

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

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Sowing seeds for the future

QFleet staff joined students from Moggill State School and Pullenvale State School to plant 7,000 seedlings at Pinjarra Hills last month, as part of our commitment to reducing greenhouse gas emissions.

QFleet Environmental Manager, Mr Paul Hodda, said the four-day effort formed part of a greening exercise that would see 214,000 trees planted at locations near Gatton, Bundaberg, Pomona and Springbrook.



Students from Moggill and Pullenvale State Schools help QFleet staff plant the first of 7,000 seedlings at Pinjarra Hills.

"QFleet's sign-up means the Queensland Government has invested \$352,800 to support Greenfleet in 2002 – a small price to help minimise the impact of car emissions on the environment."

Greenfleet Managing Director, Margery Welles, said with global warming and climate change emerging as two of the most serious environmental threats, QFleet's support was to be applauded.

"QFleet has set a great example to individual motorists and corporate fleets," Ms Welles said.

"The Queensland Government has shown it is possible to take responsibility for 'recycling' greenhouse gas emissions by planting native trees."

Ms Welles said the November planting of melaleucas, eucalypts, casuarinas and other natives was a joint effort between Greenfleet, QFleet, the Pullen Pullen Catchment Group, Moggill Tree Farm and Brisbane City Council.

"The Pullen Pullen Catchment Group approached us for the trees to plant at Pullen Pullen Creek and will provide on-going care for the trees," Ms Welles said.

"QFleet's subscription funded the native seedlings, which were purchased locally from Moggill Tree Farm, and BCC provided the land on which this forest can grow, without threat of being harvested.

"I commend all involved in planting this forest of diversity and I encourage individual motorists to follow QFleet's lead and invest in the environment by signing up with Greenfleet."

In March, QFleet became the biggest subscriber ever to Greenfleet – signing up our entire fleet of 12,600 vehicles to the environmental group.

For more information on Greenfleet's activities, visit www.greenfleet.com.au.

"The tree planting was enabled by QFleet's subscription to Greenfleet – the biggest subscription ever," Mr Hodda said.

"The plantings are a long-term initiative which will offset the 54,000 tonnes of carbon dioxide emitted by the government fleet this year and has the added benefit of restoring native habitats."

Mr Hodda said for \$30 (tax deductible) per vehicle per year, Greenfleet plants up to 17 native trees in cooperation with landholders and volunteer organisations. Greenfleet membership is available to individuals as well as fleet owners.



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

Another year is coming to a close and no doubt we are all making time to spend with family and friends to celebrate the festive season.

It is also a time to reflect on our achievements for the year and consider plans and commitments for the coming year.

This year a major highlight for QFleet was the ongoing development and implementation of our environmental strategies. The efforts of QFleet and you, our clients, were recognised by industry groups when QFleet was awarded the Australasian Fleet Managers Association (AfMA) 2002 Fleet Environment Award.

I am particularly proud of the extensive environmental initiatives QFleet undertook this year. These included partnerships with vehicle manufacturers and fuel companies in evaluation trials of low emission fuels and vehicle technologies. QFleet also signed-up the entire fleet to the national tree planting organisation *Greenfleet* – a significant step in neutralising greenhouse emissions of the government fleet and improving quality of life for all Queenslanders.

One of the most exciting innovations in the Australian motor vehicle marketplace in recent times has been the introduction of Toyota's petrol/electric hybrid vehicle, the Prius. It has also been pleasing to be able to include these petrol/electric hybrid vehicles in the Queensland Government fleet.

This revolutionary low emission vehicle established its functionality and reliability during our twelve month evaluation project and I am pleased to see its increasing acceptance by clients. There are now 33 Prius on lease and we are awaiting the delivery of a further 12.

QFleet's pool fleet of six passenger vehicles is comprised entirely of Prius, and it is also my personal choice of salary-sacrifice vehicle.

Also pleasing is the shift in fleet profile towards smaller more environmentally friendly vehicles. At the time of printing there were 4,879 four cylinder vehicles in the government fleet – that's 38.2%. Thank you to all our clients who have developed their fleet policy to include these vehicles where fit for purpose.

This year also saw the launch of QFleet's innovative driver safety initiative, *Think Safe, Drive Safe*. As you will see in this edition of *Journey*, the combined package of the theory based CD-ROM and the practical assessment is already helping drivers of government vehicles improve their skills behind the wheel.

We have exciting plans for the next 12 months. During 2003 you will see more changes in our product offering and in the way we deliver services to you. All of this is aimed at building on the experience and skill we have to improve our services to you and to make the whole process of doing business much easier. Stay tuned for more information!

On behalf of all the staff at QFleet, I wish you a safe and enjoyable holiday season and happiness to you and your families.

Thank you for your support in 2002. We look forward to working with you again in 2003 and providing you with innovative products and services to help you deliver your business outcomes.

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

Leah Versteegh **Fleet Administrator**
Telephone 07 3225 8584
Facsimile 07 3227 8216
Leah.Versteegh@qfleet.qld.gov.au

Gail Kellie **Invoice Enquiries**
Telephone 07 3224 4071
Gail.Kellie@qfleet.qld.gov.au

Queensland youth leads the way

Managing Director of Gladstone-based company Rombya Craig Featherby is too young to vote.

Despite his youth and the pressure associated with studying in year 12, Craig has led his company to victory in the Queensland Young Achievement Awards (YAA). Rombya impressed judges enough to take out the QFleet Company of the Year Award and secure a place in the national finals to be held at Circular Quay in Sydney on Tuesday 3 December 2002.

Rombya, whose staff members are all Year 12 students at Gladstone State High School, won the award for their product CQ-Guide-Ya. CQ-Guide-Ya is a directory-based CD covering significant features and points of interest in Central Queensland. Food and dining, accommodation, education, employment, entertainment, unique places to see, maps and photos are only some of the local interests featured on the CD.

QFleet has been a major sponsor and supporter of the YAA since 1996. QFleet General Manager and member of the YAA judging panel, Les Clarence, said QFleet is proud to sponsor a program that links education with business.

“Participating in the judging of these awards never fails to inspire and amaze me,” Les said.

“The YAA incentive scheme aims to bring out the most from young participants, providing them with skills and

knowledge to better equip them for their future working lives.

“The endeavour these young people have shown to manage and run successful and profitable companies is remarkable and I feel confident QFleet is supporting the leaders of tomorrow’s business world.”

YAA presents awards for both personal and team achievement. Sponsors like QFleet provide incentives for students to excel in various areas of running a company by providing awards for environmental management, business plans and annual reports, to name but a few.



QFleet Company of the Year award winners, Rombya, contemplate their journey to YAA’s national finals in Sydney.

Vehicle market forces

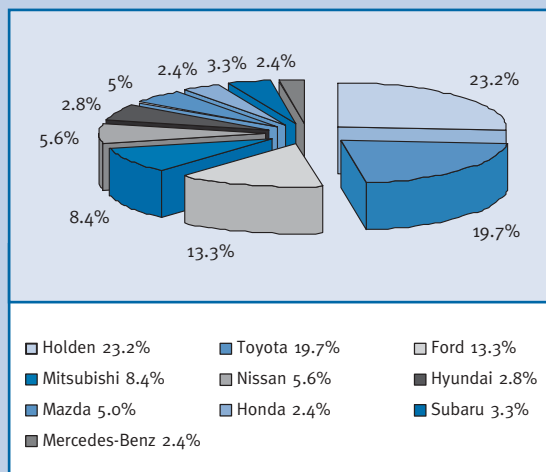
October 2002 overall market

The October 2002 market is up 9% on October 2001. October 2002 had the same number of selling days as October 2001. This equates to an increase of 224.6 vehicles per day.

October 2002 market segments

The passenger vehicle market grew by 5.9% over the same month last year, whilst the Light Truck Market grew 15.1% over October 2001.

Holden was market leader in September, followed by Toyota and Ford. Holden lead Toyota by 2.9 market share points in year to date terms.



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

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

Easy bidding with George and Mike

Buying a car at auction can appear daunting for newcomers. So, to help make auctions even easier, QFleet has employed two vehicle sales liaison officers at its Zillmere auction site.

With a combined total of 46 years in the motor industry, George Ritchie and Mike Berry are on site to assist customers with all aspects of buying a car at auction.

George said he enjoys meeting customers to help build their confidence with the auction process.

"I do my best to help put customers at ease by explaining the auction process and answering all the questions they're a bit scared to ask," said George.

Mike believed customers appreciated his ability to help them choose a vehicle that was right for them.

"I help customers fine-tune the decision making process by guiding them to a vehicle that fits their needs and their budget," he said.

First time auction-goer Pauline Dutton agreed she found it comforting to speak to Mike during the pre-inspection day, as he helped explain the bidding process.

"Mike told me how to bid and how the whole auction process would work," she said.

"He even came over this morning before the auction to wish me luck."

"Having Mike to talk to made the whole experience a lot easier. I even made a winning bid on a van," Pauline said.

George and Mike are available on site at QFleet's Zillmere auctions all day Wednesday to Friday to answer all your questions.

For upcoming auction dates and locations check the back page of this newsletter, or visit www.qfleet.qld.gov.au for auction dates for the next three months.



Mike Berry (left) and George Ritchie (right) explain the vehicle's features and benefits to a first time auction-goer.

How does it work?

Seat belt pre-tensioners

Seat belts are an important part of a motor vehicle's safety system. They have been fitted to Australian vehicles for more than 30 years and many people tend to take the humble seat belt for granted.

Like most parts of the modern vehicle, the seat belt has undergone a lot of change and refinement over the years. We have progressed from having lap type belts in the front seating positions only, to having retractable lap/sash belts in all seating positions.

A less apparent enhancement is seat belt pre-tensioners. A pre-tensioner is designed to take up the slack in the seat belt webbing in the event of an accident. The slack in the belt

may result from the way an occupant is seated in the vehicle, from bulky clothing the occupant may be wearing, or from slack in the seat belt where it is wound onto its retractor drum.

By eliminating the slack in the belt the occupant is held back into the seat which helps to place them in a more desirable crash position. This minimises injuries sustained from the seat belt webbing had the occupant been allowed to move forward under their own inertia during an accident.

Pre-tensioners usually operate in conjunction with the vehicle's airbag sensor system. When the pre-tensioner is activated the seat belt is rapidly tightened by either an electric solenoid, an electric motor or by pyrotechnics.

Pyrotechnics are the most popular system. A central processor is used to ignite a combustible gas contained in a cylinder which is usually linked to the seat belt retractor drum. When the gas is ignited the gas pressure is used to tighten the seat belt webbing on the retractor drum. As this occurs the seat belt is reeled in and it tightens on the passenger holding them in their seated position.

It is essential to maintain seat belts in good condition so they can perform their role in the case of an accident. Seat belts should be regularly inspected for any obvious damage and replaced if they have been used in an accident. Further information regarding the care and use of seat belts can be obtained from your vehicle's handbook.

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

The service centre

The key to vehicle security

Around 15,380 vehicles were stolen in Queensland last year, according to statistics released by the National Motor Vehicle Theft Reduction Council. Although this figure represents a 13% decrease compared with the previous year, there can be no room for complacency.

One of the latest weapons in the battle against vehicle theft is the smart technology in the humble car key.

Keys have undergone subtle changes in recent years, with the most obvious change being the shape of the key. The shaft now looks different and many no longer have a traditional row of teeth.

The most significant change has been within the heads of the keys, which are now fitted with sophisticated transponder chips – an important element of vehicle security systems. The transponder chip transmits a coded signal which the vehicle computer must recognize before it will allow the vehicle to be operated. Some more advanced transponders now generate rolling coded signals which never use the same coded signal twice.

BMW reported an 82% drop in the theft of its vehicles since the introduction of this smart technology.

Many vehicles are now supplied with two keys, a “master” key and a “valet” key. The master key operates every lock in the vehicle, but the valet key operates all locks except the glove box. This means you can secure valuables in the glovebox and enjoy peace of mind when you give the valet key to a parking attendant or mechanic.

Unfortunately, improved key technology comes at a cost. To protect vehicle security, locksmiths are no longer able to provide replacement keys for many vehicles. Instead you must buy new keys from the vehicle manufacturer. In addition to the purchase price of the key, you must also pay for the manufacturer to programme the vehicle’s security system to accept the new key. In the worst case, if the master key is lost the vehicle’s computer may have to be changed to match the key. This can cost up to \$700. Keeping in mind the high cost of keys, QFleet requires you to return all keys when vehicles are returned at the end of the lease. If you don’t return the keys you face the prospect of footing the bill for replacement keys.

In the meantime, don’t become complacent about vehicle security. Always ensure your vehicle is locked, even if you are only away for a few minutes. And never leave any valuables on show to tempt opportunistic thieves.

An hospitable arrangement

When the Hospitality and Training Association’s (HTA) CEO was weighing up his fleet options, he was looking for a complete car care system without the hassle.

That’s where QFleet stepped in, leasing the HTA 10 Mitsubishi Veradas.

HTA’s Chief Executive Officer, Phillip Charlton, said he chose to lease vehicles through QFleet because he liked the option of a full operating lease arrangement.

“We looked at a range of fleet options, including other fleet lessors and even hire purchasing,” Phillip said.

“QFleet presented the most cost-effective option and the best vehicle type for our needs.”

Phillip said leasing through QFleet helped take the worry out of fleet management.

“QFleet is a one-stop shop for total car care,” he said.

“Leasing through QFleet meant we could make one simple payment each month and hand back the car at the end of the lease and start a new arrangement tailored to our changing circumstances.”

Phillip said he enjoyed the level of ease and professionalism when dealing with QFleet.

“So far the customer service from QFleet has been very helpful and informative.

“I know that while QFleet is looking after our cars, we can get on with our core business.”



QFleet’s Murray Wills explains the features of the Mitsubishi Verada to Deborah Harney from the Hospitality Training Association.

Motor vehicle complaints top the list

It is no surprise that used car sales are at the top of the Office of Fair Trading consumer complaints list. However, with around 480,000 motor vehicles sold in Queensland each year the proportion of complaints to sales is quite low.

The vast majority of motor vehicle transactions go off without a hitch thanks to the professionalism of the people involved. In fact this year, the number of motor vehicle complaints has actually decreased.

The Commissioner of Fair Trading said the fall in complaints was partly due to an increase in enforcement by the Office of Fair Trading.

“Fair Trading has been concentrating a large part of its compliance and education resources on this industry and it’s encouraging to see that our activities are having an impact,” he said.

“A drop in motor vehicle complaints was experienced in most regions throughout Queensland and this may be due to the increased compliance and enforcement programs targeting odometer tamperers and unlicensed dealers.

“And this is a good sign for the industry and consumers.”

Fair Trading receives more than 12,000 written complaints from consumers each year. When a complaint is received, any evidence is assessed to determine whether fair trading laws have been broken. Traders are then provided with an opportunity to respond to the complaint.

Where it is clear the law has been broken Fair Trading proceeds to investigate further and take appropriate compliance or prosecution action. If the evidence is not clear or is contradictory, Fair Trading attempts to mediate and obtain compensation for the consumer if that is appropriate. However, Fair Trading has no legal right to force traders to provide redress in these cases.

Consumers are advised to try and resolve the problem with the trader before complaining to the Office of Fair Trading.

Consumers can call Fair Trading on 1300 658 030 for advice on whether or not a complaint should be lodged.

For more information on consumer rights and lodging a complaint visit the Fair Trading web site at www.fairtrading.qld.gov.au.

Vehicle profile

Holden Astra

Holden Astra is a small to medium sized passenger vehicle, available as either a sedan or a hatch. There are two models available to lease through QFleet, which are the Astra City and the Astra CD.



Holden Astra

Seats	5
Doors	4 door sedan, 5 door hatch (also available as a 3 door hatch, however this is not available through QFleet)
Sound system	CD player with 6 speakers
Air conditioning	Optional
Power steering	Electric assist
Transmission	Manual or automatic
Airbags	Dual airbags standard
Cruise control	Standard on CD model
Brakes	Front ventilated disc Rear solid disc
Engine	1.8 litre multi point fuel injected
Power	90kW @ 5600rpm
Torque	165Nm @ 3600rpm
Average fuel use city cycle (per 100km)	8 litres (manual) 8.5 litres (auto)
Average fuel use highway cycle (per 100km)	5.4 litres (manual) 5.8 litres (auto)

Bad habits exposed by *Think Safe, Drive Safe*

We've all got bad habits; a couple of your own have probably just run through your mind.

But not many of us often think of our bad driving habits, a habit in itself that can not only prove dangerous, but deadly.

QFleet recently recognised the importance of safe driving by launching the *Think Safe, Drive Safe* (TSDS) program – an interactive CD-ROM and practical evaluation package to encourage safe attitudes and practices for drivers of Queensland Government vehicles.

Lindsay Coombs, from the Department of State Development, was one of the first participants in the TSDS practical evaluation after completing the theory component of the CD-ROM. Lindsay said that while he considered himself a good driver, his time driving with Rod Browning, a driver trainer from

John Fraser Fleet, had helped highlight some bad habits he had picked up over the years.

"It's been 12 years since I took my driving test, so Rod helped highlight areas where I'd become a little rusty on the safest way to drive," Lindsay said.

"Things like following too closely and driving faster than 40km/hour through roadworks were two situations Rod picked up on during the test.

"Now, I'm using what I've learnt through *Think Safe, Drive Safe* not just when I'm driving for work but at weekends too. It's definitely made me a better and safer driver, and I'd recommend the full course to all drivers, especially those who spend a lot of time on the road."

Rod agreed that TSDS helps highlight driving habits and encourages drivers to reconsider things they take for granted.

"*Think Safe, Drive Safe* helps highlight and address the bad driving habits that nearly all drivers possess," Rod said.

"Most people who've got a licence take it for granted that they are driving as well as they can. Undertaking the practical test is probably the first time since they got their licence that they have thought about more than just driving the car.

"Being evaluated for two hours at a time means the participant experiences lots of situations. They usually do a good job for the first half of the test, because they're thinking, 'oh Rod's watching me, I have to be careful,' but after an hour or so they drive more like they normally would.

"And that's when the habits that require attention are revealed."



Driver trainer Rod Browning (left) shows State Development's Lindsay Coombs the importance of regular checks under the bonnet.

QFleet auction schedule

January/February 2003

QFleet's Big Auction Dec 20, Dec 27 and Jan 3

"So big, we had to hold it over three days!"

The holiday season is the best time to buy a car at QFleet Motor Auctions. You'll find our range of near new ex-government cars even bigger at this time of year, meaning more choice for you.

With small cars, family cars, commercials and 4WDs, QFleet has a car to suit you. And you'll have peace of mind with pre-inspection and RACQ reports on many vehicles.

**QFleet's Big Auction will be held at
72 Pineapple Street, Zillmere.**

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 January 3, 10, 17, 24, 31
Friday February 7, 14, 21, 28

Gold Coast

Public Trust Office
Cnr Nerang and Garden Street, Southport

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

Auction 11am

Date Wednesday January 8
Wednesday February 5

Sunshine Coast

Nambour Showgrounds
Coronation Avenue, Nambour

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

Auction 11am

Date Tuesday January 21
Tuesday February 18

Toowoomba

Plant Hire Services Workshops
427 Greenwattle Street, Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday January 9, 23
Thursday February 6, 20

Maryborough

Department of Primary Industries
Forestry Workshops
Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday January 22
Wednesday February 19

Rockhampton

Plant Hire Services Workshop
214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday January 14
Tuesday February 11

Mackay

Plant Hire Services Workshop
Corner Bridge Road and Hume Street,
Mackay

Inspection 8am to 11am on auction day

Auction 11am

Date Monday February 10

Townsville

Plant Hire Services Workshop
Jurekey Street, Cluden

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

Auction 11am

Date Wednesday January 15
Wednesday February 12

Cairns

Plant Hire Services Workshop
Cnr Adelaide and Donaldson Streets,
Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday January 16
Thursday February 13

For further information about QFleet auctions contact Rodney Clough or Selina Walmsley on 1800 735 338.

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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