

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

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Two-million reasons to celebrate

When you consider it takes 17 trees to neutralise the greenhouse emissions that the average car produces in one year*, the planting of two million is definitely something to celebrate.

On Wednesday, 30 March 2005, the Honourable Robert Swarten, Minister for Public Works, Housing and Racing, joined the Chief Executive Officer of Greenfleet Australia, Henry O'Clery, and QFleet's Acting General Manager, Taranjit Sawhney to plant Greenfleet's two-millionth tree.



Greenfleet's CEO, Henry O'Clery, Minister for Public Works, Housing and Racing, Robert Swarten and QFleet's Acting General Manager, Taranjit Sawhney plant Greenfleet's two-millionth tree.

Greenfleet is a not-for-profit organisation that plants native trees on behalf of Australian motorists to offset carbon dioxide emissions from vehicles. With all 12,900 of QFleet's vehicles subscribed in 2004; we were delighted to help celebrate our role in contributing to a cleaner environment.

QFleet is proud of the role it plays in

promoting environmental responsibility within fleet operations.

"QFleet's involvement in Greenfleet is part of the Queensland Government's commitment to reducing the net greenhouse gas emissions produced by the vehicle fleet," Mr Swarten said. "Vehicles are an integral

part of delivering state government services to Queenslanders, but we are committed to neutralising the detrimental impact that emissions create."

"To date, QFleet has funded the planting of a total of 433,500 trees in tree-depleted areas of Queensland, re-establishing more than 400 hectares of native habitat," Mr Swarten said.

The planting took place at Pimpama River Conservation Reserve, just north of the Gold Coast. Greenfleet's Chief Executive Officer, Henry O'Clery spoke of the benefit the trees would make to the area.

"Science shows that seventeen mixed species trees will not only absorb a car's greenhouse emissions, but will also help tackle salinity, improve water quality and provide essential habitat for native species, which makes the planting of our two millionth tree very rewarding."

QFleet was an obvious choice to take part in the two-millionth tree planting ceremony, with Mr O'Clery reflecting that the support shown by QFleet for the tree planting program was a major factor in Greenfleet's success, particularly in Queensland.

QFleet is proud to have invested in a program that will produce a number of environmental benefits. Greenfleet would like to encourage all individual motorists and fleets to compensate for their vehicles' greenhouse emissions by subscribing to this not-for-profit organisation. To sign up your vehicle, visit www.greenfleet.com.au

For more information on the Queensland Government's contribution to Greenfleet, visit www.qfleet.qld.gov.au

*Based on 4.3 tonnes of CO2 for the average vehicle



QFleet
Queensland Government
Department of Public Works



A message from the General Manager

This month's cover story recognises our partnership with *Greenfleet*.

Government and communities have an important role to play in Australia's efforts to reduce greenhouse gas emissions and I am proud of the contribution QFleet makes in promoting environmental responsibility within our fleet operations.

An important part of that process is supporting organisations such as *Greenfleet*. The tree planting enabled by our subscription contributes to a long term initiative by *Greenfleet* to minimise the negative environmental impact of motor vehicles. The planting of two million trees and QFleet's role in this milestone are definitely worth acknowledging.

Our association with *Greenfleet* is just one of QFleet's environmentally responsible initiatives.

QFleet is committed to supporting and promoting the Government's E10 initiative and we encourage all drivers of QFleet petrol-fuelled vehicles to use E10 wherever possible. As the number of E10 outlets in Queensland is growing, a list of E10 service stations, current at the date of publication, appears on page five. Additional E10 outlets are expected to go online in the months ahead. A regular update of E10 locations is available at www.qfleet.qld.gov.au

As mentioned in my previous message, this month's edition is providing a comprehensive update on the status of the Whole-of-Government Fleet Management Review.

The Discovery phase has exceeded its targets for whole-of-Government participation and the review team is

currently analysing the data to form the basis of the next key deliverable the Whole-of-Government Current State Baseline document.

However, the review's commitment to extensive consultation across Queensland has required the Discovery and future timeframes to be extended.

You will find an informative overview of the work completed to date, and the next phase of the program, in the interview with the project leader, Felicity Hawthorne, on page three.

I would like to take this opportunity to thank the staff involved for their continued support for this whole-of-Government project.

Finally, we are updating our database for Journey in an effort to ensure all of our clients have access to our newsletter. If you would prefer to receive a copy of QFleet Journey electronically, or need to update your contact details, please refer to page eight.

Regards

Bruce Grady



Introducing Selina Walmsley

What is your role at QFleet?

I am the Fleet Sales Administrator and I work in the Fleet Sales section of the Risk and Logistics Branch. I assist Rodney Clough, the Fleet Sales Officer, and together we are responsible for selling in excess of 6,500 ex-lease vehicles per year at auction and by private treaty sale.

What do you enjoy most about your job?

My role allows me to speak to a diverse group of people from a mixture of locations across Australia about buying QFleet vehicles. I enjoy assisting potential buyers with vehicle information and helping them make an informed decision when buying a vehicle from us.

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

I believe that building and maintaining effective communication channels, team work and after sales service to be the most important attribute. Every client has different needs so I believe it's important to listen to the client and understand their needs.

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

A/Senior Fleet Consultant

Mary-Ann Micallef
Telephone 07 3225 2699
Facsimile 07 3227 8216
mary-ann.micallef@qfleet.qld.gov.au

A/Senior Fleet Consultant

Gary Hollis
Telephone 07 3225 2699
Facsimile 07 3227 8216
gary.hollis@qfleet.qld.gov.au

Fleet Teams

Desiree Farry **Fleet Consultant**
Telephone 07 3225 2690
Facsimile 07 3227 8216
desiree.farry@qfleet.qld.gov.au

Welcome to QFleet

We are pleased to welcome Quilpie Shire Council, Cairns City Council, Livingstone Shire Council, Townsville Port Authority and Job Futures to QFleet.

QFleet is proud to provide a motor vehicle program that delivers value, great service and cost effective leasing to our clients. Working in partnership with local councils, statutory authorities and government funded organisations; QFleet assists by reducing vehicle operational costs.

“Our clients no longer need to negotiate vehicle purchases or be concerned about resale value. QFleet’s fully maintained operating leases take all the worry out of those decisions,” explains QFleet’s New Business Officer Maxine Heath.

“Maintenance, registration, comprehensive insurance and RACQ membership are all included in the one monthly payment. QFleet carries all the risk for the value of your vehicle at lease end and, for passenger vehicles, we will share any additional sale proceeds above the nominated value of your vehicle with you,” Maxine said.

Len McDougall, Finance Manager from the Townsville Port Authority, is pleased with their decision to join QFleet, “The Townsville Port Authority is excited to become a customer of QFleet. We respect the high degree of professionalism and customer service QFleet offers and we’re looking forward to doing business with them.”

Job Futures is a national not-for-profit employment service provider. Having recently gained funding from the Department of Education and Arts, they contacted QFleet about their fleet needs.

“We needed to get a vehicle urgently and not having previously used QFleet we were delighted with the fast response of Maxine Heath and the QFleet team,” said Job Futures Business Manager, David Ham.

For further information on becoming a QFleet client, please contact the New Business Officer, Maxine Heath on 07 3224 6176 or email maxine.heath@qfleet.qld.gov.au

An interview with Felicity Hawthorne

Project Manager, Whole-of-Government Fleet Management Review

Journey interviews Felicity Hawthorne, the Project Manager, to gain an understanding of the project’s status.

Journey: Felicity, at what stage is the Fleet Management Review?

Felicity: The review team is currently completing a ‘wrap up’ of all Discovery data gathered over the last four months. This will be presented to each of the Cluster Reference Groups for validation and approval in mid-April 2005.

Journey: Consultation and collaboration were key terms used early in the project regarding the review methodology, has the project been able to ‘walk the talk’ so to speak?

Felicity: We have, but not without sacrifice. In this case the sacrifice

has been in the form of time. Discovery has taken longer than anticipated, however we believe this has enabled us to truly gain a whole-of-Government perspective on fleet management. The figures speak for themselves as we have collated online surveys and data gathering spreadsheets from over 340 fleet management related staff throughout Queensland. In addition we have conducted 25 in-depth fleet management workshops with over 150 participants.

Journey: Moving forward over the coming months, what are the key milestones for the project?

Felicity: The Discovery phase for ‘Priority One’ products (Fringe Benefit Tax Management, Pooling and Parking and Fleet Mix Optimisation - Vehicle Selection), will be completed in May 2005. The Envision stage for these products will be completed by 30 June 2005.

Journey: I know this is a biased question to a project’s manager, but, do you believe the project has been a success to date?

Felicity: Without doubt, the project has been and will continue to be successful. Because of the high levels of consultation with clients, I have no doubt it will develop and implement fleet management solutions that will deliver considerable cost savings and efficiencies to Government. In addition to these benefits, the Review’s workshops have also provided a valuable forum for fleet managers from various Agencies across Government to come together with QFleet representatives and build strong working relationships. I believe all involved have benefited from this exercise.

If you require more information regarding the Fleet Review, please visit the CAS website at www.qfleet.qld.gov.au

Ethanol - your most frequently asked questions

With the growing interest in E10 QFleet receives enquiries from clients every day. Below are the most frequently asked questions.

Q. What is Ethanol?

A. Ethanol is a renewable resource - an alcohol that can be derived from many organic raw materials including sugarcane. Increased use of E10, which contains 10% ethanol and 90% petrol, can reduce vehicular greenhouse gas emissions and has the potential to assist Queensland's sugar industry.

Q. Can I use E10 in my vehicle?

A. Whilst most Government vehicles are compatible, E10 is not recommended for some makes and models so it is important to check the latest industry information available to QFleet at www.qfleet.qld.gov.au

Q. Should I use E10?

A. Yes, if it's available where your vehicle operates. The Government is urging drivers of QFleet petrol vehicles to use E10. 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.

Q. Where can I get E10?

A. QFleet's South Brisbane Service Centre in Colchester Street dispenses E10 and is very convenient for clients operating in or near the Brisbane CBD. The Service Centre also offers vehicle servicing, vehicle detailing and vehicle accessory fitting including car phone kit installation and transfer.

The number of E10 outlets in Queensland is growing. A list of E10 service stations current at the date of publication of this issue

of Journey appears below and on page five. For future reference, an up-to-date listing is maintained on our website at www.qfleet.qld.gov.au

Q. Can I use my fuel card?

A. Yes. BP is the approved supplier of E10 to the Queensland Government and E10 can be purchased using your BP Plus fuel credit card. Queensland Government Fleet drivers are required to purchase E10 from BP outlets. Where BP E10 is not available, you may purchase from Caltex/Ampol, Evolve or Neumann outlets which carry E10. Fuel credit cards may be arranged from these companies but **purchases must be restricted to E10 fuel only.**

Q. Will mixing E10 and unleaded fuel cause harm to the vehicle?

A. Mixing these fuels will not cause harm to the vehicle.

Queensland ethanol sites

Where possible, Queensland Government vehicles are to be fuelled with E10 as part of the Government's plan to develop a sustainable ethanol industry in Queensland.

The Queensland Government fleet is to use BP outlets when purchasing E10 to gain the significant pricing benefits from this arrangement. However, where BP has no E10 retail presence an alternative site may be used as per the list provided.

For the convenience of clients in the Brisbane CBD, QFleet's Service Centre at South Brisbane dispenses BP E10.



QFleet's Service Centre at South Brisbane dispenses BP E10

Queensland E10 outlets

Government facilities supplied by BP

- QFleet Service Centre, Colchester Street, **South Brisbane**

E10 is also dispensed from the following locations:

BP E10 outlets

- BP Oak Street, Oak St and Tropical Avenue, **Andergrove** (North Mackay)
- BP Whitsunday, 112 Shute Harbour Road, **Cannonvale**
- BP Capalaba, Old Cleveland and Dollery Roads, **Capalaba**
- BP Logging Creek, Isis Highway, **Cordalba**
- BP Goodna, BP Express, 237 Brisbane Road, **Goodna**
- BP Ingham, 66 Townsville Road, **Ingham**
- BP Express Plaza, Cnr Moggill & Cedarleigh Roads, **Kenmore**
- BP Shakespeare, 114 Shakespeare Street, **Mackay**
- BP City Gates, 324 Nebo Road, **Mackay**
- BP Maryborough, Ferry Street, **Maryborough**
- BP Proserpine, Bruce Highway, **Proserpine**
- BP on Albert, Albert Street, **Rockhampton**
- BP Sarina, Broad Street, **Sarina**
- BP Toowoomba City, Ruthven & James Streets, **Toowoomba**
- BP East, Cnr Bridge and Mary Streets, **Toowoomba**
- BP Garbutt, 2 Bombala Street, **Townsville**
- BP Express Virginia, 1830 Sandgate Road, **Virginia**

BP Distributor outlets (for card and commercial customers)

- Ayr Depot, 48 Lynch Street, **Ayr**
- Bundaberg Depot, 33 Princess Street, **Bundaberg**
- Dalby Depot, 1 Wyley Street, **Dalby**
- Nambour Depot, Bli Bli Road, **Nambour**

Caltex/Ampol E10 outlets

- Caltex Sunland, 101 Edwards Street, **Ayr** (There is a BP alternative)
- Caltex Tropical Star, 131 Sheridan Street, **Cairns**
- Caltex Manunda, 1 Hoare Street, **Cairns**
- Caltex Portstar, 30 Kenny Street, **Cairns**
- Ampol Reservoir Road, 31 Reservoir Road, **Cairns**
- Ampol Seridan St, 230 Sheridan Street, **Cairns**
- Caltex Ingham, 25 Herbert Street, **Ingham** (There is a BP alternative)
- Ampol 103 Thuringowa Drive, **Kirwan**
- Caltex Mareeba, 70 Byrne Street, **Mareeba**
- Caltex Bruce Highway, **Mourilyan**
- Caltex Smithfield, Captain Cook Highway, **Smithfield**
- Caltex Garbutt, Pilkington Street, **Townsville** (There is a BP alternative)
- Caltex Bruce Highway, **Tully**

Queensland Fuel Group E10 outlets

- QFG Ashmore, Cnr Nerang Southport Road and Olsen Avenue **Ashmore**
- Evolve 40 Rochester Drive, **Mt Warren Park** (Owned by Queensland Fuel Group and Petrochemicals)
- QFG Nerang, 85 Spencer Road, **Nerang**
- QFG Robina, Markeri Street and Robina Parkway, **Robina**
- QFG Rocklea, 61 Ashover Road, **Rocklea (E98 only)**.
- QFG West Burleigh, 9 Tallebudgera Creek Road, **West Burleigh**

Neumann Petroleum E10 outlets

- Neumann Eagle Farm Depot, **Eagle Farm** (Neumanns card only site)
- Neumann Lindum, Cnr Sibley and Kianawah Roads, **Lindum**
- Neumann Nerang, Cnr Spencer Rod & Grenfell Streets, **Nerang**
- Neumann Southport, 6/1 Bailey Crescent, **Southport**
- Neumann Underwood, 3077 Logan Road, **Underwood**

Additional E10 outlets are expected to go online in the months ahead. A regular update of E10 locations is available at www.qfleet.qld.gov.au

Further information in relation to E10 sites and availability can be obtained through Queensland Purchasing. Contact Barbara Clarke on 07 3224 7920 or barbara.clarke@qp.qld.gov.au

Temporary spare tyres

Temporary spare tyres or 'space saver spares' have become standard equipment on an increasing number of new vehicles being sold within Australia. How will this affect QFleet clients?

The use of temporary tyres has created growing dissatisfaction amongst some motoring groups and vehicle purchasers. They believe that whilst temporary spares may be appropriate for use in Europe, the distances between repair facilities in Australia make them unsuitable here.

Temporary spares are usually supplied with vehicles where there is insufficient space in the vehicle to fit a full-sized spare wheel and tyre. According to QFleet's Maintenance Manager, Allan Smith, there are two common types of temporary spare wheels and tyres.

"The 'space saver' is often narrower than the other tyres fitted to your vehicle. The tyres are fairly noticeable, often painted a bright red or yellow, or they may have speed restriction warnings printed on them," Allan explained.

"The second type, known as

'temporary spare', is usually a steel rim fitted tyre that is slightly smaller than those normally fitted to your vehicle."

As it is smaller than the remainder of the tyres on the vehicle, the temporary spare may cause a change to the vehicle's handling characteristics. To enable the vehicle to be operated safely the vehicle manufacturer provides important safety information in the owners' handbook. The safety information will usually include clear advice about the following:

- operating the vehicle with the temporary spare fitted for as short a time as is practical;
- operating the vehicle at reduced speed if towing (usually 60 kph maximum); and
- not fitting the vehicle with more than one temporary spare at the same time.

"Some clients may not be aware of the type of spare tyre that is provided with their QFleet vehicle, or that temporary spares are unsuitable for those who drive in puncture prone areas," warns Allan. "We would encourage QFleet clients to familiarise

themselves with the specification of the vehicles they intend to order and ensure that the vehicles are best equipped for their intended roles."

QFleet also encourages clients to familiarise themselves with the information contained in each vehicle's handbook regarding the use of temporary spares. By complying with this information the vehicle can be operated safely with the temporary spare fitted. However, failure to comply with the manufacturer's instructions could put the safety of the vehicle and its occupants at risk and could jeopardise any subsequent insurance or warranty claims.

For further information on temporary spare tyres it is recommended that drivers consult the vehicle's handbook, their Fleet Consultant, or QFleet's Maintenance Manager, Allan Smith on 07 3225 2691.



End-of-lease changes

In relation to the maintenance of vehicles, QFleet has identified improvements to procedures that will have a direct benefit for clients.

On the 6 December 2004, QFleet introduced a new policy in relation to end-of-lease costs for "unfair wear and tear".

The policy clarifies the costs charged to clients at end-of-lease. It states that where the total cost of unfair wear and tear repairs (other than tyres) is \$500 or less, no repair costs will be charged to clients.

This replaces the previous policy of allowing \$300 underbody damage and \$200 paint and panel damage.

Senior Fleet Consultant Mary-Ann Micallef said the changes recognise recent client requests to amend the threshold. "We believe this will significantly reduce the number and cost of invoices sent to clients at the end of each vehicle lease and may even allow administrative savings in client departments," she said.

There is still a focus on reducing damage to vehicles and if at the end

of the lease the total cost of unfair wear and tear repairs (other than tyres) is more than \$500, then all repair costs, including the \$500 threshold, will be charged to the client.

"I hope all clients will find the new policy beneficial in managing vehicle costs and help encourage drivers to protect the vehicle assets," Mary-Ann said.

If you have any questions in relation to the application of this policy please contact your Fleet Consultant.

Vehicle profile

Toyota Corolla

'Since 1966, 29 million'

Toyota Corolla is part of the QFleet special Small Car Bulk Buy. Between February to September 2005 (or until sold out), the new Toyota Corolla Ascent sedan, hatch and wagon are being offered with big savings.

Toyota Corolla has been a popular choice for more than three decades. Over than 29 million Corollas have been manufactured worldwide since 1966, making Corolla the world's biggest selling small car. In fact, Australia recently passed the 750,000 Corolla delivery mark.

Safety First

Toyota prides itself on safety, first and foremost. This is particularly evident with 'Passive Safety' - hidden safety features which normally go unnoticed but can make the difference.

In addition to Toyota Corolla's standard safety options QFleet has included ABS and Passenger Airbag as a "QFleet Specification".

Low Emissions, High Performance

Toyota Australia has now introduced the new 1.8L VVTi engine

(Variable Valve Timing Intelligence) that is regarded as a cleaner, higher performing engine that delivers excellent on road and emissions performance with improved fuel economy producing strong power and torque while running on standard low octane (standard) unleaded fuel.

Toyota values a cleaner and greener environment by constantly trying to find better ways to improve the product.

With an emphasis on safety features and fuel economy, QFleet invites you to consider the Toyota Corolla as part of your fleet.

To find out more information on the cost comparisons between the Toyota Corolla Ascent sedan, hatch or wagon or general information on this vehicle, please contact your Fleet Consultant.



Safety First

Impact absorbing structures

Hood safety hooks

Reinforced cabin

Anti intrusion door beams

Anti burst door locks

Centrally located fuel tank

Ergonomically designed seat = high level of support during a collision

Energy absorbing steering wheel and steering column

Breakaway pedals

Low Emission, High Performance

Comparative fuel consumption - 8.1 litres per 100km

Comparative CO2 emissions - 193 grams per km

DRIVE-AWAY SALE

Your on-road costs covered



No wonder they're vanishing

No Wonder They're Vanishing

If you're thinking of purchasing a vehicle for personal usage within the next couple of months, then QFleet has an offer that will be difficult to resist.

QFleet is having a Drive-Away Sale that will cover your on-road purchasing costs on our quality ex-government fleet vehicles.* That includes Stamp Duty, 12 month registration and 12 months Compulsory Third Party. The offer applies across the QFleet range of 4WD's, utes, vans and our large range of passenger vehicles. Prices start from approximately \$13,000. But hurry before the offer vanishes.

Please contact 1800 QFleet (1800 735 338) should you have any questions. Alternatively, contact QFleet on 07 3224 4292 or email mail@qfleet.qld.gov.au

*Terms and conditions apply. The offer closes at 5.00 PM AEST on 31 May 2005, unless withdrawn earlier. Full terms and conditions can be obtained from QFleet on 1800 735 338 or www.qfleet.qld.gov.au

QFleet auction schedule

May & June 2005

Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere Qld 4034

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

Auction 8.30am & 10am

Dates Every Friday

Gold Coast

Public Trust Office

Cnr Nerang and Garden Street,

Southport Qld 4215

Inspection 8.30am to 11am on auction day

Auction 11am

Date Wednesday 4 May

Wednesday 1 June

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba Qld 4350

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

Auction 11am

Dates Thursday 5 May

Thursday 19 May

Thursday 2 June

Maryborough

Department of Primary Industries Forestry

Workshops Walker Street,

Maryborough Qld 4650

Inspection 9am to 11am on auction day

Auction 11am

Date Wednesday 18 May

Rockhampton

Plant Hire Services Workshop

214 Richardson Road, Kawana Qld 4701

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

Auction 11am

Dates Tuesday 10 May

Tuesday 7 June

Mackay

Plant Hire Services Workshop

Corner Bridge Road and Hume Street

Mackay Qld 4740

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

Auction 11am

Date Monday 6 June

Townsville

Plant Hire Services Workshop

Jurekey Street Cluden Qld 4811

Inspection 9am to 11am on auction day

Auction 11am

Date Wednesday 11 May

Wednesday 8 June

Cairns

Plant Hire Services Workshop

Cnr Adelaide and Donaldson Streets

Manunda Qld 4870

Inspection 8.30am to 11am on auction day

Auction 11am

Date Thursday 12 May

Thursday 9 June

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 fleet management 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 South Brisbane Service Centre;
- the closest fuel and detailing to the Brisbane CBD at the South Brisbane Service Centre;
- 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 3227 8193

Email: journey@qfleet.qld.gov.au

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Name:.....

Position:.....

Organisation:.....

Email address:.....

.....

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

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