

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

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Lease small; save big!

From now until July 2005*, QFleet is offering clients special rates on selected small vehicle leases.

QFleet cares about your lease costs, so to help contain these costs we have negotiated a bulk purchase arrangement with three leading vehicle manufacturers Mitsubishi, Nissan and Toyota for a number of their small vehicle models.

QFleet Senior Fleet Consultant Mary-Ann Micallef said at present, medium and large passenger vehicles constitute around 50% of the total fleet.

“We’ve found that market conditions for reselling these vehicles have deteriorated throughout 2004, affecting whole-of-life vehicle costs, and consequently leading to higher lease rates for medium to large vehicles.

“Of course small vehicles aren’t going to be suitable in all situations, however we recommend where possible, small vehicles be considered as a viable option,” Mary-Ann said.

Mary-Ann advised that QFleet has ensured these small vehicles are comprehensively equipped with safety features, such as dual airbags and ABS brakes.

Choosing to purchase one of these small vehicles will also provide significant savings such as lowering lease rates, reduction in fuel consumption and savings on fringe benefits tax (if applicable).

“Importantly, reduced fuel consumption means fewer greenhouse gas emissions and all the small vehicles in this offer can run on E10 fuel. Clients with access to the Client Access System can compare fuel consumption and CO₂ emissions between vehicles on-line under the lease rates section,” Mary-Ann explained.

Three QFleet vehicles are included in the small car lease special offer – Nissan Pulsar ST/ST-L, Mitsubishi ES Lancer and Toyota Corolla Ascent.

QFleet fleet consultants are available to answer any questions in relation to this offer and help plan your fleet to provide a mix of transport solutions based on fit-for-purpose, cost and environmental efficiency.

Please contact your fleet consultant should you have any questions. Alternatively, contact QFleet on 07 3224 4292 or email mail@qfleet.qld.gov.au.

**Offer valid for Toyota Corolla Ascent for delivery between February 2005 and July 2005 or until sold out. Offer valid for the Nissan Pulsar ST and ST-L and for the Mitsubishi Lancer ES between February 2005 and April 2005 or until sold out.*



Mitsubishi ES Lancer,



Nissan Pulsar ST



Toyota Corolla Ascent



QFleet
Queensland Government
Department of Public Works



A message from the General Manager

It's hard to believe we're already well into the New Year. I hope that you had an enjoyable break over the Christmas period and have returned to work with renewed energy and enthusiasm.

2005 holds many exciting developments for QFleet. With the New Year comes a time for reflection on the previous year's experiences, setting new goals and looking towards the future.

Throughout the year we will continue to operate in a climate of continual change and strive to improve our product and service offerings whilst working in partnership with our valued clients.

An important part of this improvement process is the Whole-of-Government Fleet Management Review (WOGFMR). This is well under way and to date has been a significant example of a business and its clients working co-operatively toward a shared objective.

The WOGFMR team is currently collating and analysing the information gathered during the 'Discovery' phase of the review, where fleet data from Agencies and Shared Service Providers across Queensland has been gathered in order to understand where we currently sit with fleet management in Government.

The findings of this research will be utilised to identify better processes and opportunities for potential savings and efficiencies across Government.

In the next bi-monthly issue of Journey, we will provide a comprehensive update on the status of the project. I would like to take this opportunity to thank all our clients for their continued support of this important whole-of-Government work.

On a different note, I would encourage all QFleet clients to take advantage of our small vehicle leasing offer. We have negotiated a bulk purchase arrangement with three of our leading vehicle manufacturers - Mitsubishi, Nissan and Toyota on their range of small vehicles.

The benefits of leasing small vehicles are not only financial (including reduced leasing costs, reduced fuel consumption and savings on Fringe Benefits Tax), but operating a small vehicle is more environmentally friendly so I urge you to consider this option wherever possible (see the front page for details).

In order to help you put a face to a name and to understand a little more about our staff members, their roles and backgrounds, we've introduced a staff profile into *Journey*. We have named this section "Introducing..." and in this issue feature one of our Senior Fleet Consultants - Mary-Ann Micallef.

Finally, we are in the process of undertaking a range of activities to support the recommendations from the Queensland Ethanol Industry Blueprint. With few exceptions ethanol (E10) fuel is a viable alternative for petrol vehicles. The Queensland Government has made a clear commitment to the use of E10 in the government fleet. Further information on these activities is outlined in the ethanol story on page four.

Regards

Bruce Grady

Contacting QFleet

QFleet Head Office

Level 16, Mineral House
41 George Street
Brisbane

GPO Box 293
Brisbane Queensland 4001
Telephone 07 3224 4292
Facsimile 07 3224 6242
Website www.qfleet.qld.gov.au

Senior Fleet Consultant

Mary-Ann Micallef
Telephone 07 3225 2693
mary-ann.micallef@qfleet.qld.gov.au

Senior Fleet Consultant

Gary Hollis
Telephone 07 3225 2699
gary.hollis@qfleet.qld.gov.au

Senior Finance Officer - Receivable

Gail Kellie
Telephone 07 3224 4071
gail.kellie@qfleet.qld.gov.au

Fleet Teams

Perry Landamore **Fleet Consultant**
Telephone 07 3224 6756
Facsimile 07 3227 8216
perry.landamore@qfleet.qld.gov.au

Brett Burgoyne **Fleet Administrator**
Telephone 07 3224 5997
Facsimile 07 3227 8216
brett.burgoyne@qfleet.qld.gov.au

Changes to road rules increase vehicle security

QFleet clients should be aware of a number of changes to the Queensland road rules which came into effect on 1 January 2005.

As part of these changes, it is now mandatory that vehicles are locked and made secure when unoccupied.

When leaving a vehicle the driver must properly secure it by turning off the engine, applying the handbrake, removing the ignition key (if no one 16 years of age or over is remaining in the vehicle) and locking the doors.

These vehicle security rules apply when a driver is considered by law to have 'left' a vehicle. This is defined as when he or she is more than three metres away from the vehicle. For example, when you leave your vehicle to go to the cashier at a service station.

Mark Parsonson from QFleet's insurance broker Jardine Lloyd Thompson said drivers should also be careful about the security of their keys even after their vehicle is locked.

"Although not many QFleet vehicles are stolen, when they are it is usually a total loss and therefore very costly.

"Often vehicles are stolen when thieves get hold of the vehicle keys and can return to the locked vehicle and drive it away," Mark said.

Situations where theft of keys may occur include the following:

- at the beach where keys have been left under a towel or piece of clothing;
- from holiday apartments or units;

- from open office situations where keys have been left in view of counters or other areas which the public can access;
- during a break and enter to office or private residence;
- theft of vehicles left running while the driver makes a delivery; and
- theft of vehicles which have been broken into to steal visible valuables and where spare keys have been left inside the vehicle.

A full copy of the amendments made can be found on the Queensland Government's legislation website www.legislation.qld.gov.au, or for further information please contact Mark Parsonson on 07 3225 8774 or mark.parsonson@qfleet.qld.gov.au.

Trained to tow

QFleet consultants are better equipped to handle clients' towing queries after undertaking a vehicle towing training activity at Mount Cotton.

Presented in conjunction with Mt Cotton Training Services, QFleet staff attended the half day course which was designed to assist in advising clients on correct and safe towing practices.

QFleet Training and Program Implementation Officer John Cridland said the objective of the training day was to improve QFleet staff awareness of towing equipment and safety situations.

"We often receive phone calls from clients needing advice on vehicle or safety issues, and it's our job to advise on everything from the technical to the environmental aspects of operating a QFleet vehicle," John said.

"Towing activities often occur without following the relevant safety guidelines and can cause disastrous results.

"It's important to educate our clients on the do's and don'ts of safe towing. We like to take a proactive approach to client management and provide all round better services," John said.

Field work was conducted where QFleet staff learnt the correct method to inspect and couple the trailer; drive with the trailer and park and uncouple the trailer.

For further information on towing refer to our story on page six, or consult QFleet Maintenance Manager Allan Smith on 07 3225 2691 or contact your fleet consultant.



A demonstration of the training activities that took place at Mount Cotton

Patrick Smith **Fleet Consultant**
 Telephone 07 3227 8342
 Facsimile 07 3227 8216
patrick.smith@qfleet.qld.gov.au
 Shane Rajen **Fleet Administrator**
 Telephone 07 3225 8208
 Facsimile 07 3227 8216
shane.rajen@qfleet.qld.gov.au

Shannonn Townsley **Fleet Consultant**
 Telephone 07 3225 8114
 Facsimile 07 3227 8216
shannonn.townsley@qfleet.qld.gov.au
 Casey Bell **Fleet Administrator**
 Telephone 07 3225 8584
 Facsimile 07 3227 8216
casey.bell@qfleet.qld.gov.au

Desiree Farry **Fleet Consultant**
 Telephone 07 3225 2690
 Facsimile 07 3227 8216
desiree.farry@qfleet.qld.gov.au
 Greg Jensen **Fleet Administrator**
 Telephone 07 3225 2686
 Facsimile 07 3227 8216
greg.jensen@qfleet.qld.gov.au

Ethanol stickers out and about

In June 2004, the Queensland Government published the Queensland Ethanol Industry Blueprint. The Blueprint outlines the foundations and future directions for developing a sustainable ethanol industry in Queensland.

A major feature of the Blueprint is the promotion and expansion of ethanol (E10) vehicle fuel – E10 is the name given to fuel that contains 10% ethanol and 90% petrol.

The Government is urging drivers of QFleet vehicles to use E10. In a media statement the Premier announced that “Government vehicles will need to fill up on E10 where possible, and any oil company that wins the right to supply our fleet will need to provide locally-produced ethanol.”

QFleet is committed to supporting and promoting the E10 initiative and has printed pro-ethanol vehicle stickers which are being placed on vehicles throughout Queensland.

QFleet’s Executive Officer Janelle Harley said the stickers have been sent out to fleet managers and are to be placed on all vehicles.

“Once you have received the ethanol stickers, place them on either the bottom left or bottom right corner of the rear windscreen,” Janelle said.

“Be sure not to cover the heating strips or your break light, or place it where it reduces your rear visibility.”

Clients who regularly visit QFleet’s Service Centre at South Brisbane may have already noticed the colourful new makeover. QFleet’s Service Centre is conveniently located within the Brisbane CBD for fleet clients to purchase E10 fuel.

QFleet’s Environmental Manager Paul Hodda said the Service Centre at South Brisbane has been newly branded and painted to support the ethanol blueprint.

“The sale of E10 fuel in 2004 exceeded 223,500 litres at QFleet’s Service Centre alone,” Paul Hodda said. E10 is now available at BP Capalaba and BP Goodna. Additional E10 outlets are due to open in various Brisbane metropolitan locations in the upcoming months. A detailed list of locations is available at www.qfleet.qld.gov.au.

QFleet staff informally introduced the new look centre at a Christmas Eve barbeque breakfast.

If you have not already visited the newly branded service centre, please arrange to do so.

In other news, The Department of State Development and Innovation will present the 2005 International Ethanol Conference, *Ethanol – the smart way forward* on 9 and 10 May 2005.

The purpose of the conference is to present the way forward for a sustainable and viable Queensland and Australian ethanol industry. The conference will explore the investment potential and future technologies from a national and international perspective.

To find out more information about the conference visit www.sdi.qld.gov.au/ethanolconference or contact Kaye Farmer, Event Coordinator, Department of State Development and Innovation on (07) 3239 3745, or email kaye.farmer@qld.gov.au.

The Queensland Ethanol Industry Blueprint can be viewed in full at www.thepremier.qld.gov.au/announcements/2004/Queensland_Ethanol_Industry_Blueprint/.



Far left, Tim Watkins and Denis Stunden from Queensland Fire and Rescue, Bruce Grady, General Manager and Janelle Harley, Executive Officer from QFleet enjoy the annual Christmas Eve breakfast at QFleet’s newly E10 branded Service Centre, at Colchester Street, South Brisbane.

Introducing...Mary-Ann Micallef

What is your role at QFleet?

I work as a Senior Fleet Consultant. This means I supervise and oversee the daily operation of the Fleet Services Branch in partnership with Gary Hollis. The Fleet Services Branch is the engine room of the business as it is the area where leases start and terminate.

What do you enjoy most about your job?

I enjoy my position as it allows me to be a link between the operational staff members and senior management.

I enjoy being able to give feedback on how the area should operate to deliver excellent client service.

What do you consider most challenging about your role?

The most challenging aspect of my role is the co-ordination of achieving the required business outcomes and keeping the staff happy at the same time.

What do you consider the most important attribute in building good relationships with clients?

I believe the most important attribute is good

communication. It’s important to communicate well and make sure the information provided is accurate. I believe if you communicate well with clients, you will be able to build a great trusting relationship.

What motto do you live by?

“Give everything your best shot.”



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

How does it work?

Your seat belt is a vital piece of safety equipment that can improve the chances of surviving a crash by up to 50* per cent.

We take a look at how seat belts work...

Historically, seat belts were one of the first supplementary safety devices to be fitted to motor vehicles. Three point seat belts also known as lap sash seat belts were invented by a Swedish aircraft engineer and progressively introduced into motor vehicles since 1959 with fitting becoming mandatory in the early 1970s.

Today's seat belts serve the following three main purposes:

1. To minimise injury to the vehicle occupants resulting from impact with the vehicle interior or impact with other occupants.
2. To restrain the occupants in the vehicle and prevent further injury which may be sustained from being thrown from the vehicle.
3. To help absorb some of the impact energy, allowing the occupant to decelerate at the same rate as the vehicle's passenger compartment.

QFleet Maintenance Manager Allan Smith said seat belts are designed to help minimise injuries which could happen during the three types of collisions which occur in any given vehicle accident.

"The first collision occurs during the first tenth of a second when the vehicle hits or is hit by something," Allan explained.

"The second collision is the human collision which occurs when unbelted vehicle occupants, still travelling at the vehicle's original speed, hit something.

"The third collision is the internal collision when the human occupant has come to a complete stop and their internal organs which are still travelling at high speed hit another organ or the skeletal system," Allan said.

Outwardly, seat belts do not appear to have changed a lot over the years.

The most obvious improvement has been the fitting of retractors which have helped to neatly stow the belt when it is not in use. They also remove the slack from the belt when it is being worn ensuring that it fits the occupant reasonably well.

Like most parts of modern motor vehicles, seat belts have also undergone technological change to improve their ability to protect an occupant in an accident.

Allan said the changes have been designed to make the seat belt smarter and to give it the ability to respond to the different collision phases.

"During the first collision (when the vehicle hits something) there is a requirement for the seat belt to fit the occupant very firmly and to have very little stretch," Allan said.

"This ensures that the occupant is held firmly in the seated position and that he or she decelerates at the same speed as the cabin area of the vehicle and is achieved by the use of webbing clamps and pretensioners.

"The pretensioner uses electrical and mechanical means to tighten the seat belt very firmly against the occupant and the webbing clamps prevent any unwanted slack in the belt resulting from the belt spooling out as it tightens on the retractor spool," Allan explained.

An occupant who is wearing a seat belt correctly should not suffer any further injuries in the second collision (the human collision). The majority of human collision injuries occur when an unbelted occupant hits something inside the vehicle or is thrown from the vehicle.

The third collision (when the internal organs hit something) is the most likely to cause injuries or fatalities.

To minimise this risk, seat belts are fitted with load limiters or unloaders which minimise seat belt inflicted injuries by allowing the belt to loosen a little at the last instant of the collision - stitching in a predetermined area of the belt releases, or a metal torsion bar deforms, to release some tension on the belt.

Your seat belt is a vital piece of safety equipment and should be cared for. QFleet recommends clients follow these tips to ensure that seat belts fulfil their intended role:

- always wear seat belts and wear them properly, with the lap belt (horizontal) across the thighs and the sash (diagonal) belt across the chest;
- ensure the belt fits snugly;
- stow seat belts carefully to avoid damage;
- use belts for restraining people and not cargo; and
- have defective belts inspected or repaired by a competent person immediately.

** Queensland Transport Public Education Campaign 2004*

Know how to tow

Towing trailers and caravans is an activity undertaken by many Australians, often with disastrous results.

Many well-meaning motorists undertake towing activities with little previous practical knowledge or experience or with little understanding of the legal requirements associated with towing. QFleet staff recently attended a half day course to assist in furthering their experience and understanding of the requirements of towing (see page three for the full article).

QFleet Maintenance Manager Allan Smith said it is still possible to tow trailers which are considerably heavier than the towing vehicle however in these cases, if vehicle preparation is incorrect and care is not taken there is a higher likelihood of accidents occurring.

“Road safety authorities and vehicle manufacturers have recognised the increased risks associated with towing and have issued tighter towing regulations and guidelines in recent years,” Allan said.

“QFleet is also concerned about some of the towing roles its vehicles are involved in and is adopting a more proactive approach to towing.”

One of the least understood issues confronting anyone towing is the matter of mass (weight). Most of the legal compliance requirements centre on the mass of the following:

- gross Vehicle Mass (GVM) and Gross Combined Mass (GCM) of the vehicle being used for towing;
- the unladen mass of the trailer and its Aggregate Trailer Mass (ATM);
- the mass rating of the vehicles towbar; and

- the permissible download on the towbar.

Here are some examples to help explain further.

The towing vehicle’s GVM is the maximum weight that the vehicle can be loaded to - including the weight of the vehicle itself. If a vehicle weighs 1500Kg and has a GVM of 2500Kg its maximum load can be 1000Kg.

GCM is the maximum combined weight of both the towing vehicle and its loaded trailer. If the towing vehicle has a GCM of 3000Kg and an unloaded weight of 1500Kg it can tow a trailer with a fully loaded mass of 1500Kg.

If however the towing vehicle was to be loaded with 500Kg of additional load and it now weighs 2000Kg it can only tow a 1000Kg load without exceeding its GCM of 3000Kg.

“It must be remembered that passengers and fuel form part of the vehicle’s load,” Allan said.

All trailers and caravans manufactured in recent years are fitted with a Vehicle Identification Number plate which records information including the trailer’s loaded and unloaded mass. The trailer’s maximum load capacity is known as its Aggregate Trailer Mass (ATM). For safe and reliable towing the ATM must not be exceeded.

Towbars manufactured after July 1988 are also fitted with an identification plate showing their load capacity. For example it is not legal to tow a caravan with an ATM of 2300Kg with a towbar rated at 1600Kg.

“When high load capacity towbars are fitted to some passenger vehicles there is also a requirement to fit other equipment to provide a complete towing package,” Allan said.

“This includes items such as transmission oil coolers, under body heat shields, pump up shock absorbers and load equalisation hitches. These often overlooked items can mean the difference between enjoyable towing and a miserable experience.”

Vehicle manufacturers rate the tow bar down load of their vehicles which is the maximum load which can be applied to the tow ball when the loaded trailer is attached to the towing vehicle. The weight varies from vehicle to vehicle, and should not be exceeded. The owner’s handbook should be consulted for a particular vehicles’ tow bar down load.

“When vehicle operators have a good understanding of vehicle and trailer masses they are well on the way to being better equipped to legally and competently tow a trailer,” Allan explained.

“Weights are just one of many important towing issues and vehicle hand books should be consulted for more important advice and information.”

QFleet is concerned that many clients equip passenger vehicles with large capacity towbars without considering all of the requirements and consequences of doing so. For more information on towing, please consult Vehicle Maintenance Manager Allan Smith on 07 3225 2691 or your fleet consultant.

This article covers only some aspects of towing. For further information several publications are available including Queensland Transport’s ‘Safe Towing’ booklet – available at www.transport.qld.gov.au.

Vehicle profile

Hyundai Trajet

The Hyundai Trajet is a seven seat Multi Purpose Vehicle available to lease through QFleet.

Further information on this vehicle can be found at www.hyundai.com.au.



Hyundai Trajet.

Engine	2.7 litre quad cam V6
Power	131 kw @ 6000 rpm
Torque	245nm @ 4000 rpm
Transmission	Automatic
Brakes	ABS with Electronic Brake Force Distribution
Seating capacity	7 seat. 2-2-3 configuration
Doors	5
Air conditioning	Standard with rear outlet
Power steering	Standard
Airbags	Driver and Passenger front
Sound system	AM/FM radio/CD/MP3 player
Power windows and central locking	Standard. Keyless entry is optional
Fuel economy	AS 2877 city: 12 and AS 2877 highway: 8 (this is dependant on driving habits and conditions)

Vehicle market forces

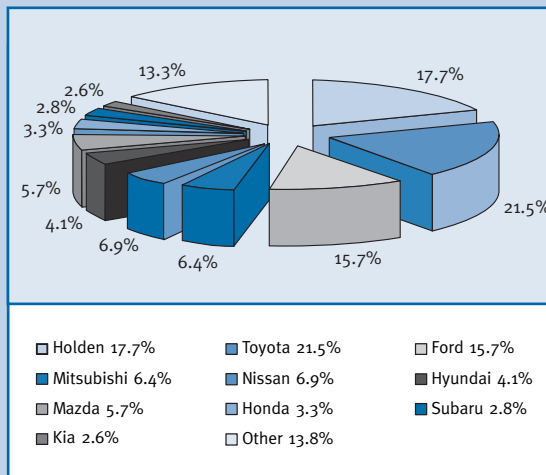
National new vehicles sales for 2004 reached 955,229 units, and in doing so established a new record mark for the Australian automotive industry. The previous record of 909,811 was set in 2003.

December 2004 overall market

The December 2004 figure is up 1194 vehicles or 1.5% on December 2003. This is a new record mark for December 2004. The December 2004 industry volume of 78,980 new vehicles is a reduction of 5,355 or -6.3% on November 2004 (84,335 vehicles). With December 2004(25.1) having 0.8 less of a selling day than November 2004 (25.9) this equates to a reduction in daily rate terms of 134.9 vehicles per day or -4.1%.

September 2004 overall market segments

The passenger vehicle market fell by 1161 (-2.3%) vehicles over the same month last year. The sports utility market is up, increasing by 1015 (7.6%). The light truck market increased by 877 (7.1%) vehicles and the heavy commercial vehicle market increased by 463 (20.1%) over December 2003.



Toyota was market leader in December 2004, followed by Holden and Ford. Market leadership for the full year went to Toyota with a volume of 201,737 and a share of 21.1%.

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

QFleet auction schedule

February, March, April 2004

Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

Inspection 10am to 4pm on on the two days prior to auction, from 8am on auction day

Auction 8.30am and 10am

Dates Every Friday (except Good Friday - Thursday 24 March instead)

Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

Inspection 8.30am to 11am on auction day

Auction 11am

Date Wednesday 9 March
Wednesday 7 April

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

Inspection 11am to 2pm the day before auction, from 8.30am to 11am on auction day

Auction 11am

Dates Thursday 24 February
Thursday 10 March
Wednesday 23 March
Thursday 7 April
Thursday 21 April

Maryborough

Department of Primary Industries Forestry Workshops Walker Street, Maryborough

Inspection 9am to 11am on auction day

Auction 11am

Date Wednesday 23 February
Wednesday 30 March
Wednesday 20 April

Rockhampton

Plant Hire Services Workshop

214 Richardson Road, Kawana

Inspection 12pm to 3pm the day before auction, 8.45am to 11am on auction day

Auction 11am

Dates Tuesday 15 February
Tuesday 15 March
Tuesday 12 April

Mackay

Plant Hire Services Workshop

Corner Bridge Road and Hume Street, Mackay

Inspection 2pm to 4pm day before auction, 8.45am to 11am on auction day

Auction 11am

Date Monday 14 February
Monday 11 April

Townsville

Plant Hire Services Workshop

Jurekey Street, Cluden

Inspection 9am to 11am on auction day

Auction 11am

Date Wednesday 16 February
Wednesday 16 March
Wednesday 13 April

Cairns

Plant Hire Services Workshop

Cnr Adelaide and Donaldson Streets, Manunda

Inspection 8.30am to 11am on auction day

Auction 11am

Date Thursday 17 February
Thursday 17 March
Thursday 14 April

For further information about buying a vehicle from QFleet contact Rodney Clough or Selina Walmsley on 1800 735 338 or email auctions@qfleet.qld.gov.au.

For the 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 the following:

- 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 Service Centre at South Brisbane;
- the closest fuel and detailing to the Brisbane CBD and the South Brisbane Service Centre at South Brisbane;
- the only E10 fuel available near the Brisbane CBD;
- insurance claims management and driver safety programs; and

- 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:

Editor *QFleet Journey*

GPO Box 293

Brisbane Queensland 4001

Telephone: 07 3224 5247

Email: journey@qfleet.qld.gov.au

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