

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

This month's issue

A message from the Group General Manager	2	Mobile solution	5
Subscribe to good service	3	News from Fleet Services	6
In tune for air care	3	QFleet supports the festive spirit.....	6
Vehicle profile.....	4	Vehicle market forces	7
SRS airbags.....	5	CAS tips.....	7
		Auction schedule.....	8

Getting pumped for E10

Drivers of government cars will soon be able to save money when they fill their petrol tanks with the environmentally friendly E10 at QFleet's South Brisbane Service Centre.

QFleet's Acting Fleet Manager, Tony Bakker, said drivers would be able to fill up at the Service Centre at Colchester Street by the end of June.



QFleet's Acting Fleet Manager, Tony Bakker, fills up with the environmentally friendly E10 fuel.

"E10 will be available at Colchester Street by the end of June and will be sold at the same price as regular unleaded fuel," he said.

"If you buy E10 from any of the BP fuel points, you'll pay the same that you would for premium unleaded."

Tony said another bonus of filling up at Colchester Street was that drivers would not have to have their fuel cards updated.

"If you fill up with E10 at Colchester Street you can pay using your fuel card without having it updated," he said.

"If you fill up at BP you won't be able to use your fuel card to pay for E10 unless you have it updated to allow that fuel to be charged to the card."

At this stage, E10 can be used in any Nissan, Holden or Mitsubishi unleaded petrol vehicles, as well as Ford passenger vehicles.

Discussions with Toyota are continuing to determine the suitability of using E10 in these vehicles.

Tony said E10 was currently available at six Brisbane BP service stations.

"As the benefits of E10 become better known, I anticipate its availability across Queensland will increase."

Using E10 is one way all drivers of government vehicles can help deliver on the Queensland Government's priority of a healthier environment for Queenslanders.

"It will only take a small effort for drivers of government vehicles to make a big contribution to a healthier environment," Tony said.

The Queensland Government announced its support for BP's 90:10 blend of petrol and ethanol (E10) earlier this year.

For a list of BP's E10 fuel points, see page 2 inside this newsletter. To find out how to have your fuel card updated, please contact your Fleet Consultant or Fleet Administrator.



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

At QFleet we're proud of our ongoing commitment to promoting road safety. As part of that commitment I feel it is important to keep our clients updated on a range of road safety issues, including changes to legislation.

Until recently, responsibility for operating safely on our roads has been with drivers and, in some cases, owners or operators.

An interesting move in road transport laws is being progressed by state, territory and federal governments. Specific responsibilities are now being outlined for all parties in the transport chain.

The principle behind the 'chain of responsibility' concept is plain: any party who has control in a transport operation, inside or outside the road transport company, can be held responsible and may be made legally liable for any breach of transport laws.

Under 'chain of responsibility',
control = responsibility = legal liability.

So what does this mean to you?

Take for example the procurement officer who demands some goods be delivered within an unreasonable time frame. Under 'chain of responsibility', the procurement officer or their organisation could be held liable if the truck driver was forced to breach safe driving regulations in order to meet the delivery deadline.

Enforcing 'chain of responsibility' is an effective way to discourage people from placing unfair and unsafe demands on transport workers.

For more information on this topic

I recommend you visit the National Road Transport Commission's web site at www.nrtc.gov.au.

BP's E10 fuel points

Woody Point

cnr Donald St & Hornibrook Esp

Loganholme

4080/4120 Pacific Hwy

Springwood

3388 Pacific Hwy

Toowong

cnr Sherwood Rd & Jephson Rd

Aspley

1316 Gympie Rd

Hamilton

126 Kingsford Smith Dr

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

Subscribe to good service

A number of QFleet clients have recognised the benefits of entering into a Service Level Agreement (SLA) with QFleet. SLAs provide additional services to those covered by the Fully Maintained Operating Lease applicable to most leased vehicles.

SLAs typically contain the following:

- outline of service to be provided and duration of agreement
- performance standards, limitations and service fees
- responsibilities of service provider and client
- compliance procedures and service failure resolution

■ performance review procedures.
A number of clients in the Brisbane CBD have entered into SLAs to receive the following benefits:

- vehicle pick up and delivery for maintenance and cleaning
- new replacement vehicle delivery on-site, inspection of old vehicle and return to QFleet's Zillmere Workshop.

These services are cost effective because they free staff to undertake operational duties instead of spending time picking up and delivering vehicles.

SLAs are not restricted to the benefits listed above, and can be tailored to your needs.

If you would like further information, contact the Customer Relations Branch on 1800 668 283 or email crb@qfleet.qld.gov.au.



QBuild's Wayne Goodwin (left) and QFleet Senior Account Manager, Peter Robertson, review QFleet's SLA with QBuild.

In tune for air care

Queensland Transport has launched a new television campaign to encourage motorists to arrange a regular tune-up for their motor vehicles.

Motor vehicles are the largest air polluters in the state, contributing to 70% of south-east Queensland's air pollution.

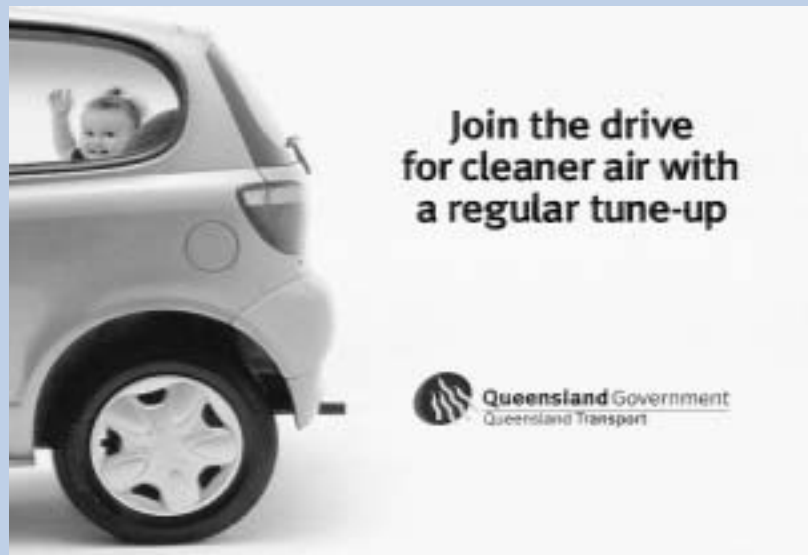
All motor vehicles release pollutants into the air, mostly through exhaust fumes that come out of the tailpipe when the engine is running. Around 99.4% of all pollutant gases are invisible.

An average car in south-east Queensland contributes almost six tonnes of pollutants each year to air pollution.

The Queensland Transport television commercial encourages motorists to conduct regular tune-ups, which can reduce the pollutants emitted from

cars by 25%. Tune-ups also reduce wear and tear on the car's engine and improve fuel efficiency, saving motorists money in the long-term.

QFleet recommends motorists have their vehicles serviced regularly according to the manufacturer's recommendations to ensure their vehicles' tuning is regularly monitored.



A regular tune up will reduce the pollutants emitted by your car by up to 25%.

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 profile

We have introduced a new column which will profile a vehicle available for lease through QFleet. This column will assist you with making vehicle selections and keep you informed about the range of vehicles on offer.

Toyota Camry

QFleet recently purchased 600 Toyota Camrys as part of a bulk buy arrangement with Toyota Motor Corporation. 4 and 6 cylinder sedans were part of the bulk buy.

The Toyota Camry sedan is a medium size passenger vehicle available in 4 and 6 cylinders. Models available in the 4 cylinder Camry include the CSi, Conquest and CSX. The 6 cylinder range consists of the CSi, Conquest, Touring and Azura.

Seats	5
Doors	4
Sound system	Radio/cassette CD standard on some models
Air conditioning	Yes
Power steering	Yes
Transmission	4 speed auto or 5 speed manual
Luggage capacity	2 large and 2 small suitcases
Airbags	Driver's side standard Passenger's side optional on some models
Maximum power	94 kW @ 5200 rpm (4 cyl) 141 kW @ 5200 rpm (6 cyl)
Brakes	Front ventilated disc Rear solid disc Optional ABS brakes on some models
Engine size	2,164 cc (4 cyl) 2,995 cc (6 cyl)
Average fuel use City Cycle (per 100km)	10 litres (4 cyl) 11 litres (6 cyl)
Average fuel use Highway Cycle (per 100km)	6.6 litres (4 cyl) 6.8 litres (6 cyl)



Toyota Camry 4 door sedan

Contacting QFleet

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

Road safety review

SRS airbags – a safety explosion

Have you ever wondered what SRS stands for? These letters, which are embedded on the front of airbags, stand for Supplementary Restraining System.

Although seat belts are the primary safety feature in any vehicle, airbags were introduced to Australian vehicles in 1993 as a secondary safety measure.

Airbags are controlled by a sophisticated microprocessor, which is programmed to distinguish between a minor parking bump and a crash.

Airbags will completely inflate within 55 milliseconds of a crash. In this time, the driver, if wearing a correctly fitted seat belt, should not have moved forward more than 50 millimetres in their seat.

Because the majority of Australians wear seat belts, the SRS airbags in Australian built cars have a burst out velocity and deployment force lower than that of United States and European vehicles. This reduces the chances of injury caused by the airbag.

Airbags can contribute to serious injury if you operate a vehicle inappropriately. When driving a vehicle fitted with an airbag, you should only hold the steering wheel between the 9 o'clock and 3 o'clock and 2 o'clock and 10 o'clock positions. You should steer with a pull-push action.

That is, when you are turning left you should pull the steering wheel down with your left hand and push up

with your right hand. This will ensure that you do not place your arm between you and the airbag and will minimise the risk of backhanding yourself in the face if the airbag is activated.

When driving a car fitted with an airbag, it is important that you don't place anything between yourself and the airbag. Even having a pen in your chest pocket could do serious damage if the airbag of your vehicle is activated.

The chief safety feature of any vehicle is the driver. Avoiding a crash in the first place is far preferable to relying on the inbuilt safety features of your vehicle.



Airbags greatly reduce the threat of injury in a crash. (Photo courtesy of Nissan.)

The service centre

Mobile solution

Have you ever been in the situation where your car needs a service but you don't have time to get it to a dealer?

QFleet's mobile mechanic might be the solution you need.

Perry Watkins is an A-grade mechanic and has been with QFleet for 11 years.

Perry provides general vehicle servicing on your premises, so you don't waste precious time taking your car to and from a dealer.

The mobile service is available by appointment only from Monday to Friday, 7am to 3pm.

Any organisation that has three or more QFleet vehicles that require servicing at the same time is eligible to use the service.

Perry is available to service vehicles anywhere in the Brisbane metropolitan area.

To make an appointment or find out more about the service, call QFleet's South Brisbane Workshop on 3405 6856.



Perry's A-grade service is available throughout metropolitan Brisbane.

News from Fleet Services

QFleet is reminding clients that vehicles supplied with QFleet owned accessories must be returned with the vehicle. You should not transfer QFleet owned equipment to another vehicle unless you have made arrangements with your Fleet Consultant.

If vehicles are not returned with all accessories you will incur the cost of replacement.

Transferring accessories could also void the manufacturer's warranty and, in certain cases, ADR design rules.

For further information contact your Fleet Consultant or Fleet Administrator.

QFleet supports the festive spirit

QFleet will support two of Queensland's most important events on this year's cultural calendar as part of its commitment to the 'triple-bottom-line'.

QFleet's Acting Executive Officer, Janelle Harley, said QFleet would support the *ENERGEX Brisbane Festival* and *Out of the Box Festival* by lending vehicles to assist with organising and running the two events.

"The Queensland Government has always been a strong supporter of the arts in Queensland, both financially and through in-kind sponsorship," she said.

"Supporting these festivals satisfies the Government's 'triple-bottom-line' commitments by addressing various social, economic and environmental factors."

The Department of Public Works has supported the two festivals since 1996. In previous years, QFleet has supplied sponsorship vehicles for the lead up and conclusion of both festivals.

Janelle said the *ENERGEX Brisbane Festival* is held biennially and is Brisbane's premier international arts festival.

"The festival offers a program of dance, music, theatre and special events," she said.

"It highlights Brisbane's distinctive character and makes a valuable contribution to the culture and lifestyle of the city."

The *Out of the Box Festival* is also held biennially and caters specifically for children aged 3-8 years.

"The festival will be held in June 2002 and will highlight children's cultures from around the world by presenting innovative work from Australia and other countries," said Janelle.

Out of the Box is a not-for-profit festival funded by the Queensland Performing Arts Trust. The *ENERGEX Brisbane Festival* is supported by the public and private sector.



(left to right) Artistic Director, Tony Gould and Corporate Development Manager, Danica Bennet from the *ENERGEX Brisbane Festival*, with QFleet's Acting Executive Officer, Janelle Harley.

CAS tips

There is a new report in CAS called *Odo required* which will show you which vehicles have not had their odometer readings updated.

Keeping odometer readings updated will help your fleet consultant provide accurate advice on how to minimise fleet costs and choose the best lease package for your next vehicle.

In the *Vehicle Reports* screen, select *Odo required* from the scroll menu on the left hand side. Enter your client code and a date in the *to* box. This is located in the date range area under the *Location* box. Click on *submit* to see a report that will

show all vehicles that have not had the odometer reading updated up to the date you entered.

To update the odometer reading, click on the highlighted odometer reading in the

report, update the reading and date and click on save.

This report will help keep odometer readings up-to-date, as well as make *Usage reports* more accurate.

Client	Model	Regn	Our Ref	Your Ref	Previous	Lease Start	Date	Odo Reading
0024BSUP	Toy PRUS	Q23082	330532			12/11/01	140302	3858
0024BSUP	Toy PRUS	Q25080	330533			16/11/01	140302	3425
Total of 2 vehicles								

Vehicle market forces

April 2002 overall market

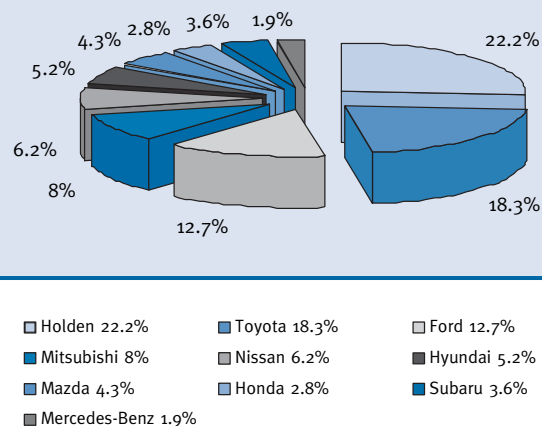
The April 2002 market is up 11.5% compared with April 2001. April 2002 had 1 selling day more than April 2001. This equates to an increase of 172.9 vehicles per day or 6.6%.

April 2002 market segments

- Passenger Vehicle sales increased by 6.7% compared with April 2001.
- Light Truck sales increased by 21.5% compared with April 2001.
- Heavy Commercial sales increased by 26.9% compared with April 2001.

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

April 2002 Top Ten Market Share



QFleet auction schedule

June/July 2002

Don't be fooled into buying a used vehicle without a Safety Certificate. All QFleet ex-lease vehicles are sold with a current Safety Certificate.

The Safety Certificate covers checks on tyres, brakes, steering, body rust and other basic safety functions.

For added protection, QFleet vehicles also come 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.

Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

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

Auction 8.30am and 10am

Dates Friday 7, 14, 21, 28 June
Friday 5, 12, 19, 26 July

Gold Coast

Public Trust Office

Cnr Nerang & Garden Street, Southport

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

Auction 11am

Date Wednesday 5 June
Wednesday 10 July

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 25 June
Tuesday 23 July

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street,

Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday 6, 27 June
Thursday 11, 25 July

Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday 26 June
Wednesday 24 July

Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday 18 June
Tuesday 16 July

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 19 June
Wednesday 17 July

Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets,
Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday 20 June
Thursday 18 July

For further information about QFleet auctions contact 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

Disclaimer: The materials presented in this publication are distributed by QFleet as an information source only. This information is provided solely on the basis that readers will be responsible for making their own choices on the topics discussed herein and will seek expert advice as necessary. Information is correct at time of printing.

If you do not currently receive a copy of *QFleet Journey* and wish to do so, or you would like to update your details please complete the form below.

First name:

Last name:

Position:

Organisation:

Mailing address:

.....

City/town/suburb:

State: Postcode:

Please fax to 07 3224 6242 or mail to GPO Box 293 Brisbane Qld 4001

