

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

This month's issue

A message from the Group General Manager	2	QFleet setting Noosa's wheels in motion.....	5
Diversicare driving forward with road safety initiatives.....	3	The service centre.....	5
QFleet is on the move	3	Vehicle market forces.....	6
News from Fleet Services.....	4	Vehicle profile.....	6
Changes to insurance premiums	4	Road safety review.....	7
		Auction schedule.....	8

AfMA award makes it a hat-trick for QFleet

QFleet has once again been recognised for excellence in the fleet industry, with Group General Manager Les Clarence winning the prestigious Australasian Fleet Management Association (AfMA) 2003 Fleet Manager of the Year Award.

This latest recognition of outstanding fleet industry achievement makes it a hat-trick for QFleet, having previously won the Fleet Safety Award and Fleet Environment Award.



L to R: Deputy Group General Manager Bruce Grady congratulates Group General Manager Les Clarence on becoming the AfMA Fleet Manager of the Year.

commitment and ability of the QFleet team, who over the past 12 years have taken ownership of the vision and made QFleet the success that it is," Les said.

"QFleet is widely recognised within the industry as being an innovative and leading fleet management organisation."

"Winning all three of AfMA's major awards is recognition of the innovative approach QFleet has taken to the delivery of its range of services and in meeting the Government's priorities," he said.

Deputy Group General Manager Bruce Grady said the win reflected Les's ability to set and realise a vision.

"Les set QFleet's vision, engendered strong ownership of it amongst the QFleet team, and has ensured that business outcomes deliver on the objectives that have been set," Bruce said.

"Under his leadership, QFleet has grown from being a concept of how Queensland Government vehicles could be acquired, managed and disposed of, to being an established and successful business that is well respected within the industry."

In 1998 QFleet was awarded the Fleet Safety Award, and in 2002 the Fleet Environment Award. QFleet is the first organisation to receive all three of AfMA's major industry awards.

A special note from the editor: Warmest congratulations to our esteemed Group General Manager. The staff at QFleet are very proud of this major achievement.

After the awards ceremony, held in Sydney on 19 June, Les said he was pleased and proud to receive the highly regarded award and attributes the win and QFleet's success to QFleet staff.

"I am doubly proud because this award is the direct result of the professionalism,



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

Recent publicity has been critical of the accident rate of our fleet. I think it is time to set the record straight.

Any accident involving a vehicle from our fleet is one accident too many. Because the accident rate for QFleet vehicles is too high for our liking, QFleet will continue to take steps to reduce the rate as much as possible.

The accident rate does not reflect a non-caring attitude among drivers of Government vehicles. From our perspective, most drivers recognise and understand that the vehicle is a valuable Government asset and take appropriate care.

In fact, the accident rate for the Government's fleet of almost 13,000 vehicles is 19.75 accidents per 100 vehicles – that's nearly 33% better than that of the industry average, which runs at approximately 30 accidents per 100 vehicles.

Over the past nine years, QFleet has developed a range of industry leading initiatives to reduce the accident rate. Two of the most successful are the introduction of driver training programs and financial benefits for clients who show improved trends in accident rates.

QFleet's driver safety training programs have received accolades from the industry and from driver safety experts. In 1998 QFleet was awarded the Australasian Fleet Managers Association (A/FMA) Fleet Safety Award and in 2000 was the inaugural winner of the RACQ / CARRS-Q Road Safety Award (Industry section).

These awards were a clear indication that QFleet, as your fleet manager, is working with you to help reduce the accident rate. Our work in this area is meaningless unless you, the clients, contribute to the improvements in overall driver safety.

As many of you are aware, last year QFleet launched an innovative, interactive driver training program – *Think Safe, Drive Safe*. As part of our commitment to help you improve driver skills and attitudes, we have decided to provide the theoretical CD-ROM component of the program free of charge to all clients. You will soon receive one CD for each vehicle leased from QFleet. The CD aims to increase the awareness of drivers of Government vehicles so they are less likely to be involved in an accident.

We believe that by making this program widely available, and with your commitment to using it, we can improve driver safety and further reduce the accident rate. There is

also a practical driving component to the program which is available at a cost of \$99 (incl. GST) per person. I urge everyone to undertake this component as well.

In relation to the second initiative I mentioned earlier, around eight years ago QFleet introduced a Customer Performance Pricing (CPP) system. This system provided clients with improved accident rate trends with lower insurance costs in their lease fees. Conversely, those with worsening trends paid more.

As part of our ongoing desire to reward those who are reducing their accident rate, we have negotiated a new insurance arrangement that has lowered the overall premium by 7% for the fleet. Since 1995-96 we have reduced premiums overall by 21.9%. However, the excess on claims, which has remained unchanged at \$500 since 1991, will increase to \$750 per claim effective from 1 July 2003.

On a different note, there has also been some recent restructuring of Queensland Services Group. This involved the creation of the position of Deputy Group General Manager. Bruce Grady has been appointed to this position and will be responsible for the day-to-day operational activities of QFleet.

Finally, on a personal note, I am leaving on 1 August to explore new places and challenges. I will be officially commencing eight months leave from 4 August, which will give me an official retirement date in late April 2004. Pending my formal retirement there will be an Acting Group General Manager and I expect to make an announcement on who this will be later this month.

While I am sad to be saying goodbye to the many friends I have made over the past 13 years, I have had a great time and look forward to a range of new and exciting challenges.

As this is my last issue of *Journey* I want to thank you for your support over the years and wish you all the best, personally and professionally, for the future.

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Diversicare driving forward with road safety initiatives

Diversicare, a division of the Ethnic Communities Council of Queensland, has taken the initiative to enrol its entire staff into the *Think Safe, Drive Safe* driver training program.

Previously known as the Home and Community Care Resource Centre, Diversicare is a community-based organisation that provides a variety of special care services for the frail aged, younger disabled and carers from culturally and linguistically diverse backgrounds.

Diversicare's Deputy Director Arthur Marshman said use of the QFleet program reflected his organisation's dedication to caring for staff members as well as people in need.

"Diversicare is concerned about the safety of its staff and we've decided to participate in *Think Safe, Drive Safe* to update our staff on road rules and help minimise accidents," Mr Marshman said.

"Our QFleet Account Manager Bill Findlater recommended the program to me after I expressed concern about staff road safety.

"Our staff are on the road for much of their working day and travel many kilometres. We want them to be as

well equipped as possible to deal with city and suburban driving conditions."

Feedback from Diversicare staff has revealed positive experiences of *Think Safe, Drive Safe*.

"The eight staff members who've already completed the program said the CD-ROM was very informative and the two hour road test extremely thorough.

"Overall, I think the program has been excellent for Diversicare staff, helping them become better drivers by updating their knowledge of road rules and refreshing their driving techniques at the hands of experts."

Group General Manager Les Clarence said *Think Safe, Drive Safe* is a further example of QFleet's commitment to ensure safety for drivers of the government fleet and the community.

"With around 13,000 vehicles on the road statewide and many more drivers using our vehicles, QFleet has a responsibility to ensure accident prevention through teaching safe driving attitudes and practices," Les said.

Think Safe, Drive Safe was developed using the technical expertise of driver trainers and risk managers in Queensland and throughout Australia.

For further information about the program, contact Goprint on 07 3246 3399.



The Diversicare participants (L to R): Jorg Buchburger, Margaret McMillan, Kim Pham, Zlat Krpan, Viera Nickl, Wieslawa Drozd, Marion Vreke and Arthur Marshman.

QFleet is on the move

QFleet will be relocating offices on Friday, 18 July. This will be a no-trade day due to the moving process. QFleet will re-open for business on Monday, 21 July.

Current phone numbers and fax numbers will remain the same, along with the current postal address. The new street address will be:

Level 16, Mineral House
41 George Street
Brisbane Qld 4000

Senior Business Services Officer Deanne Parr, who is helping to coordinate the move, said the relocation will prove beneficial for clients.

"The good news is the new location is more central, so many clients will have easier access to QFleet," Deanne said.

Although the majority of QFleet staff will not be available on 18 July, Maintenance Controllers will operate

to allow urgent maintenance matters to be dealt with.

Clients are welcome to leave phone messages with QFleet reception. However, staff will not be able to return calls until Monday, 21 July.

Anyone with urgent enquiries can contact QFleet on 07 3224 4291 or 0412 159 398.

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News from Fleet Services

Agreement acceptance and replacement orders

To ensure your vehicle is delivered on time, it is important to keep the following points in mind.

When returning your agreement acceptance, remember to complete the contact name, phone and fax number details on the bottom of the agreement (just above the signature). It is also important to advise QFleet

whether the vehicle requires a "QG" or private number plate.

If you forget to include these details, you may experience a slight delay in the delivery of your new vehicle.

Additionally, if your contact details change during the lease period please advise your Fleet Consultant or Fleet Administrator.

When it is time to order your replacement vehicle, keep in mind

that QFleet requires a three month lead time before delivery. You will receive three reminder letters: the first letter is usually four months before the end of the current lease, the second letter at ten weeks, and the third letter at four weeks.

[For further information contact your Fleet Consultant.](#)

Insurance changes to reward safe drivers

QFleet recently renewed the insurance of the Queensland Government fleet with RACQ. Under the new agreement there will be some changes to the cost of insurance premiums and excess charges, giving clients the opportunity to reduce overall fleet costs.

Despite rising costs in the insurance industry and rising motor vehicle insurance premiums, QFleet and RACQ have been able to negotiate an arrangement which will see the cost of insurance premiums decrease by 7%. In order to secure this decrease, QFleet has agreed to an increase in the insurance excess payment from \$500 to \$750 for each insurance claim. This will be effective from 1 July 2003.

QFleet believes in rewarding safe drivers. As a result, we have pursued lower premiums with RACQ in exchange for an increase in claim excess.

This means clients who make it a priority to maintain a good driving record will not be adversely affected by this change.

Recent publicity has revealed QFleet's accident rate is 33% better than the industry average, showing our commitment to safety has made an impact. But that does not mean we have become complacent.

As part of our commitment to reducing crash rates and helping maintain minimal fleet costs, QFleet will be providing a free copy of our award-winning *Think Safe, Drive Safe* driver training CD-ROM with every QFleet vehicle.

In doing this, QFleet aims to help drivers of government vehicles improve their attitudes and behaviours and learn crash prevention countermeasures and car safety skills.

In turn, this should lead to fewer accidents, fewer insurance claims and lower fleet costs for government organisations.

After completing the theory component on the CD-ROM, drivers of QFleet vehicles will have the opportunity to complete the practical component of the driver training package through our extensive network of accredited driver trainers.

Completion of the practical component will be at the expense of the driver's organisation.

Clients who have already purchased the *Think Safe, Drive Safe* package will be refunded the cost of the CD-ROM.

QFleet encourages all drivers of government vehicles to take advantage of the *Think Safe, Drive Safe* driver training CD-ROM.

[For further information about *Think Safe, Drive Safe* contact Goprint on 07 3246 3399.](#)

QFleet setting Noosa's wheels in motion

With a little help from QFleet, Noosa Shire Council recently welcomed a new addition to their fleet: a \$180,000, 33-seat Mercedes Vario Guardian bus. The bus, with school students from Noosa Christian College on board, was officially welcomed to the Shire by Mayor Bob Abbot.

Mr Abbot said the vehicle was purpose built to transport students to and from the Noosa Shire Council Aquatic Centre at Sunshine Beach and the Noosa Leisure Centre at Noosaville.

"We were pleased to find that QFleet was able to supply us with a vehicle other than a standard passenger or commercial vehicle," Mr Abbot said.

"I understand QFleet is also excited about this new service as it is the first time the Queensland Government has leased a bus of this nature to a Council.

"With public transport a major issue in the Shire I am sure the new bus service will be a valuable addition to Council recreational services."

The bus will also be used to collect after-school care students and vacation care participants to convey them safely to the Leisure Centre

and Bicentennial Centre.

All QFleet clients with specific vehicle leasing needs are encouraged to discuss these with their Fleet Consultant. QFleet will then source the most competitive pricing which will in turn result in a competitive lease rate.



Mayor Bob Abbot (L) and Recreation Facilities bus driver Dennis Johnson join Noosa school students aboard the newest addition to the Noosa Shire Council Fleet.

The service centre

Cooling system maintenance

Each year a number of QFleet vehicles undergo expensive engine rebuilds as a result of engine overheating. This is usually the result of external influences that have damaged the cooling system and the driver's failure to heed the warning signs.

The cooling system in a modern vehicle carries out a range of functions. It enables the engine to reach its optimum operating temperature very quickly and then maintains the narrow temperature range at which the engine operates most efficiently.

The usual causes of overheating in QFleet vehicles are a lack of airflow

through the radiator or a lack of coolant flow through the radiator and engine.

A lack of airflow through the radiator is most often seen in 4WD vehicles that have been operated in off-road conditions. Airflow can be blocked by accumulated debris such as dry grass, grass seeds, small twigs and leaves. If the debris accumulates to the extent where it blocks a significant portion of the radiator core, overheating will occur. You can prevent overheating by regularly inspecting the front of the radiator core and removing accumulated debris.

A lack of coolant, resulting from damage to the cooling system, will cause any vehicle to overheat. The cooling system can be damaged by

accidents, animal strikes, freezing and fording creeks.

However, the risk of overheating damage is highly reduced if the vehicle is not driven after the incident. QFleet strongly recommends you stop the vehicle immediately and have it towed to a workshop for a full assessment and repair.

QFleet's insurers will accept claims for accident damage to vehicles. However, consequential engine or other damage will not be covered under the vehicle's insurance.

For further information on engine cooling problems or any general maintenance issues contact QFleet's Maintenance Manager Allan Smith on 07 3225 8783.

Vehicle market forces

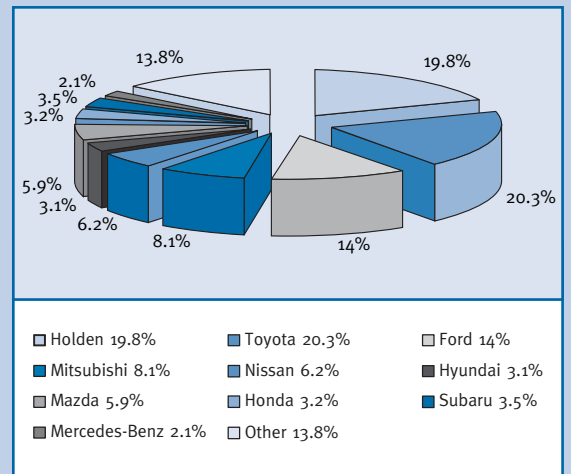
May 2003 overall market

The May 2003 market is up 7% when compared with May 2002. May 2003 had the same number of selling days as May 2002. This equates to an increase of 192.5 vehicles per day.

May 2003 overall market segments

The passenger vehicle market improved by 6.9% over the same month last year, whilst the light truck market increased by 7.4% and the heavy commercial vehicle market increased by 10.3% over May 2002.

Toyota was market leader in May, followed by Holden and Ford. Toyota lead Holden with a margin of 2,030 vehicle sales, or 0.5 market share points.



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

Vehicle profile

Toyota Corolla Ascent wagon

The Toyota Corolla wagon is a small passenger vehicle available in three models: Ascent, Conquest and Levin.

The specifications listed refer to the base model Ascent.

For further information on the Ascent wagon please contact your Fleet Consultant.



Toyota Corolla Ascent wagon.

Seats	5
Doors	4
Remote central locking	standard
Sound system	AM/FM Radio single CD player
Air conditioning	standard on all vehicles available from QFleet
Transmission	5 speed manual or 4 speed automatic
Airbags	driver airbag standard passenger airbag optional
Power steering	standard
Brakes	four wheel disc ABS available as an option with passenger airbag
Engine	1.8 litre 4 cylinder
Power	100kW @ 6000rpm
Torque	171 Nm @ 4200rpm
Payload	auto 830 kg manual 780 kg
Average fuel use city cycle (per 100km)	8.0 litres (manual) 7.8 litres (automatic)
Average fuel use highway cycle (per 100km)	5.7 litres (manual) 5.8 litres (automatic)

Road safety review

Pedestrian safety

Walking is a means of sustainable transport and most people carry out this activity every day with very little thought or consideration. However, walking can be dangerous and pedestrians and motorists need to be aware of their rights and responsibilities as road users to ensure their safety.

The latest Australian New Car Assessment Program (ANCAP) survey of crash results for Australia's large cars indicates improvements for occupant safety but little for pedestrian safety.

Pedestrian fatalities account for a significant proportion of Queensland's road toll. Queensland Transport statistics show that in 2000, 12% of all fatalities were pedestrians and in 2001, the figure increased to 15%.

Fatalities and injuries can be reduced if both drivers and pedestrians take care and respect each other on the road. Queensland Transport recommends some simple safety guidelines for pedestrians and motorists.

Pedestrians

- Always cross the road at the safest possible point – pedestrian crossings, traffic signals or pedestrian refuges.
- Obey traffic signals.
- Make sure the driver has seen you before you cross the road and make eye contact if possible – never assume a driver has seen you.
- If there is no crossing, avoid crossing where you cannot see approaching traffic such as near the crest of a hill or at a bend in the road. Cross where you know it is safe.
- At railway level crossings, wait for the boom gate to rise and bells to stop ringing before you cross – a second train may be approaching.
- Always walk on footpaths where possible. If there is no footpath, walk so that you are facing oncoming traffic.
- Make yourself as visible as possible. Wear bright clothing during the day and white or reflective clothing at night.
- Learn and obey the road rules.

Motorists

- Obey the road rules, and give way to pedestrians at pedestrian crossings and when turning into a street.
- Watch your speed so that you can brake safely if there is a pedestrian crossing the road ahead.
- Drive carefully around schools and in local neighbourhoods where children play. Children have less developed road sense compared to adults and they may run out onto the road suddenly without first looking to see that it is safe.
- Don't park in driveways or on footpaths as it is illegal and endangers pedestrians by forcing them to walk onto the road.
- Look out for pedestrians around road works. A footpath may not be available and they may have to walk on the road.

By taking these precautions, pedestrians and motorists can help reduce the risk of becoming involved in an accident. This in turn, could save a life.



Fatalities and injuries can be reduced if drivers and pedestrians take care on the road.

QFleet auction schedule

July/August 2003

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 July 4, 11, 18, 25
Friday August 1, 8, 15, 22, 29

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 July 9
Wednesday August 6

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 July 22
Tuesday August 26

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday July 10, 24
Thursday August 7, 28

Maryborough

Department of Primary Industries Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday July 23
Wednesday August 27

Rockhampton

Plant Hire Services Workshop

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday July 15
Tuesday August 19

Mackay

Plant Hire Services Workshop

Corner Bridge Road and Hume Street

Mackay

Inspection 8am to 11am on auction day

Auction 11am

Date Monday August 18

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 July 16

Wednesday August 20

Cairns

Plant Hire Services Workshop

Cnr Adelaide and Donaldson Streets,

Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday July 17

Thursday August 21

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:

Jo-Anne Rasmussen

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