

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

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## New technology makes calculating vehicle FBT a breeze

**QFleet clients can be freed from the current process of calculating Fringe Benefit Tax (FBT) on vehicles with a new online system combining the latest FBT processing technology with QFleet's Client Access System (CAS).**

Designed and developed by QFleet in collaboration with the Finance Business Solutions (Taxation) Team of the Shared Services Implementation Office (SSIO), the new system will capitalise on the opportunities identified in the SSIO review of current FBT processes across Government.



QFleet business solutions architect Hassan Kani.

With its reliance on automation through technology, the system promises to improve FBT processing for QFleet clients – to increase administrative efficiency, simplify processing and reduce costs.

QFleet business solutions architect Hassan Kani said the centralised system would capture and validate vehicle journey information,

running costs and employee contributions to enable clients to calculate and forecast FBT liabilities.

“Combined with QFleet’s backend reporting capabilities, this system will take the process intensive workload of calculating vehicle FBT

away, allowing users to proactively forecast FBT costs,” he said.

“Employees can directly enter manual logbook summaries as well as any non QFleet vehicle running costs, and equally, employee contributions can be recorded online.”

Hassan said the system would be particularly valuable for regional and geographically dispersed organisations because logbook entries could be entered and validated from a number of locations in real time.

“FBT calculations and forecasts are available at the time of inputting data with immediate exception reporting.

“Files are then ready to export and upload directly into the FBT Simplifier system,” he said.

This advanced reporting means vehicle FBT liabilities can be forecasted and proactively managed before they become crystallised at the end of the FBT year.

“For instance, reports can be tailored to provide early warning of excessive home garaging or private usage, or proactive management of pooling considering annual kilometre thresholds,” Hassan said.

The system is available to all CAS users now at no cost and is currently being used by the Department of State Development, Education Queensland and Public Works.

Employment & Training, Industrial Relations and Local Government & Planning are evaluating the system with a view to using it for the current FBT year.



# A message from the General Manager

Technology continues to advance at an alarming rate and increasingly our daily working lives are reliant on electronic systems – electronic calendars, real time reporting, the world wide web, email and video conferencing.

These systems make our working lives and personal lives easier, allowing us more time to perform our key functions and business objectives.

QFleet has been working with the Shared Services Implementation Office to identify some technology based solutions to simplify fleet related processes for our clients.

We have been looking at ways we can assist our clients to manage their vehicle finances and improved efficiencies in reporting.

Our new electronic vehicle Fringe Benefit Tax (FBT) calculation system (see front page story) is a leading example of the great solutions technology can provide.

It is a huge step forward from the process intensive method of calculating FBT on vehicles.

This centralised online process allows advanced reporting so clients can forecast and manage vehicle FBT liabilities before they are set at year end.

Throughout June our Senior Account Managers have been holding seminars across the state to advise clients about how to utilise this FBT calculation system.

During these seminars, QFleet has also presented the results of an independent review of serious motor vehicle accidents involving Queensland Government vehicles (see story on opposite page).

These sessions have provided a great opportunity for clients to network and discuss ways their departments can reduce the risk of motor vehicle accidents.

We will continue to work with you to develop new safety measures and initiatives.

Bruce Grady

## Contacting QFleet

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# Statistical snapshot to improve fleet safety

**Serious motor vehicle accidents are costly in terms of vehicle repair and replacement, and in terms of personal injury, trauma and rehabilitation.**

Statistics show that motor vehicle related injuries are twice as likely to result in death or permanent disablement compared to other workplace accidents. Motor vehicle accidents cost Australian industry approximately \$400–500 million per year in worker’s compensation.

QFleet Customer Relations Branch Manager Edward Acardipane said while each driver and their employer held responsibility for work related motoring safety, QFleet, as the Queensland Government fleet manager, could also play a vital support role in this area.

“That’s why during June our senior account managers are presenting clients with the findings of an independent review of serious accidents involving government owned vehicles,” Edward said.

“The seminars across the state have been providing clients with the opportunity to network and discuss ways their Department/s can reduce the risk of motor vehicle accidents and the potential injury to employees operating government assets.”

The review by the Centre for Accident Research and Road Safety Queensland and Queensland University of Technology involved tracking and analysing accidents involving insurance claims.

“The main goal of the study was to gain a snapshot of the type and

incidence of serious motor vehicle accidents (property damage exceeding \$10 000) occurring in Queensland,” he said.

Information was extracted from QFleet’s Client Access System and supplemented by the review of each RACQ insurance claim file.

Insurance claim data was recorded from the sample of 325 incidents for the period July 1999 to July 2003.

The study analysed cost, location, vehicle type and configuration, road conditions and the type of incident. The assessed accident cost ranged from \$10 000 to \$93 000. The average cost was \$18 000 with a total cost exceeding \$6 million.

The study found 52% of damaged vehicles were repaired, 45% of accidents assessed were written off by the insurer, 3% were waiting assessment for repair and no vehicles were involved in more than one accident.

76% of analysed incidents occurred on sealed bitumen roads, with 82% of these occurring in dry conditions. Overall 80% of incidents occurred on road, 10% off road and 4% in car parks. The balance had unidentified claim details.

“These are just some of the findings from the comprehensive analysis of serious motor vehicle accidents involving government owned vehicles,” Edward said.

“Statistical snapshots like these are aimed at assisting our clients to meet their legislated workplace health and safety requirements, and implement policy and practical measures to improve motoring safety for employees.

“This can mean identifying potential hazards, assessing the risks, implementing control measures to prevent or minimise risk levels, and monitoring and evaluating the effectiveness of the measures.”



*Serious motor vehicle accidents - costly in more ways than one.*

# QFleet Driver Companion goes online

**QFleet's *Driver Companion* booklet has entered the electronic age and been placed on QFleet's website to allow clients easy access to its valuable information from their desktop.**

The *Driver Companion*, first printed in its current format in 2001, is an important feature in the glove box of all QFleet vehicles.

The guide provides QFleet clients with key information and procedures in areas including:

- vehicle care
- environmental care
- service and repairing the vehicle
- breakdown assistance and insurance claims
- returning the vehicle at lease end
- QFleet approved service providers
- RACQ preferred repairers.

QFleet senior account manager Vince Dobbelaar said clients would benefit from this easily accessible QFleet information.

"Due to the popularity of the electronic version of *Your guide to fair wear and tear*, it was the obvious choice to make the *Driver Companion* available in the online format," Vince said.

"The electronic version will never replace the importance of the booklet in the glove box of each vehicle.

"However, it will allow drivers to easily reference from their desktop useful vehicle care information and QFleet procedures."

As a further improvement, the electronic version of the document is conveniently hyperlinked throughout.

The *Driver Companion* can be viewed online at QFleet's Client Access System - or found in the glove box of all QFleet vehicles.

## Fleet briefs

### Use of ethanol blended fuel (E10) in Nissan vehicles

**QFleet advises clients to cease using E10 in petrol-fuelled Nissans manufactured up to and including December 2003.**

As a result of extensive testing, Nissan has found that continued E10 use in these vehicles may cause blockages and leaks in fuel systems and/or starting problems.

There is no danger to drivers or passengers of these vehicles.

To check the manufacture date of your vehicles please use the Client Access System on QFleet's website and enter each individual registration number. This information is located on the "Vehicle detail" screen beside "Manufacture date".

For more information, contact your fleet consultant via QFleet reception on 3224 4292.

### Holden steers a recall

**Holden has issued a recall on some of its vehicles after reports from owners revealed the power steering cooler hose could rupture during cornering.**

The manufacturer distributed notices to vehicle owners and lessees of Commodores, Calais, tonners and utes built between August 2002 and September 2003.

Holden said there was a slight chance the hose could rupture affecting the steering capability.

Please contact your nearest Holden dealer to arrange a replacement hose.

#### Fleet Teams

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# How does it work?

## The good oil on synthetics

**When synthetic oils started appearing in the market place a decade ago the sceptics were understandably cautious about their claimed benefits. How could a new man made lubricant be better than the traditional petroleum based oil which had served our engine lubrication needs for so long?**

The development of synthetic oils actually began in the 1930s. The Germans accelerated the process during the Second World War when conventional oils froze in the extreme cold and hindered their advance into the Soviet Union. Further development followed as a result of the development of jet engines which needed high performance lubricants, and space and Arctic exploration, requiring lubricants that could withstand the rigours of extreme temperature operation.

Conventional petroleum based oil is produced from crude oil which is extracted from the ground. Crude oil contains many desirable lubricating properties but also many undesirable ones which cannot be completely eliminated by the refining process. The undesirable properties include heavy metals, sulphur, corrosive acids, waxes and benzenes to name a few.

Also, the molecular structure of petroleum oil is irregular with the smaller molecules prone to evaporation and the larger molecules oxidising and forming engine deposits.

By contrast, synthetic oil is manufactured from a variety of chemicals under controlled conditions in a laboratory to produce a lubricant with very predictable properties. Under test conditions synthetic oils outperform conventional lubricants in the following ways:

- An effective operating temperature range from -60 to 400 degrees F (petroleum oil 0 to 300 degrees F).
- Superior viscosity retention (slipperiness) during extended use. Synthetic oils outperform conventional oils in this area by a minimum factor of 10.
- Engine wear protection improved by a factor of three.

- Higher flash point of 470 degrees F (conventional oil 400 degrees F).
- Reduced oil consumption (42% less than conventional oil).
- Reduced engine deposits (50% less than conventional oil).

The benefits of using synthetic oils include longer engine life, a cleaner engine, lower operating temperatures, reduced oil and fuel consumption, extended oil change intervals, better engine protection under extreme use situations, and the availability of one engine oil for all seasons.

An increasing number of vehicle manufacturers are now specifying the use of synthetic oils as the performance demands of their vehicles increase.

Irrespective of which type of lubricant is used in a vehicle QFleet strongly recommends clients meet the vehicle manufacturer's recommended service intervals.

Drivers should also regularly perform under bonnet checks to ensure correct oil and fluid levels are maintained.



*Synthetic oils outperform conventional petroleum based oil.*

### 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

# Vehicle profile

## Ford Territory Rear Wheel Drive

Ford released the new Territory on 1 June. It is available in six models which are the TX Rear Wheel Drive (RWD) TX All Wheel Drive (AWD) TS RWD and AWD and the Ghia RWD and AWD. The specifications below are for the base model TX Rear Wheel Drive.

These belong to the class of "Crossover" vehicles employing new technologies to bridge the gap between 4WD wagons, passenger cars and multi-purpose vehicles such as people movers.

Further information regarding this vehicle can be found at [www.ford.com.au](http://www.ford.com.au)



The new Ford Territory crossover vehicle.

Seating capacity	Five seats standard, seven seats optional
Doors	Five
Remote central locking	Standard
Sound system	AM/FM stereo radio with single disc CD
Air conditioning	Standard
Transmission	Automatic only
Airbags	Driver and passenger standard, side curtain optional on TX, standard on TS model upwards
Power steering	Standard
Cruise control	Optional, standard on TS model upwards
Brakes	Vented disc front with twin piston calliper, vented disc rear with single piston calliper ABS standard
Engine	4.0 litre 6cyl DOHC
Power	182kW @ 5000rpm
Torque	380nM @ 3250rpm

# Vehicle market forces

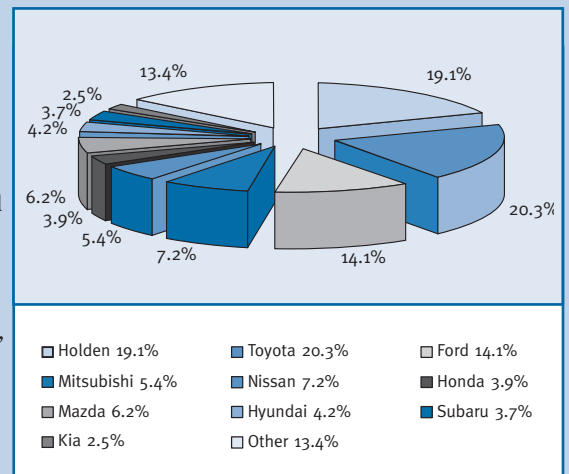
The Federal Chamber of Automotive Industries advises that the forecast for 2004 has been set at 960,000 vehicles.

## May 2004 overall market

The May 2004 industry volume of 78,279 is a new record for the month of May, up 3.9% on the previous record set in May 2003.

## May 2004 overall market segments:

- The passenger vehicle market fell by 7% over the same month last year. The sports utility market increased by 11.1%, the light truck market increased by 12.3%, and the heavy commercial vehicle market increased by 19.5% over May 2003.
- Toyota was the market leader in May, followed by Holden and Ford. Toyota led Holden with a margin of 7,732 vehicle sales or 2.1 market share points.



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

# Introducing new business

**Part of QFleet's role as a fleet manager is to provide leased vehicles to non-government organisations including grant funded organisations, statutory authorities and local government organisations.**

With 2004/05 government funding agreements being finalised over the next few weeks, now is the time to negotiate your vehicle lease packages.

If your organisation's funding approval is finalised and you require a vehicle please contact QFleet's new business officer Maxine Heath. Maxine will advise you on choosing the best vehicle and lease package to suit your requirements.

We can assist you with leases to suit your specific requirements. QFleet can arrange fully maintained operating leases where we manage all outlays included in your lease package.

Working in partnership with Australia's leading vehicle manufacturers QFleet delivers and maintains your vehicles to keep you on the road. Our packages also

include comprehensive insurance, RACQ membership and registration.

So you see there's nothing for you to worry about other than filling up the tank and getting out to do your business.

If you've leased with QFleet in the past and are interested in again using QFleet's lease management services please contact us. We would love to hear from you and be part of your team.

If you know of other government funded groups that would benefit from QFleet's competitive lease rates, please pass on the following contact details.

<b>Contact</b>	New Business Officer, Maxine Heath
<b>Phone</b>	07 3224 6176
<b>Facsimile</b>	07 3227 8216
<b>Mobile</b>	0438 174 516
<b>Email</b>	maxine.heath@qfleet.qld.gov.au

# Warning – may cause drowsiness!

**With the winter cold and flu season upon us, Queensland Transport is reminding motorists to pay careful attention to labels on their medicine packets and bottles before driving a vehicle.**

"Drivers should read medicine labels carefully and ask their doctor or pharmacist about potential side effects and whether it is safe to drive while taking a course of drugs," a Queensland Transport spokesperson said.

"For instance, it is important to know about drinking alcohol when taking medication.

"Mixing prescribed drugs with even a small amount of alcohol can have dramatic effects on driving ability."

According to Queensland Transport some commonly prescribed drugs that may affect driving ability include medication to treat cold and flu symptoms, antihistamines, painkillers and drugs for treating migraines and travel sickness.

"These medications may cause faintness and blurred vision, seriously impairing a motorist's ability to drive safely," the spokesperson said.

Penalties for driving under the influence of alcohol or other drugs, including medicinal drugs, are justifiably strict and offenders risk losing their licence.



*Always check with your pharmacist or doctor whether it is safe to drive while using certain medication.*

# QFleet auction schedule

June-August 2004

## 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 June 25  
Friday July 2, 9, 16, 23 and 30  
Friday August 6 and 13

## 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 7  
Wednesday August 4

## Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Dates** Thursday July 22  
Thursday August 5

## Maryborough

Department of Primary Industries Forestry

Workshops Walker Street, Maryborough

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Wednesday July 21  
Wednesday August 18

## Rockhampton

Plant Hire Services Workshop

214 Richardson Road, Kawana

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Dates** Tuesday July 27  
Tuesday August 24

## Mackay

Plant Hire Services Workshop

Corner Bridge Road and Hume Street. Mackay

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Monday August 23

## 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 28  
Wednesday August 25

## Cairns

Plant Hire Services Workshop

Cnr Adelaide and Donaldson Streets, Manunda

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Thursday July 29  
Thursday August 26

*NB: The Nambour auctions are no longer being conducted.*

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](http://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:

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Please fax to 07 3224 6190 or  
mail to GPO Box 293 Brisbane Qld 4001

