31 May

Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

Inspection 12noon to 4pm on day prior to auction and 9am to 11am on auction day

Auction 11am

Date Wednesday 1 May

Sunshine Coast

Nambour Showgrounds

Coronation Avenue, Nambour

Inspection 12noon to 4pm on day prior to auction and 9am to 11am on auction day

Auction 11am

Date Tuesday 21 May

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday 2 May
Thursday 23 May

Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday 22 May

Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday 14 May

Townsville

Plant Hire Services Workshops

Jurekey Street, Cluden

Inspection 2pm to 4pm on day prior to auction and 8am to 11am on auction day

Auction 11am

Date Wednesday 15 May

Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets, Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday 16 May

For further information about QFleet auctions contact either Rodney Clough on 07 3224 6149 or Selina Walmsley on 07 3225 8998. For an auction catalogue fax the Public Trustee on 1902 241 027 (dial from fax handset) or visit our web site at www.qfleet.qld.gov.au.

QFleet working in partnership with you

As your partner, QFleet provides fleet and asset services to ensure enduring value for you and for Queensland. We help you achieve your outcomes through our comprehensive range of services including:

- Vehicle leasing and strategic fleet management.
- Short-term and special purpose vehicle rentals through our Vehicle Hire Service.
- Vehicle maintenance, servicing and repairs through the Zillmere Workshop and the South Brisbane Service Centre.
- The closest fuel and detailing to the Brisbane CBD at the South Brisbane Service Centre.
- Insurance claims management and driver safety programs.

■ Fleet advisory services.

QFleet clients are welcome to reprint articles from *Journey*, provided the article is used in full and QFleet is acknowledged as the author.

For further information or to contribute a story idea please contact:

Sarah Willson
Editor *QFleet Journey*
GPO Box 293
Brisbane Queensland 4001
Telephone: 07 3224 5208
Email: journey@qfleet.qld.gov.au

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