

QantasNews

VOLUME 55 ISSUE 7

MONTHLY NEWSPAPER OF THE QANTAS GROUP

JULY 2007



JOINING THE PACK

Get onboard with the Wallabies

See pages 6 and 9

PARTNERSHIP

Joining the chorus line

See pages 7 and 8



FIRST TO FLY

Show and tell

See page 18



Qantas Group organisational changes

THE executive changes announced last month by Chief Executive Officer Geoff Dixon will enhance the Qantas Group's business segmentation and enable a greater focus on growth.

The successful two-brand flying strategy continues, with Executive General Manager Qantas John Borghetti continuing to be responsible for domestic, international, and regional operations, but also assuming leadership of Qantas Holidays which is comprehensively reviewing its distribution strategies.

Jetstar Chief Executive Officer Alan Joyce continues to lead Jetstar's aggressive growth plans in domestic and international markets, and has also assumed a significant leadership role to further develop Jetstar Asia and other Asia-based low cost ventures including Pacific Airlines in Vietnam.

In keeping with the Group's growth strategy in the freight area, Grant Fenn has taken on the new role of Executive General Manager Freight Enterprises, responsible for Qantas Freight, Australian air Express and StarTrack Express, and will focus on expanding the company's freight interests in Australia and Asia.

Curtis Davies, previously Group General Manager Shared Services, has been appointed to the new role of Executive General Manager Services. He will lead the continued transformation of the Airports and Catering businesses, with a focus on competitive costs, margin improvement, and outstanding service to Qantas Group airlines and third parties.

Simon Hickey, previously Group General Manager Strategy, has been appointed to the new position of Executive General Manager Loyalty. He will develop the next generation of loyalty programs across the Group, maximising the value of one of the most outstanding Frequent Flyer programs in the world.

The remainder of the Executive Team will continue with their existing responsibilities:

- Peter Gregg—Chief Financial Officer and Executive General Manager Strategy
- Colin Storrie—Deputy Chief Financial Officer
- Kevin Brown—Executive General Manager People
- David Cox—Executive General Manager Qantas Engineering
- Rob Kella—Chief Risk Officer
- Brett Johnson—Chief Legal Counsel
- David Hawes—Group General Manager Government and International Relations.

Geoff said that under the new structure, each segment would continue to focus on unit costs and the pursuit of profitable growth in what was a rapidly growing region of the globe.

"Each executive will be responsible for the performance of their business, and will regularly communicate with all stakeholders, shareholders, customers, and employees about their goals, and their progress," he said.

A copy of the new executive management structure is available on the Qantas Intranet Departments page at: <http://qfintranet.qantas.com.au/news/executives.html>



Nancy Bird Walton and Qantas A380 Training Captain Mal Stewart.

A380 visit a big hit with staff and customers

THE next, and certainly the biggest, addition to the Qantas fleet—the Airbus A380—made its third visit to Australia last month as part of an Asia-Pacific tour that also took in Tokyo and Taipei.

The visit, followed its starring role in Qantas' 85th anniversary

celebrations in November 2005 and a brief route proving visit in November 2006.

The three-class Airbus configured aircraft, MSN7, proved a major hit with employees and customers alike, as it headlined a range of events on Thursday 7 June that included an

employee inspection program and a special promotional flight—the first time the A380 has flown with passengers in Australia.

Qantas Executive General Manager John Borghetti said the world's largest

CONTINUED ON PAGE 2

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NEWS

A380 visit a big hit with staff and customers

CONTINUED FROM COVER

passenger aircraft remained integral to Qantas' long haul international plans.

"With its fuel efficiency and overall performance, the A380 will deliver significant benefits to Qantas and the environment, as well as giving us the scope to reinvent the style of product and service we offer onboard," he said.

In spite of horrendous weather (Qantas' Sydney Airport operations were closed down on three occasions due to thunderstorm activity), more than 1,700 employees from across all business segments took advantage of the opportunity to inspect the aircraft in the recently refurbished and A380-ready Hangar 96 on the Sydney Jet Base.

Over three and a half hours, a steady stream of people passed through both decks of the aircraft, tested seats, took photos and experienced what most had only read about.

The aircraft then took centre stage for a flight to remember for more than 200 Qantas and Airbus guests. Among corporate clients, Frequent Flyers, investors, media representatives and the lucky winners of the Qantas staff competition were Qantas Director General Peter Cosgrove and pioneer aviatrix Nancy Bird Walton, after whom Qantas' first A380 will be named.

While passengers roamed the aircraft and experienced its light and space, all the talk was of how quiet it was, with take-off a seamless transition from ground to air ahead of two low altitude sweeps over Sydney Harbour and a single pass over Canberra.



Airbus Chief Operating Officer-Customers John Leahy and Qantas Executive General Manager John Borghetti inspect the A380's cockpit after landing.



The giant aircraft emerges from the hangar ahead of its first Australian passenger flight.

John Borghetti said that just as the A380 would revolutionise air travel, the Qantas aircraft would set a benchmark for the industry.

"We have been working with Qantas Creative Director Marc Newson for more than two years now on new, state-of-the-art First, Business and Economy cabins for the Qantas A380, which will be unveiled in the near future."

"Our focus has been on providing enhanced levels of comfort and space, and with the recent launch of our new

First Lounges in Sydney and Melbourne, we have already given customers a taste of what they can expect."

Following the special flight, the aircraft relocated to one of Qantas' A380 gates at the Sydney International Terminal where a further 60 guests enjoyed guided tours and 100 guests were hosted by Qantas and Airbus at an exclusive cocktail function in the new Qantas First Lounge.

The first Qantas A380 is scheduled to arrive in August 2008. (See pages 18 and 19 for staff photos of the A380.)



Media guests included Kerri-Anne Kennerly.

Alan Joyce addresses Press Club to celebrate Jetstar birthday

JETSTAR Chief Executive Officer Alan Joyce celebrated the airline's third birthday with an address to the National Aviation Press Club in early June. Alan talked not just about Jetstar's successes over the past three years but also future opportunities and challenges for the airline.

He said that since its conception, Jetstar he said had achieved some outstanding successes, including:

- genuine low fares leadership in every domestic and international market in which it operated;
- integration of a fleet of 24 A320s;
- establishment of an intra-Asia low cost carrier; and
- establishment of both short and long haul international operations.

In addition to these commercial successes, Alan commented that the Australian public was very supportive of Jetstar.

"At the end of the day the best indicator of customer satisfaction is demand for your product," he said.

Alan told the audience that Jetstar had carried over 17 million customers, of which over one million had travelled for less than \$50 dollars one way and over eight million for less than \$100 dollars.

"With passenger growth up 35 per cent year to date and approaching eight million annually—we believe we are a company with serious consumer backing.

"Jetstar has already grown over three fold since it started flying. Within the next three years Jetstar will become 10 times its initial size measured by Available Seat Kilometres. In 2011 we plan to have 70 per cent of our operations dedicated to international markets. Jetstar's aggressive future growth plan will be supported by new aircraft acquisitions, including nine additional Airbus 320s for the Australian domestic market the first to be received prior to the end of 2007."

Alan said that under Qantas' two brand growth strategy, Jetstar operations will continue to seek opportunities in markets with either demonstrated or future growth potential. In particular he noted Jetstar's success with

flights to Bali and took the opportunity to announce two additional weekly two-class A330 services from Sydney to Bali from 28 October 2007.

Alan told the audience that Jetstar faced a number of ongoing and growing challenges but was determined to continue to grow.

"Holding both low fares leadership—and cost leadership in our markets—remains critical to maintaining [Jetstar's] position.

"Our recently announced Double the Difference Voucher Guarantee—where the lowest fare for flights within Australia will be on Jetstar.com, or the customer gets a flight voucher for double the difference—reflects this determination.

"Jetstar is preparing for one of our most challenging, but also exciting periods, in respect to expansionary plans but also the competitive environment.

"Competitive change is headed of course by Virgin Blue and their own future growth strategies which have been well publicised.

"The intended launch of [Singapore Airlines' backed Tiger and Air Asia X], the growth plans for Virgin, Emirates, Etihad and even Viva Macau just reinforce that our home market has ultra competitive skies—but also very liberal ones."

To respond to this increasingly competitive environment, Alan said Jetstar would require a minimum 250 more pilots and engineers in the next two years and was investing in an offering of product and services that both, appealed and related to customers' travel experience such as check-in kiosks and online check-in.

"[As I said in 2005] the success of Jetstar will not only be measured by its stand alone profitability but—more importantly—it will be measured by the overall profitability of the Qantas domestic operation.

"We will continue to ensure that we are not cannibalistic but are complementary to the Qantas offering.

"I think to date that we are sticking pretty well to the brief," he said.

QantasNews

MONTHLY NEWSPAPER OF THE QANTAS GROUP

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ON-TIME PERFORMANCE

April 2007 on-time statistics

CARRIER	All airlines	Jetstar	Qantas	QantasLink	Regional Express	Skywest	Virgin Blue
Departures on time (%)	89.2	89.7	89.1	90.9	90.0	82.7	88.4
Arrivals on time (%)	88.7	89.4	90.0	90.6	86.1	77.6	88.4

In accordance with industry standards, an 'on-time' arrival is one that arrives at the designated gate no more than 15 minutes beyond the scheduled arrival time.

Source: Department of Transport and Regional Services <http://www.btre.gov.au/statistics/aviation/otphome.aspx>

Qantas customers connected through technology

QANTAS has always been an advocate of using technology to improve the services it offers its customers.

General Manager Product and Service Vanessa Hudson says that Qantas' business customers in particular rate being able to stay connected via email while travelling a key priority.

In response to such feedback, the airline has introduced a new product called Qantas Connect at Sydney T3, Melbourne, Brisbane and Perth domestic terminals.

Qantas Connect is a series of work benches with broadband internet access and wireless hotspots located around gate lounges and other high traffic areas. The Qantas Connect workbenches are designed to seat up to eight people, and each seat is fitted with a broadband capable PC and space to work. Customers can also use the new facilities to:

- power laptops, mobile phones or other portable devices; and
- connect their own laptop via a data port or wireless hotspots.

Internet access is on a 'pay per use' basis of \$5 per hour with customers able to purchase a multi-use subscription.

Qantas Connect complements the services currently available in Qantas Club lounges where members and guests can access complimentary wireless internet access using either the Qantas provided PCs or their own laptops.

"Qantas is also currently evaluating technology that allows customers to use their own mobile phone, BlackBerry or GPRS enabled device to send and receive emails and data while inflight," Vanessa said.

"At the end of the evaluation period Qantas will make a decision on the viability of implementation across the fleet."

Later this year Qantas Customer Service Managers on both international and domestic aircraft will also be equipped with BlackBerrys. This technology will allow better communication with ground staff and therefore fast servicing of customer needs and rectification of inflight issues.

Old lady of the skies returns home

SHE'S been described as old, loud and smelly, but despite all that, it took just one majestic sweep over Longreach airport to convert around 1,000 people into instant fans.

The 'she' in question, is *City of Canberra*, which was Qantas' and Australia's very first Boeing 707. She was the very first jet aircraft in the Qantas fleet, the first jet to arrive in Australia, the first Boeing jet sold outside the United States and the first jet to fly around the world.

The B707's arrival in 1959 ushered in the jet age; it was notable for the fact it made aircraft travel significantly faster, reducing the trip between Australia and the UK from 48 to 27 hours, which is comparable to today's 23 hour flight time.

City of Canberra is now a permanent exhibit at the Qantas Founders Museum in Longreach.

Chief Executive Officer Geoff Dixon spoke at the event, thanking the many volunteers involved in the restoration project for their hard work and highlighting the aircraft's importance to Qantas. He also announced a \$1 million donation from the airline to the Qantas Founders Museum.

For more details on the museum visit www.qfom.com.au



The B707 at Sydney Airport before heading to Longreach.

Qantas expands schedule; adds Chile

QANTAS announced several major expansions to its schedule during the Australian Tourism Exchange conference in Brisbane last month.

Headlining the conference was Qantas' announcement that it intended to start offering direct services between Sydney and Santiago Chile, from November 2008.

The airline also announced that it would introduce an additional

return service between Sydney and Shanghai from August 2007 and a new service between Melbourne and Shanghai from March 2008 taking the number of direct services between Australia and China to 10 per week.

Services to mainland America will also increase to a record 43 per week with three additional weekly services to Los Angeles—one from Sydney and two from Brisbane—

being introduced from March 2008.

South African services to Johannesburg will be increased by one weekly direct service from November 2008, with the aim of moving to daily services shortly afterwards subject to Government negotiation and approval.

On the domestic front, Qantas announced that it would add three new Boeing 737-800 services a week between Brisbane and Perth from

August this year—the first time the airline has offered a non-stop service. The additional flights will provide more than 500 extra seats each week between the two cities to cater for the current spike in tourist demand.

QantasLink also announced that it would add 12 services—or an additional 432 seats—per week between Armidale and Sydney from 18 June 2007.

Jetstar expands Queensland services

JETSTAR has unveiled plans to introduce services between Sydney and Brisbane as well as additional services to the Gold Coast.

The low fare airline will complement Qantas' existing high frequency between Sydney and Brisbane with a double daily return service from 4 December 2007. The service will be operated with Jetstar's 177-seat A320 aircraft.

Jetstar Chief Executive Officer Alan Joyce said Jetstar's new services would allow the Qantas Group to offer a further 700 daily seats on the route.

"The Sydney-Brisbane route will become Jetstar's 43rd domestic market as the airline continues to expand its Australian flying network now consisting of over 1,000 weekly frequencies.

"Jetstar in its own right will [now] connect Australia's three largest state capitals of Sydney, Melbourne and Brisbane."

From 22 December 2007, Jetstar will also operate an additional two daily return services from Melbourne and an additional daily return service from Sydney to the Gold Coast. The expanded schedule means that by Christmas Jetstar will fly the Sydney to Gold Coast route, the nation's fourth largest domestic air market, 10 times daily and eight times daily from Melbourne.

Alan said the additional services represented a 20 per cent increase in Jetstar's capacity on the Gold Coast.

"The Gold Coast remains Jetstar's most popular destination served from our main capital city or regional bases, and our commitment to invest in the future of this region's tourism industry and its ongoing economic development continues unabated."

Visit jetstar.com for further information including fare and schedule details.



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PERSONAL FINANCIAL ADVICE



NEWS



'The Spirit of Tomorrow' television campaign

QANTAS has embarked on its most significant television campaign in three years, to showcase Qantas' commitment to the future and to Australia.

The campaign, titled 'The Spirit of Tomorrow', outlines Qantas' multi-billion dollar investment in new aircraft, plus showcase staff,

technology, training, and network development. It also highlights the airline's strong commitment to rural and regional Australia and reminds Australians that the airline's success is very much the product of its people.

Qantas Group General Manager Marketing Neil Ross said he was delighted with the final product.

"This is Qantas' most significant television blitz since the highly successful 'I Still Call Australia Home' Campaign—launched in 2000, featuring The National Boys Choir and The Australian Girls Choir," he said.

"This campaign is designed to highlight to all Australians how

Qantas continues to strengthen and evolve as our national carrier," he said.

A broad cross-section of Qantas employees was involved in the campaign. Pilots, cabin crew, customer service officers, engineers, apprentices and airport staff from across the Group were among those whose talents were called upon to shine on the small screen.

The family of advertisements was shot in locations as diverse as

Longreach, Kalgoorlie, Mildura, the Engine Test Cell at Mascot and the state-of-the-art Hangar 4 in Brisbane. The final shoot was in Toulouse, France, where Qantas' very own A380 MSN26—still coloured green—was the star of the show.

The five television advertisements ran over a four-week period in May and June, and were complemented with a comprehensive print campaign.

International Flying campaign launched

AN international advertising campaign, showing the recently-opened First Lounges in Sydney and Melbourne, as well as the new range of inflight product and service enhancements

now onboard, was launched in June.

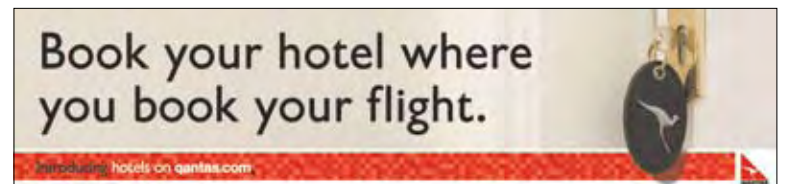
The campaign features some innovative online components, including a microsite offering a virtual tour of each lounge. The

microsite is being promoted through qantas.com, and web banners placed in targeted online environments.

The campaign is scheduled to run until September.



A sample of the print ads from the campaign.



Hotels on qantas.com

BE sure to visit qantas.com next time you are in need of a hotel in either Australia or New Zealand.

Last month the hotel booking section of the site underwent a major refresh to improve user functionality.

Visitors will now find improved search options, more up-front information on each hotel including a shortlist of key features and an

improved gallery of images.

Customers can also now see exactly where their hotel is located with the addition of detailed Google Maps to the site.

Qantas Holidays promoted the improved functionality throughout June via outdoor billboards and online advertising.

To book a hotel visit www.qantas.com/hotels

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NEWS

Customers at the forefront of Qantas A380 innovation process

IT is just over a year until the Airbus A380 is delivered to Qantas to be readied for its first commercial flight.

Qantas' has worked extensively with its customers, on the interior design of the aircraft to recognise and respond to what is most important to them. Over 3,000 customers have participated in research sessions to help develop the aircraft of the future.

Prototypes of many customer ideas were created for review and

testing. Customers even volunteered to participate in overnight sleeping comfort trials and ergonomic seat testing, to ensure the final products are designed for optimised comfort.

Of the many ideas generated and tested, some were more unique than others. These included everything from onboard showers, waterfall feature walls, a gymnasium area with treadmills and exercise bikes, social areas and self service buffets, to a customer lounge area with big

windows and a large plasma TV.

Customers involved in the development of the A380 experience are now anxiously waiting for the Qantas reveal to see what products made the final selection.

In the coming months details of the Qantas interior product will be revealed. Keep reading *Qantas News* and visiting the Product & Service intranet site: <http://qfintranet.qantas.com.au/brandmgt/index.html> for more on the final products selected for the A380.



The Qantas stand at ATE. Picture courtesy of www.michaelcranfield.com

Australian Tourism Exchange

THE largest international travel trade-show in the Southern Hemisphere, Australian Tourism Exchange (ATE) took place in Brisbane last month.

Qantas supported the event by flying over 80 per cent of the buyers and media attending.

ATE is regarded as Australia's premier tourism trade event and provides a forum for Australian tourism businesses to showcase their products, meet overseas contacts and negotiate business deals.

This year's event at the Brisbane Convention Centre attracted around 1,700 Australian delegates from 630 companies, who met with approximately 600 key overseas buyers from over 40 countries. More than 50 international and Australian media also attended the week-long event. A highlight for the media was the Qantas Group media conference where Qantas Group General

Manager Sales and Distribution Rob Gurney and Jetstar Chief Executive Officer Alan Joyce discussed the Group's plans and outlook.

As a major partner of ATE, Qantas hosted two lunches for delegates and provided some bright and colourful entertainment with a selection from the Qantas-sponsored *Priscilla Queen of the Desert* stage show. In conjunction with Tourism Queensland, Qantas also sponsored two gala dinners, which saw buyers exposed to the best of Brisbane including a cruise along Brisbane River with a spectacular evening show of Riverlife and the best of Queensland produce and wine at the Eagle Street Pier.

The new First Lounge product was showcased at the Qantas stand, which also doubled as a meeting area.

ATE 2008 will be held in Perth, Western Australia.

A decade with Neil

QANTAS recently celebrated the 10th year of a successful partnership with Neil Perry and his Rockpool restaurant.

Neil is internationally recognised as one of Australia's most innovative chefs and restaurateurs. Over the past 10 years, his involvement with Qantas has stretched far beyond simply consulting on the airline's inflight menus. Today, Neil and his team not only continually

develop the innovative menus that Qantas is renowned for but also play an integral part in the food and wine training of the airline's flight attendants. Crew selected in the onboard role of Preferred Galley Operators even receive specialist training at Neil Perry's Rockpool restaurant in Sydney.

To mark the anniversary, Group General Manager Product and Service Lesley Grant hosted a morning tea at building C of the Mascot



The talking Neil Perry doll.

campus for Neil, his team and around 60 Qantas employees who work closely with Rockpool.

To commemorate the occasion Neil was presented with an exclusive one-off Neil Perry talking doll, complete with his signature phrases including: 'And then you've got a dish,' 'delicious!' and 'amazing!'

The event was catered for by Sydney QFCL, which relished the opportunity to show off their skills to Neil.



The Rockpool team from left: David Young, Luane Riley, Claudia Dunlop, Neil Perry, Kate Barker, Terry Higgins, Trish Richards.

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NEWS



The special Qantas Wallabies aircraft showcases Qantas' support of the team.

Qantas Wallabies aircraft takes to the sky

QANTAS' flying tribute to the Qantas Wallabies took to the air for the first time on 25 May.

The B767-300 aircraft features the green and gold colours of the Qantas Wallabies and the iconic Qantas kangaroo image has donned the team's scarf. Other features on the aircraft include the recently launched website, www.worldwidewallabies.com

Qantas Group General Manager Marketing Neil Ross said the specially decorated aircraft was a key element of the airline's sponsorship of the Qantas Wallabies, and an important opportunity to showcase the airline's support for the team.

"Qantas is proud to support the Qantas Wallabies as they begin their final preparations for the road to France and The Rugby World Cup 2007," he said.

"This year is a particularly important year for rugby, and the Qantas Wallabies are working hard to unite fans all around the world."

Qantas has worn its support for a number of sporting teams in the past, including the Qantas Socceroos during their World Cup campaign in 2006, the Commonwealth Games in 2006, and the Qantas Wallabies during their involvement in The Rugby World Cup in 2003.

Big fella meets big shed

THE final piece of Qantas Engineering's Brisbane Heavy Maintenance Hangar 'Fit Check' puzzle was completed in late April.



The B747 fitted perfectly into the Brisbane Heavy Maintenance hangar.

The capability to dock a Boeing 747-400 in Bay 3 of the hangar was always part of the facility's planning, however there had never been an opportunity to put 'theory into practice'.

To confirm that the aircraft would fit, a lot of pre-emptive measuring was carried out by the Brisbane Heavy Maintenance team, who for days prior could be found placing masking tape on the floor to simulate the location of engines and nose landing gear wheels.

When the time finally came to park the aircraft in the bay, all went according to plan with the B747 fitting neatly between B1 and



The aircraft is lined up with the hangar as all measurements are checked.

B2 wing docks and all required clearances met.

Ensuring the aircraft would fit the hangar required the dedication and commitment of many people. Special mention must, however, be made of

Warren Lack, who drove the tug leading the aircraft with the skill and precision of a heart surgeon, positioning the 'big fella' perfectly on the bay centre line.

By Kristin Matthews, Brisbane Heavy Maintenance

Commemorative referendum flight

INDIGENOUS Qantas Captain, Andrew Bishop, piloted a special flight carrying more than 80 Reconciliation Australia guests to Canberra on May 25, to attend the commemorative events marking the 40th anniversary of the 1967 referendum, including National Reconciliation Day on Sunday 27 May.

Captain Bishop, whose uncle, Joe McGuinness, was one of the campaigners for a 'Yes' vote in the 1967 referendum, was joined by a predominantly Indigenous team of flight attendants

operating the special service.

The service was operated by the airline's specially painted B737-800 aircraft, *Yananyi Dreaming*—one of three aircraft in the Qantas fleet to carry striking Aboriginal artwork.

The Chief Executive Officer of Qantas, Mr Geoff Dixon, said the 1967 referendum is an important event in Australia's history and is regarded as being the first stage of the reconciliation movement in Australia. "As a major Australian employer Qantas recognises the importance of bridging the gap



Reconciliation Australia guests on arrival in Canberra to attend events for the 40th anniversary of the 1967 referendum.

between Indigenous and non Indigenous communities.

"Qantas has been running Indigenous employment programs since 1988 and we intend to

double employment opportunities for Indigenous people either as Qantas employees or via our third Party Suppliers by the end of 2008.

MILESTONES

10 years of online learning

WHEN Qantas College Online was launched it was one of Australia's first online learning systems.

Manager Learning and Development Anne Rutter said within the first five years of launching Qantas College Online, there were more than 5,000 registered users and

a suite of 60 company-wide programs on offer to Qantas staff.

"Ten years on and Qantas College continues to use e-learning as a means of delivering a blended training solution to the Qantas Group and we continue to work with business groups to develop

courses and design learning and development solutions.

"Qantas College also provides online programs to large travel, tourism and freight industry organisations including American Express, Travelscene and TAFE Institutes as well as individual travel, freight and security industry agents via their commercial partnerships.

"Today over 150,000 Qantas College Online courses have been completed and more than 1,000

nationally recognised qualifications have been achieved via the e-learning platform. Qantas College Online now forms part of the eQ Learning and Development suite of programs which staff can access via their self service portal.

"As part of Qantas College's mission to provide the best possible learning experiences for our staff we have actively embraced the many advances in e-learning design and development over the past 10 years. Over this time

the bringing together of learning and technology has made it easier to deliver more engaging programs and to assist learners in making connections to ideas and other people through communities of practice.

"Because of our focus on innovation and learning we can offer flexible, blended, collaborative and engaging learning experiences to our staff and will continue to meet the changing needs of our sophisticated and diverse business," Anne said.

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NEWS

QANTAS CAREERS

Work experience with a difference

THE sky was no limit for a group of Far North Queensland students who worked as trainee flight attendants on the Qantas Dream Flight in Cairns in May.

Students from Smithfield, Mossman, Atherton and Mareeba State High Schools and Saint Monica's College were the first to take to the skies with Qantas on work experience.

From a group of more than 350 students, Qantas chose 10 budding flight attendants for customer handling duties.

Cabin Services Manager Debra Wyatt said students were well-prepared for their maiden flight, having graduated from the 2006 Flight Attendant Awareness program.

"The program showcased all the positive and negative aspects of a career as a flight attendant, and gave students a good idea of the skills and attributes they need to gain employment in the industry," Debra said.

The Flight Attendant Awareness program was developed under the Cairns District Youth Achievement Plan (DYAP), and is the first of its kind in Australia. Cairns DYAP Manager Patricia Boylan said the Flight Attendant Awareness program which focused on engaging young people at school, had proved very popular with students.

"Last year, it was run as a pilot program, and due to its success, the program will run again this year with a focus on encouraging Aboriginal and Torres Strait Islander students."

Under the program local flight attendants volunteer their time to provide information and mentoring to students over a series of school visits.

"The passion and inspiration of these industry mentors is a shining example to young people who are keen to work in the airline and tourism business," Patricia said.



From left: Qantas Marketing and Business Development Manager David Libeau, Herald on Sunday winner of the Qantas Fellowship to Wolfson College, Cambridge David Fisher, and Qantas Promotional Team members Beth Davies and Darryl Brown.

Qantas Media Awards New Zealand

NEW Zealand's premier media awards were announced in Wellington in mid-May. The awards, now in their 34th year, have been sponsored by Qantas since they began and recognise excellence in print and internet journalism. A further awards night recognising excellence in television and radio journalism will be held later in the year.

Wellington's TSB Bank Arena on the city's beautiful waterfront was transformed into a 500-person dining room, complete with dance floor, for the night. Guests were treated to a sumptuous three-course meal with matching wines as the numerous awards were presented including the prestigious Newspaper of the Year and Reporter of the Year.

Newspaper of the Year was won

by Auckland's *The Press* for the second consecutive year while recognition as New Zealand's best print journalist, as decided by a panel of industry peers, was given to David Fisher from the *Herald on Sunday*. David was also awarded the highly coveted Qantas Fellowship to Wolfson College, Cambridge.

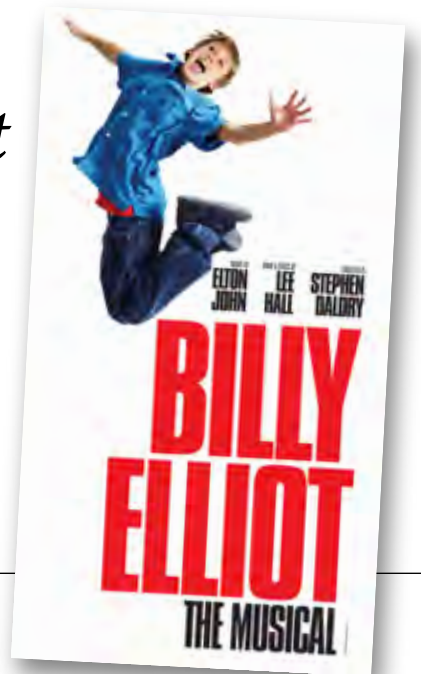
Marketing and Business Development Manager New Zealand David Libeau said that the long-term sponsorship of the awards was important for Qantas.

"In addition to the excellent exposure received at the event, Qantas gains substantial media exposure following the awards in various publications as the winners promote their success," he said.

Visit <http://www.qantasmediaawards.co.nz> to find out more.

QANTAS HOLIDAYS

Billy Elliot team reunites for the musical



QANTAS Holidays has partnered with Showbiz International to sponsor *Billy Elliot the Musical*. This latest musical spectacular is also being supported by other key industry partners including Qantas, Tourism NSW, and Accor Hotels and Resorts.

The production reunites the team behind the award-winning 2000 film and adds the musical mastery of Sir Elton John to turn the highly acclaimed film into an all-singing, all-dancing stage spectacular. *Billy Elliot* has won over 40 awards worldwide and received three Oscar nominations including best director.

The show will run at Sydney's

Capitol Theatre for an estimated 12 month season, with rehearsals set to commence in July and previews in December 2007. The Sydney season will be the second only production in the world after London's West End. In London the show was seen by almost a million people, breaking all box office records.

For information about tickets, keep your eyes peeled for packages at www.qantas.com/holidays or call 13 14 15. Qantas Frequent Flyers can earn 1,000 extra points when booking through Qantas Holidays.

Lean Sigma—Accelerated Improvement Workshops

A number of business areas within the Qantas Group have been running Accelerated Improvement Workshops (AIWs) in their workplace, with more planned over the coming months. AIWs form part of Lean Sigma training that is provided through Qantas Engineering or Group Lean Sigma.

AIWs are an opportunity for employees to instigate changes to their workplaces and processes to make them safer and more efficient, and to trial other methods for improvement.

Business areas within the Qantas

Group that have run AIWs in the past month include Qantas Engineering, Qantas Shared Services, Qantas Catering in Perth and Caterair Airport Services, Sydney. All business groups have experienced measurable improvements in their workplace. Examples include improved document control, improved bar stock areas, reduction in overproduction of meals, improved information flow and minimisation of waste materials.

The main stages of an AIW include:

- planning phase, where the workshop is scoped out and participants organised;
- education of participants regarding structure—objectives, and how the process will be rolled out;
- execution of the event, in which ideas are brainstormed and changes are made to the workplace;
- pitch-out, in which all participants present the findings, results, and outcomes of the event to senior management and other colleagues; and

- comprehensive follow-up and additional actions and changes.

During the months of June and July Group Lean Sigma will be entering discussions with various business segments in Qantas for future deployment opportunities.

For more information about Lean Sigma and AIWs, please contact Manager Group Lean Sigma David Hunter on +61 2 9691 0658, extension 20658 or go to the Lean Sigma site on the Qantas Intranet at: http://qfintranet.qantas.com.au/em/leansigma/leansigma_index.html



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SHARING THE SPIRIT

Sharing the Spirit
A QANTAS COMMUNITY INITIATIVE 



The Qantas Soccerroos and mascots singing the national anthem.

Qantas Frequent Flyers share in football fever

CHILDREN of Qantas Frequent Flyers from around the country were given the opportunity to share in the spirit of football in June, when the Qantas Soccerroos took on Uruguay. Lucky winner of an exclusive Frequent Flyer competition, Kaan Kilinc was able to take his entire junior football team from Baulkham Hills Football Club to the Qantas Soccerroos private training session, held the day before the big match on 2 June. The session was hosted by Qantas Ambassador and ex-Soccerroo

Alex Tobin. The team and coach then enjoyed tickets to the match, which saw Qantas Soccerroos defeated by Uruguay by one goal.

Twenty-two other lucky winners were offered the chance to be an official mascot, wearing the two teams' colours and escorting the players out onto the field for the singing of the national anthems of Australia and Uruguay.

All participants were thrilled to be able to meet their sporting heroes and be a part of this historic rematch.



The Pathfinders' 2007 Charity Flight. From left: Charity Flight Co-Host and international best selling author Tara Moss, Qantas Manager Arts Entertainment and Community Sponsorships Emily Choo, 2007 Charity Flight Chairman Neville Frazer, 2006 Charity Flight Chairman and now retired Qantas Captain Roger Gee, the Royal Institute for Deaf and Blind Children's Kaye Bailey, and Ogilvy's Kate Powditch.

Spotlight on Pathfinders—40 years on

PATHFINDERS was founded in 1967 by Qantas Chief Steward Pat McGann after he took up a collection, amongst the Crew on the sector Honolulu to San Francisco, for an ill child he had read about in a Sydney newspaper. Sadly, the little boy passed away before the toys purchased from the collection made it back to Sydney. It was suggested that the toys be donated to the (then) Royal NSW Institute for Deaf and Blind Children. The rest, as they say, is history!

Each year Pathfinders organises many fundraising events including Splash for Cash, charity flights, book and toy sales and trivia nights. A major event is The Revue; a night of song, dance and comedy, which has been an audience favourite since 1975.

All proceeds from Pathfinders' fundraising activities go to the Royal Institute for Deaf and Blind Children (RIDBC). Since its foundation in 1967, Pathfinders has raised almost \$5 million for the RIDBC making it one

of the most successful fundraising committees in Australia. A remarkable \$230,000 was raised in 2006.

This year, Pathfinders celebrates its 40th anniversary and to mark the occasion, Pathfinders will hold a dinner onboard Captain Cook Cruises' signature vessel *MV Sydney 2000* on 14 July. Pat and Maureen McGann will be the guests of honour.

For enquiries and bookings, contact Kaye Bailey on 02 9872 0329 or email kaye.bailey@ridbc.org.au

COMMUNITY

Designing a successful career

FASHION and design students in Canberra, Port Macquarie and Newcastle were able to learn from leading Australian fashion designer and Qantas Ambassador Peter Morrissey in a special tour of the regions in May.

Peter's presentation encompassed his experience and knowledge as a world-class designer and the founder of leading label MORRISSEY.

Peter is the designer of the current Qantas uniform, which he counts as one of his proudest achievements. He also designed costumes for the opening ceremony of the Sydney Olympic Games in 2000.

Peter is a judge and a mentor in the Qantas Spirit of Youth Awards and a strong believer in fostering young Australian talent.



Australian Fashion Designer and Qantas Ambassador Peter Morrissey with a budding fashion designer in Canberra.

ARTS SPONSORSHIP

Australian Billys meet Sir Elton in London

QANTAS congratulates Lochlan Denholm, Nick Twiney, Rarmian Newton and Rhys Kosakowski, who will share the starring role of Billy in the Australian

production of *Billy Elliot the Musical*.

Qantas flew all four 'Billys' to meet their London counterparts and Sir Elton John, who wrote the music for the production, in May.

Billy Elliot the Musical opens at the Capitol Theatre in Sydney in December.

Qantas is proud to be the official airline partner of *Billy Elliot the Musical*.



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Sharing the spirit of rugby

QANTAS Frequent Flyers and special guests from the Starlight Children's Foundation recently enjoyed an exclusive opportunity with former Wallabies Captain and Qantas Ambassador John Eales and the Qantas Wallabies under Qantas' Sharing the Spirit program. Five Frequent Flyers and their guests, were thrilled to have the opportunity to meet John Eales, tour the players' dressing rooms, and watch the Qantas Wallabies final training session before the test match—the 'Captain's Run'—from pitch side.

All guests received a Qantas Wallabies jersey signed by the team, and tickets to the test match. The opportunity was an extremely memorable experience for all involved, but in particular for Daniel, who was given the opportunity through the Starlight Children's Foundation.

Qantas Wallabies coach John Connolly provided Daniel, who suffers from cystic fibrosis, with a pair of player's shorts and socks, and offered Daniel and his family the opportunity to join the team in the dressing rooms after the test match against Wales. Post match, Daniel had the opportunity to congratulate the players, spend some time with George Gregan, and even meet another special guest in the change-room, Prime Minister John Howard.

Daniel summed up his experience by describing it as, "the best day of my life ... ever!"



Front from left: Prime Minister John Howard, Daniel, brother William and Qantas Wallabies Coach John Connolly. Back from left: Daniel's parents Rodney and Penny.



Qantas Wallabies' George Gregan with Daniel.

Megs Football Clinic

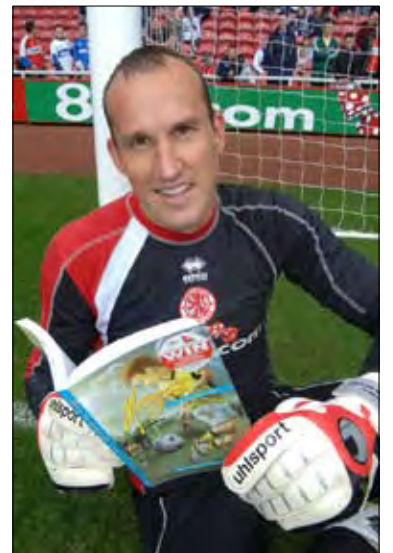
QANTAS Socceroo and Qantas Ambassador Mark Schwarzer hosted an interactive 'Megs Football Clinic' for children of Frequent Flyers from around Australia in June.

Named after the leading character in his novel *Megs and the Vootball Kids**, the clinics, held in Melbourne, Brisbane and Sydney, for children, aged between eight and eleven years, focused on activities teaching football techniques.

The enthusiastic participants received a copy of *Megs and the Vootball Kids*, which tells the story of Megs Morrison, an English migrant kid, who finds it tough in a country where the locals call football by the strange name 'soccer'.

Mark says the book is a reflection of Australia's diverse society, and was thrilled that through the Qantas Sharing the Spirit program, he was able to meet with young football fans and share in his great love of the game and reading, and highlight the importance of Australia's diversity.

"These clinics are an important opportunity to bring together children from different walks of life and learn skills that are not just important on the football field, but



Qantas Socceroo and Qantas Ambassador Mark Schwarzer at the interactive 'Megs Vootball Clinic'.

in life itself—including teamwork, dedication and respect for individual strengths and weaknesses," he said.

"I hope that the clinics will encourage Australia's future football stars to strive towards reaching their goals on and off the field."

Megs and the Vootball Kids is in bookshops now. For further details visit www.megsmorrison.com

**Megs and the Vootball Kids* was co-authored with Neil Montagnana Wallace.

INNOVATION

Launch of Worldwide Wallabies



QANTAS launched a new website in June as part of the airline's sponsorship of the Qantas Wallabies.

The aim of the website—worldwidewallabies.com—is to reinforce Qantas' support of the team in the lead-up to the Rugby World Cup by engaging fans around the world and providing an online community where fans can interact, have fun, win weekly prizes, play games and find out the latest rugby news.

New features will be added to the site as the Wallabies season progresses.



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AUSTRALIAN FINANCIAL SERVICES

SAFETY AND ENVIRONMENT



Qantas achieves IOSA registration

QANTAS recently successfully completed the International Air Transport Association's Operational Safety Audit (IOSA).

Qantas Group General Manager Safety Captain Geoff Sartori described the internationally recognised IOSA program as the global benchmark for airline safety and quality.

"It is the most stringent safety audit program in the industry, examining over 900 internationally harmonised standards and recommended practices covering assessment of both operational management and control systems."

Geoff said preparation work for the audit was undertaken 12 months prior

to the formal external certification work, with a team of representatives from Flight Operations, Airports, Freight, Customer Products and Services, Network and Airline Operations, Engineering, Group Safety and Group Security assessing current policy and procedures against each IOSA standard element.

The next step involved Qantas Group Safety coordinating the group's work and conducting an assessment to

identify any gaps prior to the formal external audit, which was undertaken over a five-day period in August 2006.

"There were a number of audit findings which we were required to address prior to gaining certification and this required another five months' work."

Geoff said the audit process was a large undertaking, given the airline had to extensively evaluate many items, each of which must be

individually assessed for compliance of documentation and implementation.

Despite the volume of work required, Geoff said IOSA registration was an important step for Qantas.

"Airlines that have met IOSA standards make a clear positive statement about the integrity of their operations. Compliance with IOSA standards further builds on Qantas' rigorous safety policies and procedures."

WINTER SAFETY TIP

Winter heating safety

A recent incident in Qantas Engineering, where a soldering iron burnt a hole through the bench on which it was left, serves as a timely reminder not to leave electrical appliances unsupervised. This is particularly relevant to electric heaters with the onset of winter.

Keeping in mind the following suggestions will help keep your family and work colleagues safe when using electric heaters.

- Heaters should be turned off when leaving the house or sleeping.
- Avoid using extension cords. If you must use an extension cord with your electric heater, make sure it is marked with a power rating at least as high as that of the heater itself. Always keep the cord stretched out—not coiled—and don't permit it to 'buried' under carpet or rugs.
- Locate the heater so it will not be knocked over or trap you in case of a fire. The heater should be placed out of the path of traffic areas such as doorways and hallways and should be placed at least one metre away from anything that might catch fire.
- Unless designed as a wall heater, never place heaters on cabinets, tables or furniture—the heater must sit on the floor. Ensure you do not place heaters where towels or clothes could fall on the heater and catch fire.
- Keep portable electric heaters away from sinks, tubs and other wet or damp places.

By Glenn Evans, Engine Maintenance

Ladder safety—four simple steps to keep you safe

YOU don't have to fall far off a ladder to be seriously injured: one to two metres can be all it takes.

The result can be fractured limbs, spinal cord damage, brain injury, and sometimes even death.

At least 83 Australians, mainly men, have died after falling from a ladder over the past five years, with thousands more being seriously injured while using a ladder for home repairs, renovations, and gardening tasks.

Men at or nearing retirement age are in the highest risk category for this type of accident.

So what can you do to avoid being another ladder statistic?

1. Check the ladder before use

- The ladder is in good condition without signs of warping, rust, corrosion or missing rivets.
- There are no loose or cracked rungs or hinges.
- Non-slip safety feet are fitted and in good condition.
- The ladder's height is right for the job—if using an extension ladder to access

a roof or work area, the top of the ladder should extend at least one metre over the top of the surface it is resting on.

2. Ladder set up

- Place the ladder on dry, firm and level ground—if the soil is too soft, place a hard board under the ladder's feet to stop it sinking.
- Engage all locks and braces—step ladders should be fully opened.
- Keep the ladder clear of powerlines and exposed electrical wiring.
- The foot of an extension ladder should be placed at a distance from the wall equal to a quarter of the length of the ladder.

3. Climb safely

- Wear well fitting, enclosed, slip-resistant footwear—not sandals or thongs.
- Have someone hold the ladder at



the base while you are using it.

- Hold the ladder with both hands as you climb and carry tools in a tool belt.
- Stay in the centre of the ladder as you climb.
- Only climb to the second rung from the top of a step ladder or the third rung from the top of an extension ladder.
- Secure the top of an extension ladder into position before starting work.

4. Work safely

- Work within arm's reach from the ladder—if you cannot easily reach, climb down and reposition the ladder.
- Always hold the ladder with one hand.
- Be careful when pulling items from shelves/gutters/roofs as this may cause you to lose your balance.

And remember, when you are finished, store the ladder in a dry place to prevent warping or corrosion.



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BUSINESS

Facing our challenges and competitors; no room for complacency

QANTAS has made a number of significant announcements over the past few months that have signalled our commitment to growth—for example, new Qantas international routes, Jetstar expansion plans, new airport lounges, and a major new investment in express freight in Asia.

The A380 visit to Sydney in early June and the roll out of the first B787 in Seattle this month are the most tangible reminders that Qantas plans to grow its flying businesses, under both the Qantas and Jetstar brands.

Over the coming months, you can expect further important announcements, including very exciting news about our new international product.

However, as all Qantas employees know, all of our investment and all of our growth plans must be backed by an equally strong commitment to continuing to achieve efficiencies in every area of the business. This is the only way we can remain competitive against some very strong airlines in both the domestic and international arenas.

Qantas is in very good shape to meet the challenges we face and the intensifying competitive environment, but there is no room for complacency. The following article published in *The Weekend Australian* in May, outlining the aspirations of one of our keenest competitors, Virgin Blue, is proof of that.

This article underscores how important it is for us to stay on our mettle, and I urge all employees to read it.

John Borghetti

Executive General Manager, Qantas Airlines

share price, and that gave Paul Little at Toll the chance to bid for Patrick at a reasonable price. This time Godfrey seemed to be on the ropes and Little's initial plan on winning Patrick was to sell the Virgin stake to Singapore Airlines.

In round three Godfrey's most obvious move was to cut Virgin's costs further and go after Jetstar. But he reasoned that this was a loser's game. Instead he went the other way, increasing his costs a little by going upmarket with the aim of challenging Qantas while still holding a cost advantage. Little was so impressed with the revised prospects that Toll decided to retain Virgin as a partly owned subsidiary.

Godfrey describes how the Qantas strategy in round two led to his plan to convert Virgin into what he describes as a "new world carrier".

"Jetstar was as much a form of commercial neutering as it was just stopping Virgin Blue's growth," he says. "They (Qantas) actually wanted to take that discount market which we had established. We then decided that we had to push into new ground. If Qantas was going to target us at the discount end of the market, then we were going to come after them at their end of the market. That's why 'new world carrier' was introduced.

"Prior to financial year 2004-05, we didn't have a frequent flyer program, we didn't have lounges, we didn't have frequency in key markets—all the key ingredients the corporate and government accounts wanted."

Godfrey says he is about 18 months into the "new world carrier" program. In the half year to December 31, Virgin showed a big turnaround, and analysts say the current half year should also be very good.

The Virgin strategy is that while investing in extra services may firm costs, it will enable the airline to obtain higher fares from increased business and government patronage, so net yields will rise. In the half year ended December 31 Virgin's revenue per seat kilometre rose by 12.3 per cent from a low base. The Qantas equivalent increased at a slower rate.

But Godfrey is aiming for much higher levels by 2010. "We still have a relatively small amount of business from big corporates and governments.

"We have 33 per cent of the market but we've got only a single-digit percentage of government accounts. We need to chip away at those people who earn and pay 10 times more than a discount ticket."

Godfrey says he must attack Qantas now while he holds a cost advantage over the big airline.

"Qantas has been forced into a corner where they've got archaic work practices and they're just not productive," he says. "I have a lot of respect for Dixon and I know what he's done is very good, but even Dixon can't change 75 years of union participation in that organisation.

"I'd sit there and scream blue murder until I convinced our people that we're not going to work the way that Qantas people have been able to negotiate enterprise bargaining agreements. That's why I have no choice except to go after him in the corporate sense, because in five years' time it will be too late.

"In five years' time Jetstar will be three or four times bigger. Qantas will have reduced its cost base to where it's ambivalent whether it's Jetstar or Qantas that takes on the service.

"That's when I do get caught in the middle. So sitting doing nothing is not an option for us."

Yet sending a discount airline upmarket is no easy task. Apart from the lounges, Virgin had to start a loyalty program. Here Godfrey was helped by a perceived weakness in the Qantas program, which is based on the availability of spare seats, so the full cost of a seat created by frequent flyer points is not included in a Qantas ticket.

Virgin points are convertible to any flight and the cost of this is taken into account on each ticket. In the next few years Godfrey believes he will use this easy convertibility to sell the program to others, such as international airlines and rent-a-car groups.

Godfrey now has more than a million members in his Velocity frequent flyer program, which is ahead of target. Qantas has about 3.2 million members but it has been going a lot longer and has a bigger market share. Nevertheless, Qantas is responding by also moving to easy convertibility.

Godfrey says Dixon has a problem because Qantas has the equivalent of a trillion points outstanding. "I don't believe they can go to any seat, any flight program, because it would suddenly equate to about eight months' worth of flying nonstop and that would be a risk."

Godfrey believes that by 2010 Virgin will be operating on most regional routes so that it has a comprehensive feeder network, which will also help consolidate its relations with international airlines.

Once Virgin began to move upmarket it needed to gain an affiliation with international airlines, but its discount airline software was not compatible with conventional airlines. The problems have now been overcome. Virgin believes it will gain a substantial share from the "interline traffic" which is currently dominated by Qantas. Virgin already has affiliations with Hawaiian and Malaysian airlines and is about to deal with Emirates.

Those affiliations plus Virgin's entry into the Australia-US routes using new aircraft are a vital part of the "new world carrier" program.

Godfrey describes his looming battle with Qantas and the US carriers this way: "I think we can do it differently to Qantas

and United. I think the American carriers are dinosaurs. Most of them, in a truly competitive environment, would all fall by the wayside.

"The only advantage they have over us is that they have this wonderful ability to be able to muck up their business and then just go into Chapter 11 arrangements and discount their way out and screw everyone else.

"Having a new clean sheet airline come out in 2008 offers us a lot of opportunities.

"The Australian-US is a market that has been for far too long the domain of one American carrier and one Australian carrier and they've made out like bandits on it.

"It might sound arrogant but I still believe we'll get clean under Qantas' cost base because we're not going for a Qantas-like model. But it's certainly not going to be a one-class Virgin Blue model either."

The market is expecting Virgin to do well in round three, with the share price around 17 times expected 2006-07 earnings per share of 15c. Future earnings will depend not only on the upmarket program but on how well Virgin picks the fuel market.

Current expectations are that earnings per share will reach close to 20c a share by 2008-09. Predictions for Qantas earnings vary greatly but, using a 36c a share 2006-07 estimate, the stock is priced around 15 times earnings—lower than Virgin—which explains why many institutions were not prepared to accept the Qantas takeover offer.

However, clearly the market has its money on Godfrey for round three.

So how will round four develop as 2010 approaches? According to Godfrey, the first moves will come from Qantas. "Qantas has got lousy margins for an airline that is one of the most successful airlines in the world. The only way they can improve their margins in my mind is to look at costs.

"Labour comprises about 30 per cent of your cost base, so you've got to cut the hell out of it.

"The only way they can do it is to find ways to either move things offshore or become more productive. But look what happened to the wharves. It doesn't come without some industrial pain."

So Godfrey's first opportunity in round four is to take advantage of any Qantas industrial problems.

Second, he is planning to expand the Virgin freight operation. It will not operate as a carrier in its own right but will provide a service for others, including Toll.

Third, Godfrey wants to use his aircraft maintenance operation to service other airlines because he believes the Virgin cost base is competitive.

And finally, on the agenda for consideration if the "new world carrier" program continues to work well is a plan to launch a new low-cost airline that will go below Jetstar and make the arena really competitive for new entrants like Singapore's Tiger.

By Robert Gottlieb
Vision 2010, The Weekend Australian,
26 May 2007, page 40

This is the article originally published in
The Weekend Australian

Gloves off in Virgin clash with Qantas

CEO Brett Godfrey believes he has an advantage over the Flying Roo in the costs and work practices areas.

The tactical battle between Qantas chief executive Geoff Dixon and Virgin Blue CEO Brett Godfrey has few parallels in modern Australian corporate history.

The tussle is now in its third round. Godfrey won the first one, Dixon was comprehensively the victor in the second—and as the third begins to reach a climax there are already signs of a fourth round that will see changes in freight and engineering, and possibly another airline launched.

The ramifications of the tactical war have gone beyond the airline industry to play a role in shaping the waterfront.

Seven years ago Virgin started as a niche player, but after the collapse of Ansett it believed that as the lowest-cost carrier it could expand rapidly. The subsequent market share gains gave Godfrey victory in round one, which led him to believe that he could eventually overtake Qantas and gain more than 50 per cent of the market.

When Patrick CEO Chris Corrigan bought a major shareholding in Virgin, Godfrey seemed to have Dixon on the ropes.

But Dixon opened round two with the launch of Jetstar, an even lower-cost carrier than Virgin. Godfrey was caught in a classic pincer and his yields slumped. Patrick, as a major shareholder, suffered from the sharp drop in the Virgin

“Qantas has got lousy margins for an airline that is one of the most successful airlines in the world”

Brett Godfrey
Virgin Blue CEO

“Godfrey says he must attack Qantas now while he holds a cost advantage over the big airline”

Robert Gottlieb
The Weekend Australian

INDUSTRY NEWS

For all the latest news from across oneworld visit eworld.
Go to the Qantas Intranet home page and click on 'eworld' from
the sites listed in the LINKS box in the bottom left corner.



oneworld

Commercial success for oneworld carriers

CATHAY Pacific, and its subsidiary Dragonair which is joining oneworld later this year, carried 1.1 per cent more passenger traffic in May than a year ago on 1 per cent more capacity, leaving their joint load factor virtually unchanged at 75.1 per cent. The two airlines boarded a total of 1.8 million passengers in the month. Meanwhile LAN carried 29.9 per cent more passenger traffic in May when compared with the same period a year ago. On the back of a 24.1 per cent increase in capacity, this saw the airline's load factor up three points to 68.7 per cent. Finnair also reported a strong result for the month of May carrying 18.2 per cent more scheduled passenger traffic than the previous year. With 17.3 per cent more capacity, Finnair's load factors for May were up to 70.6 per cent.

BA raises fuel surcharge

ON 13 June British Airways increased its long haul fuel surcharge by £5 a sector. For a flight of less than nine hours, BA's surcharge is now £38, while for longer flights it is £43 a sector.

RJ CEO Samer Majali is IATA's Chairman elect

ROYAL Jordanian Chief Executive Samer Majali will serve as Chairman of the International Air Transport Association (IATA) from June 2008 for a year. He will be the first representative from any airline based in the Middle East to hold this post.

Surge in traffic to oneworld.com

oneworld.com has been moved to a new website computer server to enable it to handle more visitors after it was deluged with traffic, prompted by an email from American Airlines

to its Frequent Flyers highlighting the addition of Japan Airlines, Malév Hungarian Airlines and Royal Jordanian to the alliance.

In the days after the AA email went out, traffic to oneworld.com surged by more than 10 times its usual average, with the number of downloads of the brochures and leaflets posted increasing fourfold.

Alliance flight on ba.com

MEMBERS of British Airways' Executive Club frequent flyer program can now book, change and cancel award flights on all other oneworld members airlines online, via ba.com Members can, however, only use the facility to book on BA's partners when award seats on BA itself are not available on the requested dates, or for routes not served by the airline. For further information, see <http://www.britishairways.com>

Lead-in prices on oneworld.com

LEAD-IN prices for oneworld's Explorer and Circle fares from virtually every country worldwide are now posted live on oneworld.com, enabling customers to get an immediate estimated price for the alliance's most popular ticket types. Taxes and fees are excluded, as these vary airport by airport. Vice-President Commercial Nicolas Ferri said: "One of the most frequent comment by customers about our website was a request to be able to obtain an estimate for the cost of the alliance's main fares. This move addresses that concern, as part of our continuing efforts to make oneworld.com more of a sales tool for the alliance."

LAN takes delivery of the Airbus A318s

LAN has taken delivery of the first of 20 new Airbus A318s it has on order. They will replace the airline's existing Boeing 737-200s on its Chilean domestic routes, flying alongside the A320s and A321s that LAN already operates. The remaining 19 of the latest technology twinjets should be delivered by the end of next year. Inside, they are configured with leather

seats and state-of-the-art in-flight entertainment. Chairman Jorge Awad said: "These new aircraft will allow us to provide the best product with the highest standards in terms of safety and service for our domestic passengers. In this way, we are confirming our commitment to operate the most modern fleet in the world for our customers in Chile." During the next four years, LAN will take delivery of a total of 52 new passenger and cargo aircraft, representing an investment of some US\$2.6 billion and taking its overall fleet to 115 hulls.

oneworld CEOs on IATA board

oneworld airline heads account for nine of the new 31 member Board of Governors of IATA, with all member carriers other than Finnair represented. Taking over as IATA after its annual summit in Vancouver is the Chief Executive of Star's TAP Portugal Fernando Pinto. Director General Giovanni Bisignani has had his contract extended to at least 2010. Next year's IATA annual summit will be in the Istanbul hub of Star member elect THY Turkish.

Finnair's home Europe's best airport

READER'S Digest, the world's biggest selling magazine, has selected Finnair's Helsinki hub as the best airport in Europe.

BA orders 'green' ground fleet

BRITISH Airways is to invest more than £25million (US\$59 million) on a new fleet of 550 airport vehicles as part of its move to London Heathrow's new Terminal 5 in March. The new vehicles will replace older models and help the airline reduce its ground emissions at Heathrow and improve its punctuality performance. The fleet contains around 15 different vehicle types, including baggage tractors, loading equipment, passenger buses and cargo tugs, along with 38 DaimlerChrysler Citaro passenger coaches, currently the 'greenest' buses available. Its move to the new terminal will enable the airline to use around half as many ground vehicles at Heathrow as the airline employs today.

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INDUSTRY NEWS

Passenger demand strong—IATA

IATA has released traffic results for the first four months of 2007 showing year-on-year international passenger demand growth of 6.7 per cent and average load factors for the period of 75.4 per cent. Freight demand growth was significantly slower at 2.6 per cent. IATA said passenger demand was better than forecast, supported by a relatively strong global economy. Freight demand, on the other hand, was showing greater price sensitivity and increased competition from other transport modes. Over the period, the Middle East remained the fastest growing region, recording a 17.6 per cent year-on-year passenger demand increase. Asia Pacific grew by 6.2 per cent, as did Europe by 6 per cent, while North American carriers were slightly lower at 5.4 per cent, reflecting a weakening US economy.

Boeing aircraft forecast

BOEING'S latest outlook has forecast a \$2.8 trillion market for new commercial aircraft over the next 20 years. The 2007 Current

Market Outlook represents Boeing's world view of air travel over the next two decades. The company said 28,600 new aircraft (passenger and freighter) would be needed by 2026. On a delivery-dollar basis, the largest market is projected to be the Asia-Pacific region with 36 per cent, followed by North America with 26 per cent and Europe with 25 per cent. The single-aisle segment will continue to attract the greatest demand, partially driven by continued low cost carrier growth.

SAA outlines major restructuring

GOVERNMENT-OWNED South African Airways (SAA) has announced it will ground its Boeing 747-400 fleet, divide into seven subsidiaries and cut its management staff by 30 per cent as part of a comprehensive restructure aimed at returning the carrier to profitability. It is targeting a revenue improvement/cost reduction of US\$378 million by the end of 2008. Six B747-400s, five leased and one owned, will be grounded as part of a route rationalisation involving a stronger focus on domestic and African routes. The aircraft will be replaced by A340-300s that SAA had been leasing to India's Jet Airways. The

seven independent subsidiaries will operate as profit centres and equity partners will be sought for some units, including SAA Cargo. The South African government has warned SAA that it will not back the airline indefinitely, with complete or partial privatisation likely to be considered for the future.

Asiana and ANA to partner

ASIANA Airlines and All Nippon Airways have announced a cross-shareholding agreement as part of their new strategic alliance. The airlines will take US\$12 million stakes in each other, extend existing codesharing agreements, explore further cooperation to reduce airport and fuel costs, and undertake joint cabin crew training.

New planes and profits for Air France-KLM

AIR France-KLM has posted a 32.5 per cent rise in full-year operating profit. Operating income for Europe's biggest airline by passenger numbers, and the world's largest by

revenues, was €1.24 billion in the year to 31 March, as revenues rose 7.6 per cent to €3.07 billion. Air France has also announced a US\$7 billion aircraft order, split between Airbus and Boeing and comprising an additional two A380s, 30 A320-family aircraft and 18 B777s.

Boeing reveals 747-8 VIP concept

BOEING Business Jets has unveiled design concepts for a B747-8 Intercontinental VIP aircraft. Features include vaulted ceilings, spiral staircases and video wall displays filling the aircraft's 5,000 square feet of cabin space. While it has developed concepts for marketing purposes, Boeing does not design or install interiors in its VIP aircraft. Instead, it delivers an aircraft without interior furnishings or exterior paint, allowing customers to then work with certified designers and manufacturers to develop personalised interiors. Boeing said there were currently 22 B747s in VIP use. Undisclosed customers have ordered four VIP B747-8s. The first commercial version of the B747-8 is scheduled to enter service in 2010.

IN BRIEF

- Virgin Blue has announced it is undertaking a feasibility study into a 'super low cost' subsidiary which could be launched in coming months. The move is seen as a competitive response to Jetstar and the entry into the Australian domestic market of Singapore-based Tiger Airways.
- Australian domestic tourism is bouncing back according to the

latest figures released by Tourism Research Australia. There was a five per cent increase in the number of overnight stays for the year ending 31 March 2007, with domestic tourism expenditure up seven per cent to \$55.9 billion.

- Air New Zealand is adding an extra row of seats to its domestic B737 fleet, increasing total seats to 142. The cabin changes, which will increase capacity by 4.5 per cent, will be completed by the end of August.

- Virgin Atlantic has announced plans to launch a business class-only carrier. The new airline will initially fly trans-Atlantic routes to the US from London and other European cities including Paris, Frankfurt, Milan and Zurich.
- Qatar Airways has signed a Memorandum of Agreement to buy 80 of Airbus' new A350XWB aircraft. The order will make the airline the largest customer for the aircraft and the first to commit from the Middle East.

- Deliveries will begin in 2013.
- Singapore Changi's Terminal 3 will commence operations in January 2008. The US\$1.15 billion terminal will have a capacity of 22 million passengers per year, and bring the airport's total annual capacity to 70 million. It will be equipped with 28 gates, of which eight will be A380-compatible.
- Free-seating AirAsia has announced it will introduce a new Xpress Boarding service offering passengers the first choice of seats.

- The service will also be available on the carrier's sister airlines Thai AirAsia and Indonesia AirAsia.
- The merged Air-India and Indian Airlines will trade under the Air-India brand name, with a new logo and corporate identity to incorporate features from both carriers.
- The Indian Government has announced plans for a new airport for Mumbai. The greenfield facility will be built through a public-private partnership.



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RECOGNITION

Victorian apprentices recognised

SEVEN Engineering apprentices from Qantas Engineering's Melbourne Maintenance Facility were recognised at the Kangan Batman TAFE Awards in May for their outstanding achievements in Aeroskills studies.

Receiving the Outstanding Achievement in Certificate IV in Aeroskills (Avionics) for the second year was third year apprentice Aircraft Maintenance Engineer Isak Filmalter.

Fourth year Aircraft Maintenance

Engineer Bernard Glass took out the Outstanding Achievement Award in Certificate IV in Aeroskills (Avionics).

Aircraft Mechanic (Avionics) James Barkla was awarded the Outstanding Achievement Award in Certificate IV in Aeroskills for second year apprentices.

Third and fourth year apprentices Tim Flack and Gavin Sinclair received an Outstanding Achievement Award in Certificate IV in Aeroskills (Mechanical) Aircraft Mechanic.

Third and fourth year apprentices Aaron Caddy and Andrew Stevenson each received an Outstanding Achievement Award in Certificate IV in Aeroskills (Mechanical) Aircraft Maintenance Engineer. This was the second year that Andrew had received this award.

Congratulations to all on a job well done.



Some of the award winning apprentices (pictured from left to right) include Aaron Caddy, James Barkla, Tim Flack, Gavin Sinclair and Isak Filmalter. Absent from photo are Bernard Glass and Andrew Stevenson.



QFCL Adelaide staff celebrate their success as 2005 Singapore Airlines Caterer of the Year at a function hosted by the Singapore Airlines Adelaide Office.

QFCL Adelaide awarded Singapore Airlines Caterer of the Year

QANTAS Flight Catering Limited (QFCL) Adelaide has recently been recognised as the 2005 Singapore Airlines Caterer of the Year.

The award is an exceptional achievement given that Adelaide was recognised ahead of all other catering centres in the Singapore Airlines network—including those in much larger ports worldwide. What is even more remarkable is that it is the 4th

occasion that Adelaide has won this award since 1999!

Singapore Airlines Manager Inflight Services (Food and Beverage) Hermann Freidanck, travelled to Adelaide from Singapore to present the award to staff and management last month.

The award was accepted on behalf of all staff by Executive Chef Jonathan Holmes-Ross.

Qantas Procurement Award

QANTAS received another award for the Skybed program at the annual SMART Awards held in late June.

The SMART awards are the procurement and logistics industry's premier awards and are presented each year at the annual SMART conference—this year held in Sydney. Six awards in were presented for 2007

The award for Excellence in Procurement was presented by the Chartered Institute of Purchasing and Supply and recognised the innovative techniques used and role played by the Qantas Procurement team in helping to make the Skybed program a success. The awards considered Procurement's role in the context of the overall supply chain flow from the supplier through to the final consumer and the way in which the Procurement contribution benefited all stakeholders.

General Manager Strategic Procurement Adam Richards accepted the award on behalf of Qantas Procurement and in doing so recognised the contributions made by many areas of the Qantas Group in bringing Skybed successfully to market.



From left: Procurement Manager Seb Mackinnon, (now with Jetstar); Procurement Executive Ivor March, Manager Procurement Colin Campbell, (now with Qantas Defence Services), and Manager Strategic Procurement Adam Richards.

LETTER

Qantas customers share their experiences

This letter has been received by the Chief Executive's Office and Customer Care.



Thank you very much for delaying QF74 from San Francisco to Sydney on 2 May so passengers from late arriving AA83 out of Chicago didn't miss the connection. I was one of the people on AA83 and was immensely relieved to be met by Qantas ground staff and told that QF74 was being held for us. I was very happy and grateful to Qantas that I made it home for the weekend after a tiring two-week business trip.

Thank you also for your efficiency in returning my bag to me (it wasn't as lucky as me in making it onto the flight!). The Qantas ground staff were friendly and helpful, your processes were streamlined, and your baggage delivery service was greatly appreciated.

(By way of contrast I had an experience with a US airline earlier in the year with a lost bag that was a nightmare to try to sort out—I spent over 2 hours on the phone before being told I could only lodge the report of the missing bag at the airport, which of course basically knocked out another half day.) I'm very happy to be a Qantas Frequent Flyer.



Stuart Kay

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Qantas News welcomes contributions from readers.

PEOPLE

WORKPLACE GIVING

Charity profile—Landcare Australia

THE need to improve care and management of our environment and natural resources is undoubtedly one of the most important issues facing all Australians today.

But how often do you get time to lend a hand to protect your local environment and its native wildlife, develop sustainable agriculture on farms, clear debris and invasive pests from a section of coastline, or bring landcare to a new generation through schools? Sign up today to the Qantas Workplace Giving program supporting Landcare Australia, and the answer to this question will be 'all the time'.

By signing up to support Landcare Australia through the Workplace Giving program, one hundred per cent of your donation, however large or small, will go to Landcare groups on the ground, and right across the country.

How has Qantas supported Landcare so far?

Since becoming a corporate partner of Landcare Australia in 2003, Qantas has made a commitment to improving the environment by funding a variety of on-ground Landcare projects and providing in-kind support to Landcare Australia.

In particular, Qantas has contributed to the development of a whole new generation of Landcarers by equipping the primary students of the Orara Valley on the NSW mid-north coast with resources to support the restoration of the degraded Orara River.

Qantas staff have also joined forces with the Benambra Landcare Group and other local volunteers (and battled some testing conditions!) to revegetate a stretch of harsh terrain in the highlands of Victoria.

What will the staff donations provide?

- \$10: Five plants, tree guards and tree stakes



"We now stand to lose one third of our productive land to salinity. That's one third ... gone. Wake up Australia, and do what Landcare's doing—ordinary Australians, fighting for our land." (Jack Thompson, Landcare Ambassador).

- \$50: Fund a group's community newsletter mail out
- \$120: Provide one bush regeneration pouch with tools
- \$500: Purchase 500 grams of seed (which can grow up to 100,000 gum trees)
- \$1,000: Install up to one km

of fencing to help protect bird habitat.

To support Landcare Australia, another Qantas supported organisation, or a charity of your choice, download a Workplace Giving form at: <http://qfintranet.qantas.com.au/people/wpg/>



QE Melbourne Maintenance staff fundraising with food.

Australia's Biggest Morning Tea

CONGRATULATIONS to the staff of Qantas Engineering's Melbourne Maintenance Facility who recently participated in The Cancer Council Australia's Biggest Morning Tea raising over \$700.

The event is deemed to be one of the largest, most successful

fundraising events of its kind in Australia. Since 1994 the event has raised funds that have contributed to vital cancer research and essential support services.

For more information visit The Cancer Council website at www.cancercouncil.com.au

Give the gift of life

LAST month, the Sydney ABC radio morning show featured a wonderful story about a former Qantas employee who was lucky enough to receive a lung transplant and a second chance at life.

Stella DiLaudo worked in Yield Operations as a Duty Manager until her forced retirement in 2005, after 20 years' service, due to a debilitating lung disease called Pulmonary Fibrosis. The disease, which reduces the ability to breathe, resulted in Stella needing oxygen 24 hours a day for the past 18 months.

On 24 May, Stella received the news that a donor had been found and she would be operated on that evening. Following the successful transplant, Stella's recovery is progressing well.

Stella and her family are thankful

to the person who saved her life by registering as an organ donor, she has asked Qantas to remind all staff about the importance of organ donation through which we can give the greatest gift—the gift of life.

There are almost 2,000 people in Australia on organ transplant waiting lists at any given time. Some of them will die waiting. One organ donor can save the lives of up to 10 people.

The Australian Organ Donor Register is Australia's only national organ and tissue donor register and serves as a lifeline to the people on those waiting lists.

For information or to register, call 1800 777 203, visit www.medicareaustralia.gov.au or visit your local Medicare office.

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SPORT

*Qantas News welcomes contributions from
Qantas Sporting Clubs and individuals involved in a sport.*

GOLF

Hudson Fysh Trophy tournament— revival of a Qantas sporting tradition

AN historic sporting event was reborn on 11 May, when golfers took to the course at Kogarah Golf Club to play for the Hudson Fysh Trophy.

The tournament was first played in 1951, when Qantas commenced an annual company golf match supported by one of the Qantas Founders Sir Hudson Fysh. The tournament has not been played since 2002, so a group of willing volunteers banded together to get the tournament back on the calendar.

Retired Qantas pilot and co-organiser of the match, John Winslow, said that the objective in restarting the

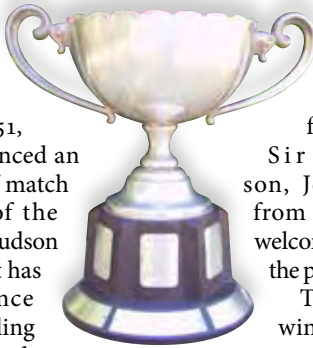
tournament was to prevent a piece of company history disappearing.

"My belief is that any sporting event named after our founder is simply too important to let fade away," he said.

Sir Hudson Fysh's son, John Fysh, travelled from the Central Coast to welcome players and present the prizes.

The tournament winners were:

- **First Place:** General Manager Freight Terminals Bob Lugton
- **Second Place:** Flight Engineer Officer Mal Condon
- **Third Place:** Invitee Grant Imrie.



The Hudson Fysh Trophy.

Top gun Marty

MARTY Wilson from Brisbane domestic ramp is a member of the Qantas Shudokai Ju Jutsu team. Marty has recently been awarded his Yellow Belt in Ju Jutsu. To obtain this he had to show defence techniques from various attackers for two hours including defences from punches, strangles, weapon attacks and other habitual acts of violence. Marty was then required to grapple all students in the class for 30 minutes of non stop action.



From left: Scooter (Brisbane International Ramp), Marty (Brisbane Domestic Ramp), Classy (Brisbane International Transfer Baggage).

The Qantas Ju Jutsu team trains three times a week Monday, Tuesday and Wednesday for both juniors and seniors. visit www.shudokai.com for more information.

Experts in mud on Kokoda Trail

ABOUT 12 months ago, a good friend on mine suggested a group of us "do the Kokoda Trail" and raise some money for Ronald MacDonald's children's charity.

Whilst I'd heard of Kokoda, I really knew very little about the Trail and its significance to Australia or what I was actually letting myself in for.

I quickly learnt that Australia's darkest hours of World War II were played out on the Trail, where a bunch of poorly trained Australians handed the mighty Japanese Imperial Army its first defeat. Since then it's been a source of reverence and fascination for many Australians who undertake the arduous 96km walk over some of the most inhospitable mountainous jungle in the world.

After 11 months of training including daily walk/runs over 6-10km; a couple of eight hour bushwalks in 37°C heat and an occasional 18km run to work, we were ready to head up to Port Moresby with 28 other trekkers ranging in age from 15 to 55 to follow in the footsteps of the young diggers, if only to understand a fraction of what they went through and the sacrifices and the triumph of this famous battle.

We had numerous experiences which will remain with us for the rest of our lives—being in the jungle for 12 days, meeting the Papuan

highland people who would give you their last meal, learning about the WWII exploits of our diggers, the physical demands of crossing the Owen Stanley Ranges and being way out of even my comfort zone (5.15am morning whistle, wet clothes every day, basic food, 8-10 hours walking, washing in ice-cold rivers, a hole in the ground over a three meter pit for a toilet, mud, torrential rain,

The stories we heard of our diggers, the Fuzzy Wuzzy Angels, and indeed of the Japanese men, fighting in what were obviously hellish conditions, were extraordinary, particularly of some of the injured men who were sent back ahead of the advancing Japanese with partial amputations or crawling on hands and knees, or the general deprivations endured by all before the tide turned.

Our trek leader, Chad Sherrin of Adventure Kokoda, who won a Military Medal in Vietnam, was a compassionate and impressive man. When we came to significant battle sites on the Trail he would present a battlesite briefing and recite poems the boys had sent home to their parents at the time. Many, of course, never saw home again. Needless to say, it was a very emotional experience, particularly walking around Bomana cemetery at the

Anzac dawn service on the last day.

Many people at Qantas helped 'Share the Pain' by sponsoring my son Max and I in our fund raising efforts.

Without doubt I can say that walking Kokoda has been one of the highlights and honours of my life and I'd certainly recommend it—anyone can set out to do it at their own pace—the emotional side is tougher than the physical.

GGM Planning and Performance, Kevin Fletcher



Kevin and son Max nearing the end of a long climb.

more mud—we all became experts in mud) and finally the contrast of Port Moresby are but a few.

We did the track from Kokoda to Owers Corner, which was the direction of the initial defend and delay campaign of the infamous Maroubra Force before they stopped at Imita Ridge where they were told to defend until the last. After that it was Port Moresby and thence Australia for the Japanese forces.

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All Members are welcome to come along to have a chat and grab a bite to eat. We hope to see you there.

Meet & Greet dates:

Brisbane

Monday 20 August

Brisbane Member Service Centre

Suite 2A Jetstream Park,
5 Grevillea Place, Brisbane Airport
12pm – 2pm
(Sausage Sizzle provided)

Sydney

Tuesday 21 August

Hurstville Member Service Centre

Level 3, 420 Forest Road
Hurstville, Sydney
9.30am – 11am
(Morning Tea provided)

QCC

Across the road from our SAC Member
Service Centre
First floor patio, Bourke Road
Mascot, Sydney 12pm – 2pm
(Sausage Sizzle provided)
(Please note: restricted access to Qantas Staff only)

Wednesday 22 August

City Member Service Centre

Level 3, 261 George Street, Sydney
9.30am – 11am (Morning Tea provided)

Jetbase Member Service Centre

Ground Floor, Administration Building 2
Sydney Kingsford-Smith Airport, Sydney
12.30pm – 2.30pm
(Sausage Sizzle provided)
(Please note: restricted access to Qantas Staff only)

Melbourne

Thursday 23 August

Melbourne Member Service Centre

Melbourne Cargo Centre,
Depot Drive, Melbourne Airport
12pm – 2pm (Sausage Sizzle provided)

Perth

Friday 24 August

Perth Member Service Centre

Engineering and Supply Building
Affleck Road, Perth International Airport
9am – 10am (Morning Tea provided)

Join us at your local branch and have CEO Scott King serve you at the BBQ!



A380 FEATURE



Qantas staff first in Australia to fly on A380

FIFTEEN staff members from across the Qantas Group won seats on the A380's first Australian passenger flight. Below are some of their impressions of the experience.

Program Office Analyst, IT Services Donna Chen:

"The flight was amazing, brilliant, and all those words in between. There were camera crews, special guests and staff, and no matter who we were and how we were chosen to be on the flight, the atmosphere was electric."

"The take off was smooth and the

flight was quiet—quiet enough to hear the champagne corks popping and the laughter and chatter. I really believe the A380 will revolutionise the way we travel."

Technical Officer Powerplant Engineering, Qantas Engineering Scott Climie:

"Such is the interest in this aircraft, that as we taxied onto the runway, the traffic on Qantas Drive came to a halt."

"While onboard, I was really surprised by the aircraft's smoothness, and in particular how quietly the

Trent 900 engines performed. It was a surreal experience to be hurtling down the runway in such a huge aircraft, yet only hear the faintest of whispers from the engines that are powering you."

Ground Training Scheduler Air Crew Training and Flight Crew Resourcing Flight Operations Andrew Sophios:

"My A380 experience started with seeing the aircraft land in Sydney on the news the previous night and thinking 'I will be on that tomorrow!'"

"I got into the office the next morning just as the first group for

the staff tours was held up due to rain and lightning and wondered if the flight would get up at all."

"I could not believe how quiet it was in take off and during flight. The best feature was the onboard cameras providing three different angles. Watching the taxi, take-off and flight over Sydney Harbour on the aircraft's TV screens was amazing."

Telephone Sales Consultant, Tasmania Jan Lamborn:

"My first observation was that we were airborne long before I expected

to be—a tribute to the enormous power generated by the oh-so-quiet engines."

"After a low sweep of Sydney Harbour we cruised smoothly down to Canberra, being free to roam all cabin classes and inspect the aircraft. I can guarantee that it will be a very long time before I fly in such style again! It was such a privilege to have been part of A380 history in Australia. A flight I will never forget."

Business Travel Consultant, Qantas Business Travel ACT Bogdan Wlodek:

"I can't begin to explain the feeling

A380 FEATURE



of being one of the first Australian passengers on the Airbus A380. Being a part of history is something that I'll remember for years to come.

"With the Airbus creating huge interest, as well as being provided with first class service on this first class plane, was an experience that will never be repeated."

Customer Sales Consultant, ACT Travel Centre, Paul Wlodek:

"To be a part of Australian aviation history was indeed an honour and has left me with many wonderful memories. Just being inside the aircraft as it was being towed towards the runway and watching

it literally stop people and traffic made me realise how special this aircraft is.

"What an experience it was. I can't wait for the A380 to be put into service with Qantas."

**Staff Travel Consultant
Chris Fahey:**

"The A380 is a magnificent aircraft and what a great privilege it was for me to be one of the first people to experience it in flight."

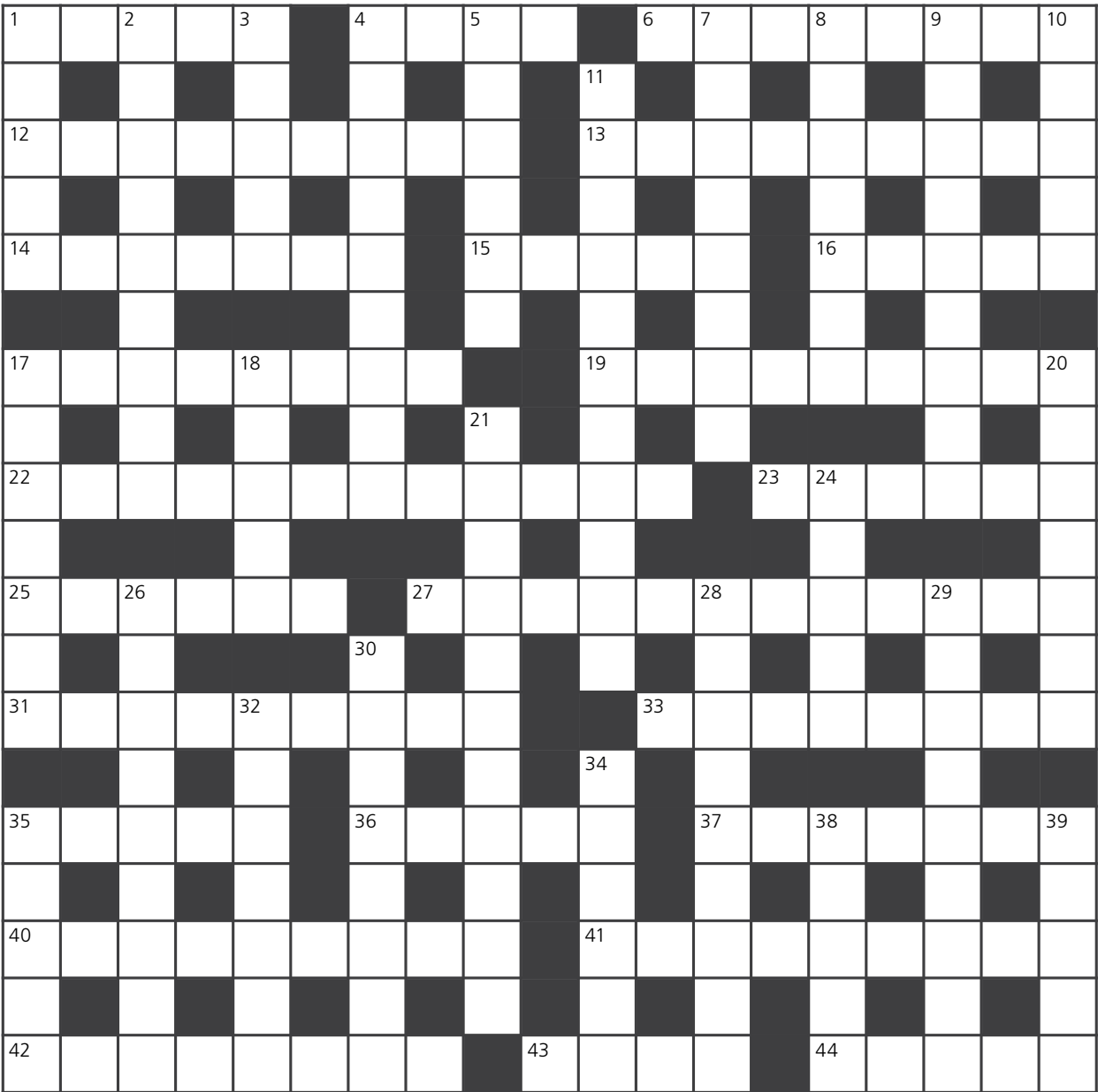
"The most noticeable difference was how amazingly quiet the aircraft was on take-off and while in the air. Undoubtedly, the A380 will revolutionise air travel for the world."

Standing from left: David Frilay, Bogdan Wlodek, Paul Wlodek, Donna Chen, Jan Lamborn, Andrew Sophios, Leanne Patchett, Chris Fahey, Simon Mackley and Glenn Wearne. Seated from left: Rebecca Eckhaus, Scott Climie, Micah Bishop.

DID YOU KNOW

- 6,000 engineers and technicians have worked on the A380's development
- Each A380 consists of around four million individual components, with 2.5 million part numbers produced by 1,500 companies from 30 countries around the world
- The two passenger decks have a total area of 550 square metres
- The 280,000lb of take-off thrust across the wing is the horsepower equivalent of around 2,500 family cars
- The engine's hollow, 116 inch swept titanium fan blades suck in over one and a quarter tons of air every second. The fan operates at nearly 3000rpm, with fan tip speeds reaching 1.5 times the speed of sound.

CROSSWORD

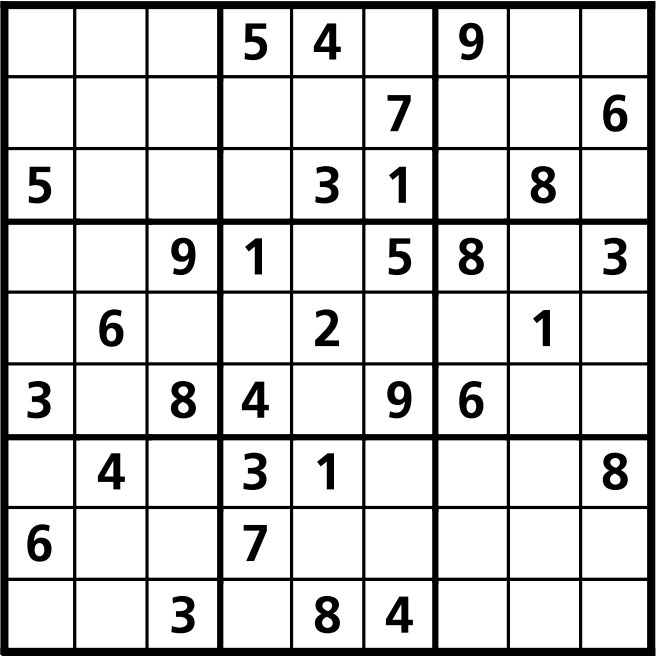


SUDOKU

To solve a Sudoku, every number from 1 to 9 must appear in:

- Each of the nine vertical columns
- Each of the nine horizontal rows
- Each of the nine 3 x 3 boxes.

Remember, no number can occur more than once in any row, column or box.



ANSWERS

Solutions to Crossword and Sudoku page 24.

Puzzles courtesy of: **Lovatts**
CROSSWORDS & PUZZLES
www.lovatts.com.au

These puzzles appear in *Qantas The Australian Way* inflight magazine.

Clues

- ACROSS**
- 1. Squalls (5)
 - 4. Spirit (4)
 - 6. Predilection (8)
 - 12. Reproduce (9)
 - 13. Squeezebox (9)
 - 14. Session (7)
 - 15. Lionel Barrymore's sister (5)
 - 16. Bumbling (5)
 - 17. In stages (3,2,3)
 - 19. Children's home (9)
 - 22. Unearthly (12)
 - 23. Tamper (6)
 - 25. Destructive grasshopper (6)
 - 27. Sizeable riches (5,7)
 - 31. Guidance (9)
 - 33. Heads off (3-5)
 - 35. Glossy fabric (5)
 - 36. Live coal (5)
 - 37. Searched thoroughly (7)
 - 40. Resemble (4,5)
 - 41. Sell to retailer (9)
 - 42. Shows (8)
 - 43. Paste (4)
 - 44. Water vapour (5)
- DOWN**
- 1. Gawks (5)
 - 2. Pitcher's right-hand man (9)
 - 3. Guru (5)
 - 4. Lost Horizon valley (7-2)
 - 5. Patchy (6)
 - 7. Native Australian tree (8)
 - 8. Mediterranean island (7)
 - 9. Ribbon worn across head (5,4)
 - 10. Belief (5)
 - 11. In vogue (11)
 - 17. Moved about energetically (7)
 - 18. Rambling anecdotes (5)
 - 20. Lace loops (7)
 - 21. Nectar-feeding bird (11)
 - 24. Spooky (5)
 - 26. Custodian (9)
 - 28. Lake's edge (9)
 - 29. Capitals (5,4)
 - 30. Soundlessly (8)
 - 32. Mythical man/horse (7)
 - 34. Small spade (6)
 - 35. Establish (3,2)
 - 38. Unseals (5)
 - 39. Reverie (5)

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HEALTH AND WELLBEING

Staff Travel gets serious about health and wellbeing

THE Qantas Staff Travel department has spent the last 12 weeks getting serious about their health and wellbeing.

Twelve Staff Travel consultants signed up to do the Staff Travel 12 Week Challenge, which focused on weight loss as well as general health and wellbeing. Throughout the 12 weeks, the participants lost a total of nearly 35 kilograms, with 93.5cm being lost from collective waists.

Another group of staff members attended Weight Watchers classes losing an additional collective total of 22 kilograms, while others have become involved in outside sporting activities including soccer.

As part of the challenge, a number of team members participated in on-campus boxing classes held every

Wednesday, as well as walking and jogging groups after work on Thursdays. Staff morning teas have also taken on a distinctly healthier flavour with the team preparing and sharing healthier recipe ideas.

12 Week Challenge organiser and Staff Travel Supervisor Yolande Nardi kept the challengers focused on their goals by sending out regular emails of encouragement. One of the great things about the challenge, said Yolande, was that the whole department was involved.

"The whole Staff Travel team supported the challengers in different ways, and realised benefits in their own health, by sharing in the healthy food, and participating in some of the walks and fitness classes."

Manager Staff Travel Bryan

Riley said all members of the department also benefited from the challenge.

"Promoting health and wellbeing flows right through to the day-to-day operation of the department. The fitness activities represent a great opportunity for team building and result in the whole group feeling healthier and more motivated."

The next challenge for the slimmed-down and charged-up Staff Travel department is the Global Corporate Challenge (GCC). Throughout the 125 day event, participants wear a pedometer and record their daily step count in the GCC website which takes the team on a virtual journey around the globe. Staff Travel has entered two teams, which is sure to generate some healthy competition.



Back from left: Chris Fahey, Anita Di Campli, Melinda Uremovic, Graeme Hooson, Jenny Parrott, William Chua, Jane Johnson and Terry Lauder. Front from left: Yolande Nardi, Angela Narayan, Michele Taylor, Maria Avakoumides and Debra Stratton.



Baked Lamb Moussaka by Neil Perry

JULY brings with it a menu change in our First and Business class cabins. With the onset of winter, Neil Perry has introduced hearty and comforting dishes to the menu, and this delicious Baked Lamb Moussaka is both those things. This recipe is based on the traditional Greek moussaka with layers of grilled eggplant, lamb, spices and tomato topped with a cheesy bechamel sauce and baked until golden brown.

Method

Preheat oven to 180°C.

Cut eggplant into rounds about 5mm thick; scatter with salt and layer in a colander over a bowl to drain for 10 minutes. Rinse eggplant and pat dry on absorbent paper. Brush with a little olive oil and char grill or pan fry over high heat until lightly browned.

For the lamb mixture, heat oil in a frying pan, add onion and cook over low heat for 5 minutes, add garlic and cook until onion is soft, about 3 minutes. Add lamb and cook over high heat until meat is browned, stirring to break up the lumps. Add tinned tomatoes, tomato paste, cinnamon, parsley, sugar, salt and pepper and bring to the boil. Reduce heat and simmer covered for about 20 minutes or until most liquid has evaporated.

To make the bechamel, heat butter in a saucepan, add flour and cook, stirring over low heat, for about 2 minutes or until mixture is bubbling and grainy. Gradually add milk while stirring constantly until mixture boils and thickens. Remove from heat and stir in nutmeg, Parmesan, and salt and pepper to taste. Allow to cool then stir through eggs.

To assemble, layer the base of a baking tray with a third of the eggplant slices. Top with half the lamb mixture, and then repeat layering, finishing with a layer of eggplant. Top with bechamel and sprinkle with a little extra grated Parmesan cheese. Bake for 30-40 minutes until golden and bubbling.

Grilled eggplant

- 3 large eggplants
- Salt
- Olive oil

Lamb mixture

- 3 tablespoons olive oil
- 1 brown onion, diced
- 4 cloves garlic, crushed
- 800g quality minced lamb
- 2 X 400g tins tomatoes and their juices, crushed
- 3 tablespoons tomato paste
- 2 teaspoons ground cinnamon
- 2 tablespoons parsley, chopped
- 1 tablespoon sugar
- 2 teaspoons salt
- Ground black pepper

Bechamel

- 3 tablespoons butter
- 3 tablespoons plain flour
- 2 cups milk
- Pinch grated nutmeg
- 1 tablespoon grated Parmesan
- Salt and pepper
- 2 eggs, lightly beaten

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Where to Eat/Drink: Downtown Disney has a wide variety of food options available. Experience breakfast with Disney characters at Plaza Inn on Main Street.

What to see: Aside from Disneyland consider hiring a car to visit some famous coastline destinations such as Huntington, Newport or Laguna.

Los Angeles

Los Angeles is the western gateway to America and home to the glitz and glamour of Hollywood. Stroll down Rodeo Drive and go wild with a way too expensive shopping spree. Dine in one of Los Angeles' most

popular restaurants or head down to Malibu and lie on the golden sands with a picnic.

Where to Eat/Drink: Visit Santa Monica to sample some fantastic restaurants.

What to see: A Universal Studios tour is a must, sample Rodeo Drive, visit Santa Monica or Malibu beach.

San Francisco

It is so easy to lose your heart in San Francisco—home of the Golden Gate Bridge. This tremendous bay city has an interesting history, a thriving culture and stunning views, which make it a truly captivating holiday destination.

Where to Eat/Drink: Any of the truly fantastic seafood restaurants. Sample a fortune cookie at the fortune cookie museum, visit the Hakone Japanese Tea Garden and sample some treats in Chinatown or at Golden Gate Park.

What to see: the Golden Gate Bridge, Fishermans Wharf, Alcatraz Island.

New York

You could spend days on end wandering around this city, with so many attractions to stop at along the way—like the Empire State Building, the Statue of Liberty, the Rockefeller Center, Times Square, Staten Island Ferry, Brooklyn Bridge and much, much more.

Where to eat: Sushi Samba, Dos Caminos, Trattori Spaghetti, Bridgette's and Hotdogs in Central Park.

Where to drink: 240/5th Roof Top Bar, Marquee and Tonic are just some of the lively spots.

What to see: Climb the Empire State Building, party at Times Square, catch a show on Broadway, and visit Yankee Stadium.

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Music Lovers Guide to Istanbul



IN the last few years, Istanbul has witnessed a creative explosion in the arts arena that's seen new live-music venues opening almost weekly and made the sound of garage-band rehearsals almost a fact of life in Beyoğlu streets. Check out *Crossing The Bridge—The Story of Music in Istanbul*, by Fatih Akin, and the monthly *Time Out Istanbul* to prime yourself.

Rock names to look out for include Duman, Replikas and, most definitely, Yakup, a blend of east-meets-west rock. Orient Expressions is another outfit of note with its mix of Alevi and

folk music with jazzed-up Turkish melodies. Baba Zula is known for its fusion of traditional Turkish instruments, reggae, electronica, pop and belly-dancing music. Burhan Öçal is one of the country's finest percussionists and Istanbul's thriving rap-slash-hip-hop scene is best explored through the work of local legend Ceza. Pop fans should try to catch Sezen Aksu and Tarkan.

The best places to hear the music of Istanbul are:

Babylon—Babylon is Istanbul's number one live venue; any international and local act worth listening to has played in its dark recesses. One night it's the

DJ-spun 'oldies but goldies', the next, it's Burhan Öçal with his blend of Eastern music and acid jazz. Every night it's a fun-loving alternative crowd. www.babylon.com.tr Şehbender Sokak 3, Tünel, Beyoğlu.

Roxy—Long-time beloved haunt of an intoxicated grungy set, Roxy arm wrestles Babylon for the title of the city's best live-music club and is usually only just pipped at the finish line. Come to Roxy for sweaty, crowd-surfing times—forget glam get-ups as nights here usually get messy. www.roxy.com.tr Arslan Yatağı Sokak 7, Beyoğlu.

Studio Live—If the city's hip-hop scene is more to your taste, this no-fuss performance hall should be one of your first ports of call as Ceza, the king of Istanbul hip-hop, occasionally graces the stage. www.studio-live.org in Turkish, Sakızağacı Caddesi 33/4, Beyoğlu.

Nardis Jazz Club—Just downhill

from the Galata Tower, this venue is where real jazz aficionados go. Run by jazz guitarist Önder Focan, it's small and you'll need to book if you want a decent table. There's a great sound system, as you'd expect, and a restaurant, but those in the know eat elsewhere. www.nardisjazz.com Kuledibi Sokak 14, Galata, Beyoğlu.

Indigo—A relatively new but very welcome addition to the live-electronic music club circuit, Indigo's no-fuss charm has ensured it's a permanent fixture in the diaries of Beyoğlu clubbing darlings. Expect an eclectic music scene—rock, acid jazz and electro-house—with local and international DJs. www.livingindigo.com in Turkish, Arkasu Sokak 1–5, Galatasaray, Beyoğlu.

This is an edited extract from *Istanbul Encounter* by Verity Campbell © Lonely Planet Publications, 2007.

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Agincourt Beachfront Apartments—Clifton Beach, Cairns. 1 bedroom fully self-contained apartments, ocean, garden view, large balcony, cable TV 20m heated pool & BBQ area. 4 star. Unbeatable Qantas staff rates. www.agincourt.com.au. 1800 023 224

Byron Bay—Three-storey 2 & 3 bedroom townhouses with all amenities. Opposite beach, walk to town. From \$500 per week off-season. Phone Glenn Strong 0412 361 786. www.byronbay.com/capes

Cairns Beaches—“Argosy On The Beach” 2 bedroom, 2 bathroom upmarket self-contained apartments. Absolute beachfront. Pool, spa, sauna, Qantas Staff/families 20% Discount Nov–May Ph: (07) 4055 3333, Email: info@argosycairns.com www.argosycairns.com

Cairns Beaches—Bellevue at Trinity Beach. Luxury beachfront. Every apartment has breathtaking uninterrupted ocean views, fully self contained, spa baths, large balconies, lap pool. Qantas staff discounts. Phone 07 4057 8822 www.bellevuetrinitybeach.com.au Email: res@bellevuetrinitybeach.com.au

Cairns Beaches—The Villas Palm Cove. 2 & 3 bedroom self contained villas some with private pool, a/c TV/DVD, lap pool, spa, BBQ. 20% discount for Qantas staff. Inc transfers. 07 4059 0900 www.thevillaspalmcove.com.au

Cairns Northern Beaches—Palm Cove Novotel Resort. Two bedroom self contained apartment. Facilities available—golf, tennis, squash, gym, pool, spa, sauna, kids club. Ideal for families. Contact Cindy 03 9374 1574.

Jervis Bay—Special whale package—4 star self contained cabins, enjoy a quite environment while becoming familiar with whales & dolphins, contact us at www.jbcabins.hiddenck@bigpond.com Or on 44 415 809

KEA—Leading Campervan, Motorhome & 4WD Rental Company in Australia & New Zealand. Choose from our 2, 4, 6 berth and 4WD campervans and motorhomes. Reduced Industry rates of 25% apply all year round (subject to availability) starting from AUD60 per day! For more information please contact Richard McKisack on (02) 8707 5500 or per Email: richardmckisack@keacampers.com

Lake Macquarie—Absolute Waterfront. 3 bedroom self-contained house, beautifully renovated. Ideal for romantic or family getaway, 90 mins drive from Sydney. Swimming fishing, boating at your door! Tel (02) 9418 3263 Email: sunshinecottage@optusnet.com.au www.stayz.com.au/11953

London B&B—Charming Primrose House, RAC4 Diamonds. Ideally located on Piccadilly Line. 15 minutes Heathrow, 7 miles Central London/tourist sites/theatres. Quiet location, airline discounts. Information: www.primrosehouse.com Ph: 44 208 568 5573

Melbourne—New 4.5 star spacious self contained 1, 2 & 3 bedroom apartments. Tennis, gym, pool, internet etc. Heart of Southbank. Industry rates apply. Ph: 1800 008 910 Email: info@shortstayapartments.com.au Website www.shortstayapartments.com.au

Noosa—Beautiful Moroccan style 2 bedroom, 2 bathroom unit. Noosa's waterways and main beach views, BBQ, Pool, 4 mins walk to Hastings St. \$660 pw off peak. Phone Trish 0419 240 082

Noosa—Sunshine Beach. Costa Nova—on the beach. Qantas staff discounts. Web site www.costanova.com.au Email: info@costanova.com.au Phone: 07-5447 2709.

Paris—Twin bed self-contained studio, central locale, with panoramic view. Handy transport and amenities. €85 per night, 5 nights minimum. Email: John McManus topofparis.com@wanadoo.fr

Rome Countryside—Comfortable self contained home, 60 minutes drive north from Fiumicino Airport. Excellent position for day tripping. €50 a person per night. Minimum 4 nights. Email: info@ziacathys.it

Surfers Paradise—Beachside, Surf Club, patrolled beach, north-east aspect, great ocean views, 4-star, large 2-bedroom, 2-bathroom, fully self-contained apartment, including full laundry, fully-equipped kitchen, TV/Video/Stereo. Apartment serviced weekly, lift, pool, spa, sauna and security parking, all to make this a true holiday. Booking office for tours, cruises and theme park tickets. Phone 07-5538 8488, or Email: surferschalet@hotmail.com

Surfers Paradise—4.5 Star Chevron Renaissance. Beautiful 2 bedroom self-contained apartment, sleeps 6. Unbeatable Qantas Staff rates. Phone Kevin 0433 251 752 or go www.goldcoastaccommodations.net

Tuscany—Villas and holiday apartments to rent near Siena, fully furnished with all amenities. Sleep up to 8 guests in beautiful setting. Good rates. Contact Marzia Caseli on phone/fax 0011 39 0577 393 504 or Email: casabella_agritur@iol.it.

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TO LET

Hillsdale—From \$460 pw Between the Bay and the beach. Ocean views from each of these spacious 2 bedroom, 2 bathroom plus study apartments which also offer security parking for 2 vehicles. For life's essentials, the Southpoint Shopping Centre is literally at your feet. Southpoint features tennis court, gymnasium, swimming pool and 24 hours concierge in a security building. 02 8302 1500

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Telephone (03) 9336 5050

Facsimile (03) 9336 5099

Email ku.q.melbourne@thejoeyclub.com.au



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TAIL SECTION

TAA Museum—‘up, up and away!’

THE new home for the TAA Museum is continuing to take shape at Airport West in Melbourne and it is hoped to be ‘up, up and away’ for an official opening in September.

Covering an area eight times larger than the previous space in 50 Franklin Street, the new facility will permit many ‘hidden’ treasures to be publicly displayed for the first time, including:

- Memoranda from Reginald Miles Ansett, dated March–May 1946, offering Ansett Airways for sale to the Australian National Airlines Commission (Trans-Australia Airlines) for 102,456 pounds.
- A 3.5 metre, electrical wiring chart—dated 1944—giving the requirements to convert a C47, ‘Dakota’, into a DC3 passenger aircraft.
- The complete internal workings of a Rolls Royce Turboprop ‘DART’ engine, as used by the Vickers Viscount and Fokker F27 aircraft, along with numerous gauges, a myriad of engineering test equipment and an autopilot from a DC3.
- Every TAA/Australian Airlines staff magazine issued from 1946 to 1993, along with thousands of aeronautical publications dating from 1938.

The new site also enables the development of audio visual aids, reviving television commercials from the first one in 1956 through to the

introduction of Australian Airlines in 1986.

The official opening is planned for September, as close as possible to the anniversary of TAA’s 1946 birth date of 9 September.

The museum is now inviting current staff to visit prior to the official opening and give their comments.

By Jim Meehan, President

TAA Australian Airlines 25 Year Club Inc.

TAA Museum, Qantas Emergency Procedures building, 7 York Street, Airport West, Melbourne VIC 3042. Tel (03) 9280 8114 (internal 68114) or (03) 9280 8113 (internal 68113).



Some of the memorabilia in the collection.

THIS MONTH'S PUZZLE ANSWERS

Crossword

G	U	S	T	S		S	O	U	L		P	E	N	C	H	A	N	T	
A	H	W	H	N		F	U	O	L		E								
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Sudoku

1	2	6	5	4	8	9	3	7
8	3	4	2	9	7	1	5	6
5	9	7	6	3	1	4	8	2
2	7	9	1	6	5	8	4	3
4	6	5	8	2	3	7	1	9
3	1	8	4	7	9	6	2	5
9	4	2	3	1	6	5	7	8
6	8	1	7	5	2	3	9	4
7	5	3	9	8	4	2	6	1

unicef Change for Good total May 2007

MONTHLY TOTAL	\$104,803
Compared with last month	▼ \$116,773
Compared with same month last year	▼ \$78,854
Total for year to date	\$852,858
TOTAL SINCE PROGRAM INCEPTION	\$16,372,174

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