MEET BeepA . . . SAUCY YOUNG OWL WHO PLUGS CHEAPER NIGHT STD

This is BeepA, an owl of considerable wisdom not to mention personality who has been chosen by Telecom Australia to bring home to people that it's a very wise nocturnal thing to save up to half price on STD by calling after 6 p.m. (and even more after 9 p.m.).

In our centre pages you will get a special staff preview of BeepA in full color and learn of his key role in what is to be one of Telecom's greatest promotional efforts ever.

This is to clarify in the public mind the very significant savings to be made by night use of STD.

BeepA was chosen for his Australianism — he is modelled on the native boobook owl — after a range of animals and birds were considered and submitted to groups of STD phone users for their opinion.

Possums and cats made the short final list but an owl seemed best to embody the night wisdom of saving money by night dialling. A range of various types of Australian owls was then assembled and a selection process eliminated all but BeepA.

BeepA, of course, got his name from the distinctive pips or beeps which identify a STD call and he got

Telecom

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his friendly, humorous voice after another selection process, this time of humans, which brought forth Ken James, well-known TV star of The Box, Skippy and Skyways.

BeepA has an enormous job to do . . . he has to remove a good deal of confusion in public thinking about the STD rate structure and punch home the advantages . . . big savings by using STD at night.

Helping him in this task will be some 6000 Customer Services, Business Office and other staff who meet the customers face to face.

And he has a wingful of helpful accessories including an Australia-wide TV campaign which breaks on October 28, press advertising, consumer brochures and rate calculators.

For staff there are TBO posters and mobiles, staff badges, counter units . . . even a record which outlines the purpose and thrust of this major campaign.

Read about it in the centre color pages.

Soon, this bright and breezy fowl will be one of Australia's best known "native" birds. He's BeepA, the cartoon boobook owl who in a forceful nation-wide promotion will tell Australians how to save big money by making their STD calls at night.

Talk MUST be cheap

Customers of Telecom Australia have broken a new talk barrier — 5,012,540,000 telephone calls in the past financial year, which represents an overall increase in telephone traffic of 7.7% on last year's total of more than 4.6 thousand million calls.

Nearly 400,000,000 additional calls and a massive demand of more than 500,000 new telephone services are estimated for the coming year. This will mean Telecom staff installing 2000 new services every working day.

Telecom wages war on work noise

1. Survey
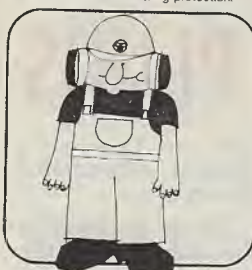This involves finding areas where noise levels exceed 85 decibels for 8 hours.

2. Modify
Where possible, equipment and areas where noise levels are high, will be made quieter.

3. Protect
When it is not possible to modify noise, staff will be asked to wear hearing protection.

4. Check
Staff working in noisy areas will have their hearing checked.

These cartoons in a staff circular highlight the four main prongs of the Telecom Occupational Health Plan to control noise and promote healthy hearing.

Telecom Australia's Occupational Health Plan is now being implemented with first impact central to the areas of noise control, rehabilitation and preliminary health education programmes. The aim of the plan is to promote the health and well-being of the Telecom workforce so that the quality of life combined with efficiency can be maintained and improved.

A programme aimed at protection of the hearing of staff has been launched by the Telecom Occupational Health Service in conjunction with the Engineering Department.

It is intended to reduce the noise exposure of staff to less than 85 decibels (A) over an 8 hour working day. Four main steps are needed to to this:

- Survey to find areas where noise levels exceed 85 decibels for 8 hours.
- Modification of equipment and areas where noise levels are high to make them quieter.
- Protection for hearing where it is not possible to modify noise.
- Checks of hearing of staff who work in noisy areas.

The cornerstone of the programme is the noise survey. To facilitate this, a conference was held in Melbourne in June this year attended by two noise survey co-ordinators from each State. Much valuable preparatory work for the conference was contributed by Autoplant and Buildings Sections at HQ.

The co-ordinators were issued with the latest in noise dosimeters and a plan devised to survey all possible noisy areas in Telecom.

The results will be collated at HQ prior to the next stages of the programme which will commence next year.

Films, posters and talks are being provided by the Occupational Health Service to inform staff of Telecom's hearing protection plans.
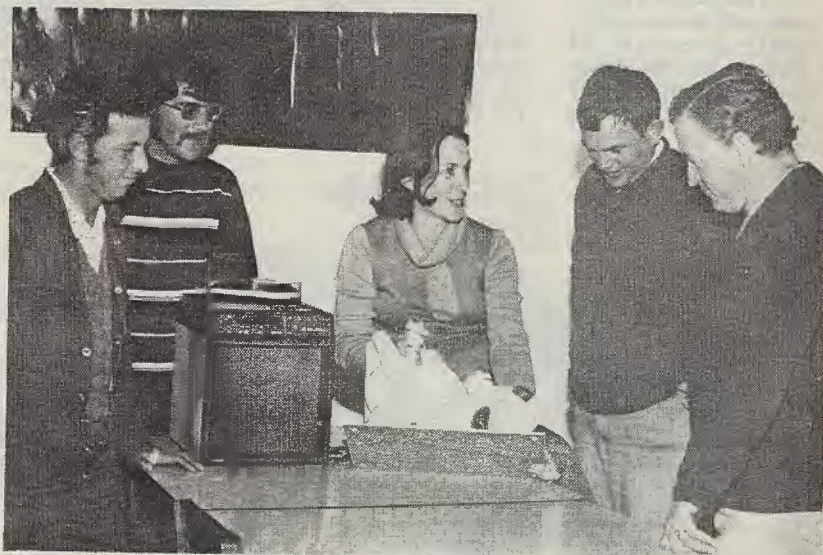
Above: With the aid of a large model of a human ear, Occupational Health nurse Judy Ferrigno explains to staff in Camberwell (Vic.) Operations how loud noise can affect the ear and outlines measures to prevent ill-effects. From left: Joe Petrochino, Geoff Kemp, Robert Bond, Mark Preston.

Below left: Autoplant Engineer Terry Wallis (WA), in Melbourne for the recent noise survey co-ordinators' conference tests a tractor fitted with a noise suppression kit which is said to more than halve the normal noise level. Below right: Occupational Health staff fit Vern Pollard (Mech. Aids Vic) with dosimeters which will measure his noise level exposure over a working day on the equipment he drives.

International experts forge new phone languages in Melbourne

In the world of telecommunications, the development of these languages is just as significant as the development of FORTRAN, COBOL and ALGOL were for the computer world.

More than 80 delegates, including 10 Australians, took part in the Melbourne meeting of this International Working Party, which meets typically twice a year during a four year study period.

The results of the Melbourne meeting will be assessed by a higher body (a full meeting of CCITT Study Group XI) in March-April 1980 in Geneva, and are then likely to be declared as new international standards (CCITT Recommendations) by CCITT's Plenary Assembly in November 1980.

SUB GROUPS

The Working Party in practice spends most of its time divided into Sub-Groups working in parallel sessions, developing three different types of languages, known as the SDL, CHILL and the MML.

● **SDL** (the CCITT Specification and Description Language) is a graphical language, based upon state transition diagrams, which is intended to improve a telephone company's ability to specify its requirements to manufacturers of modern switching systems, and to improve the manufacturers' ability to document the

Telecom Australia was this month host to the International Telegraph and Telephone Consultative Committee (CCITT)'s Working Party XI/3, whose charter is the development of international standards for the principal technical languages to be used in specifying, implementing, documenting and communicating with modern computer-controlled telephone exchanges.

Pictured at the welcoming buffet at Telecom Headquarters from left: Mr. G. S. Bhatia (India), Mr. W. B. Pollock (Chief General Manager, Telecom), Mrs Taylor (wife of the General Manager, Engineering), Mr. H. Nagata (Japan), Miss E. Pollock, Mr. F. L. C. Taylor (General Manager, Engineering), Ms. B. Hornback (USA), Mr. R. Saracco (Italy).

behaviour of the completed systems.

The development and standardisation of the SDL is carried out in two Sub-Groups, chaired by **Mr Eric Bierman** of Canada and **Mr Peter Gerrand** of Australia.

● **CHILL** (the CCITT High Level Language) is an English-like programming language intended to be used in implementing both the operational and the support software for modern telecommunication switching systems. CHILL as a language has absorbed many features of earlier languages such as PASCAL and PL/1, but has been optimised to suit telecommunication switching system applications.

The Chairman of the High Level Language Sub-Group is **Mr Nick Martelotto** of the USA, and this Sub-Group's special team of experts, called the CHILL Implementors' Forum, is chaired by Mr Remi Bourgonion of the

Netherlands. The Implementors' Forum met in Melbourne before the main Working Party XI/3 meeting started.

● **The MML (Man Machine Language)** is the command-and-response type of computer language used for communication between the operators of a modern switching system and the system itself. The Sub-Group developing the MML is chaired by **Mr Bo Rydbeck** of Sweden.

The Chairman of the whole Working Party XI/3 is **Mr Dennis Roche** of the UK. He will be assisted during the meeting by CCITT Counsellor **Mr Maximo Betancourt**, of the CCITT Secretariat in Geneva.

The ultimate recommendations arising from the work of Working Party XI/3 will be published early in 1981 as separate volumes of the CCITT Golden Book.

Welcome by Telecom

Mr W. T. B. Pollock, Acting Managing Director Telecom Australia welcomed the delegates and observers from administrations, the CCITT, Recognised Private Operating Agencies, Government Departments, educational institutions and industry in 13 different countries attending the meetings.

Mr Pollock said: "Probably the most remarkable advance in telecommunications over the years lies in the speed and variety of the services and facilities now available. These continue to increase in numbers and complexities and because of this progress all must be examined to see how they

can best serve the needs of people.

"The SPC languages you are developing and standardising are one very important aspect in this regard.

"These langues will be read not only by experts such as yourselves but by people staffing telephone exchanges and maintenance centres in a wide range of countries around the world and if you can meet the objectives that you have set yourselves of providing a language that is relatively easy to learn, and to read, and to use, you will have achieved something which will be of value to many people in many places.

"I understand that this gathering comprises a mixture of old and new faces in that some of you have been

contributing to this Working Party for six years or more whilst others are attending for the first time. Whatever your own situation may be, I wish you success with your work here."

Mr Denis Roche, (left) (UK), Chairman of the Working Party.

ITU Counsellor Mr Macimo Betancourt (right) of the CCITT Secretariat, Geneva who assisted Chairman Denis Roche.

ON-THE-JOB ENGLISH CLASSES BEGIN IN VIC.

Telecom Victoria in association with the Migrant Education Section of the Victorian Education Department has introduced a pilot in-working-hours class to help employees improve their skill in written and spoken English.

English Language Classes Co-Ordinator John Fairfax (fourth from left rear) and Migrant Education teacher Sue Hunt with "pupils" of one of the first classes: Rear: Ludivico Bucchieri, Vasilios Bazourdos, Vasilios Liakopoulos, Giuseppe Rizio, Michael Argyrou. Front: Ignazio Gallone, Antinino Misciotto, Matthew Licitra and Nick Borgia.

Training and Development Vic. have been swamped with applications for the classes which it is emphasised are strictly work related, that is to assist in improving the employee's written and spoken English on the job and to help broaden promotion opportunities.

Although most of the applications have come from migrants, there have been a significant number from Australian born staff who are keen to improve their writing skills.

Pilot programmes commenced in the Ivanhoe District on September 4 after application forms and posters had been distributed throughout Victoria.

All classes run for two hours a day, two days a week for nine weeks. They are conducted at locations as close as possible to the work area to minimise travelling time.

The on-the-job English language classes are as yet only in Victoria but there are proposals for a similar programme in other States. They had their genesis in an appeal by Al Grassby in 1973 to the public service to increase job and promotional opportunities for migrants.

In 1978, Victorian State Manager Max Smith and some unions mainly the APTU gave the scheme strong support and late last year negotiations were begun with the Migrant Education Section. In March this year, a basic plan was evolved for a pilot programme and literature designed.

Co-ordination of the scheme is in the hands of John Fairfax, Training and Development, with much of the groundwork in the Ivanhoe District carried out by Administration Manager John Bowman.

For inquiries about the scheme, contact John Fairfax, Training and Development, Personnel and Industrial Relations Dept., 3rd floor, 526 Bourke St., Melbourne, 3000. Phone 67 7441.

CORSI D'INGLESE
Provate difficolta' a parlare o scrivere l'inglese?
Alla Telecom saranno introdotti dei corsi per assistere quei dipendenti ai quali occorre migliorare la loro conoscenza dell'inglese tanto per il lavoro che fuori lavoro
Le lezioni avverranno durante le ore di lavoro e saranno date quanto piu' vicino al posto di lavoro dello studente che sara' possibile.
Questi corsi sono gratuiti. I dipendenti riceveranno la paga intera per il periodo che frequentano i corsi.
Per ulteriori schiarimenti e per i moduli d'iscrizione rivolgetevi a:
    John Fairfax Training & Development,
    3rd Floor, 526 Bourke Street, MELBOURNE, VIC. 3000
    Telefono: 67 7441

NASTAVA ENGLESKOG JEZIKA
Da li imate poteškoá sa engleskim jezikom?
Telecom uvada nastavu engleskog jezika, kako bi se pomoglo onim radnicima koji trebaju poboljšati znanje svog engleskog jezika, bilo na poslu ili u privatnom životu.
Nastava će se održavati tokom radnih sati i to što je moguće bliže radnog mjesta.
Učenje engleskog jezika je besplatno. Radnici će dobiti punu plaću dok pohadaju nastavu.
Za daljnje informacije, ili ako želite dobiti upisni formular, molimo obratite se na:
    John Fairfax Training & Development,
    3. kat, 526 Bourke Street, MELBOURNE, VIC. 3000
    Telefon: 67 7441

INGILIZCE KURSLAR
Ingilizce konuşma veya yazmada zorluk çekiyor musunuz?
Telecom, hem iş esnasında hemde iş haricinde kullanmak üzere, Ingilizcelerini geliştirmek istiyen işçilerine yardımcı olmak amacıyla kurslar düzenlemiştir.
Kurslar,çalışma saatleri içinde ve mümkn olduğunca işçinin çalıştığı iş yerine yakın bir yerde yapılacaktır.
Kurslar ücretsiz olup işçilere, kursa devam ettikleri süre içinde, hiç bir kesinti yapılmadan tam (full) haftalık ücret ödenecektir.
Daha fazla bilği ve müracaat formu için:
    John Fairfax Training and Development,
    3rd Floor, 526 Bourke Street, MELBOURNE, VIC. 3000
    Telefono: 67 7441
ile temasa geçiniz.

ΜΑΘΗΜΑΤΑ ΑΓΓΛΙΚΗΣ
Έχετε δυσκολίες με τα προφορικά ή γραπτά Αγγλικά;
Η Telecom εισαγάγει μαθήματα Αγγλικής που αποσκοπούν να βοηθήσουν τους υπαλλήλους της να βελτιώσουν τα Αγγλικά τους τόσο στο χώρο της εργασίας όσο και έξω.
Τα μαθήματα θα παραδίδονται κατά τη διάρκεια των εργασίμων ωρών και όσο το δυνατό κοντά στο χώρο της εργασίας του μαθητού.
Τα μαθήματα θα παραδίδονται εντελώς δωρεάν και οι υπάλληλοι θα λαβαίνουν ολόκληρο το μισθό τους για τη διάρκεια της παρακολούθησης.
Για περισσότερες πληροφορίες και αιτήσεις, αποτείθετε στον:
    John Fairfax, Training & Development.
    3rd Floor, 526 Bourke Street, Melbourne, Vic. 3000.
    Tel.: 67-7441

دروس اللغة الانكليزية
هل تواجه صعوبة في التكلم او في الكتابة باللغة الانكليزية ؟
تقدم ادت تلكوم صعر لمساعدة الموظفين الذين يحتاجون الى تحسين معرفتهم باللغة الانكليزية
في العمل وخارجه .
ستعطى الدروس في ساعات العمل . وستعقد في موقع قريب الى مكان عمل الطالب .
الحصول على الزيد من انتفاصيل و استمارة الطلب يمكنك الاتصال ب :
جون فيرفاكس قسم التدريب والتنمية
الطابق الثالث ٥٢٦ شارع بورك
تلفون تكورنا ٢٠٠٠ ملبورن فكتوريا
هاتف ٧٧٤٤١

LAST CLASS FOR PHIL

Phil Stevenson, Supervising instructor at the Chermside training centre in Brisbane, retired recently after 34 years' service. Our picture shows him instructing for the last time before joining his workmates for a farewell function at the Irish club.

Govt., Telecom announce speed-up of manual exchange conversion

The Minister for Post and Telecommunications, Mr Tony Staley, announced that a program of capital development designed to accelerate the conversion of manual telephone exchanges to automatic operation had been agreed on by the Government and Telecom Australia.

"The Government has long been committed to improving telecommunication services available in country areas generally. Existing manual services depending on old open wire pole routes are much less dependable than the modern underground cables generally used for rural automatic services.

"Therefore, the provision of an automatic telephone service to those subscribers who have only had a manual service is now to be a priority," the Minister said.

Under the accelerated program, all but about 10,000 subscribers will have a fully automated service, with all associated benefits including STD access, by 1985.

Mr Staley pointed out that an automatic telephone service incorporating an STD facility had great advantages over a manual service, not the least being the capacity to limit telephone call charges by using STD rather than trunk calls which attract a standard charge.

The Government has accepted the Telecom Australia proposal as an

Minister for Post and Telecommunications Tony STALEY.

alternative to increasing the limit of 8 km of line plant made available free to subscribers to be connected to manual exchanges.

Telecom had been concerned that to increase the amount of line provided free to subscribers would have incurred increased capital expenditure on plant which would not be properly utilised when exchanges were soon after converted to automatic.

"This proposal strikes at the nub of the problem in that if exchanges are more quickly converted to

automatic then potential subscribers will be more likely to be connected to an exchange which entitles them to the full 16 kilometre of free line plant," the Minister said.

"The accelerated program of conversion will also give a boost to development generally throughout inland Australia", the Minister added. "Investment projects to develop resources in remote areas depend greatly on the availability of infrastructure service, and a top quality telephone service is obviously an important need in this context."

"Mr Staley said that Telecom Australia were to be congratulated for developing this proposal which is sensitive to the real communications needs of those Australians who live in rural areas, while at the same time utilises the limited resources available in the most effective way.

"This program will also provide the telecommunications hardware industry in Australia with a level of orders which will be welcomed," Mr Staley concluded.

STUDY OF NT NEEDS

Telecom Australia has commissioned a study of the needs and demands for telecommunications services in the remote areas of the Northern Territory. The Study will serve as a pilot survey providing guidelines for more detailed planning for the provision of services for people who live or work in remote areas in all States of Australia.

In particular, information will be gathered and assessed on the needs of Aboriginal communities and trends in their development in the 1980's as well as the development trends of the pastoral, tourist, mining, agriculture and other industries and the populations affected by these developments.

The study which will cost approximately $100,000 will be carried out by the Sydney based consultants, The Implementation and Management Group Pty Ltd who have had considerable experience on similar activities related to telecommunications in remote situations and have undertaken other major contracts involving socio-economic surveys in the Northern Territory.

Telecom's Chief General Manager Bill Pollock, commented that much attention was being given to technical means of providing a modern communication service in remote areas.

These include the possible use of satellite circuits, as well as extension of the terrestrial network using solid state techniques and solar power.

Mr Pollock said that very good progress was being made with providing a modern system in much of the Northern Territory. For instance a solar-powered microwave system would bring STD and TV relay to Alice Springs in the next few months.

However it was essential at this stage to gain a more detailed understanding of "the number, locations and characteristics of people and businesses in the more remote areas of Australia who have requirements for telecommunications services, the demand for various possible service offerings and forecasts of future trends.

"The data provided by the study will form the basis for future plans for this area and should be available about May 1980."

Cold spray CT3 saver?

Telecom will save on energy and labour costs if a new cold process of spray painting it is testing proves suitable for recovering defaced casings of CT3 units.

Until now the sensitive internal mechanism of the CT3 has had to be removed from its casing in order to protect it during the conventional thermal spray painting process which requires temperatures of around 230 degrees C.

The new cold process, called Vapocure, however, means that the mechanism can remain inside while a damaged or vandalised CT3 casing is re-sprayed.

According to Senior Engineer (Electronic Production Group) Roy Shaw, at Telecom's

workshops at St Peter's in Sydney, the new method, if adopted, will save many man hours. About 40 defaced casings in NSW could be recovered by using the energy-saving and time-saving Vapocure treatment, he said.

"There are a number of other potential applications. We are trying to idea now with CT3 casings. If it's successful we might be using it before Christmas."

Samples of CT3 casings repaired by the new process will be sent to engineering workshops at headquarters for final testing.

Vapocure, which was invented and developed in Australia, involves two stages. The object is painted first in the usual way. Then the vapor is applied.

It is the chemical reaction between the paint and the vapor which gives the hard finish. The entire process is performed at room temperature.

5000 MEET TELECOM AT GRAFTON FAIR
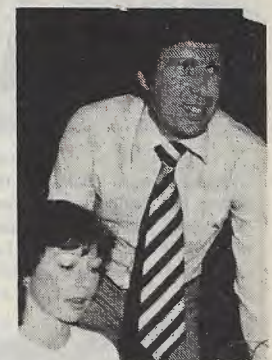
ABC newsreader Ross Symonds gets the rundown on a TX20 Telex from operator Lynn Cook on Telecom's stand at the recent Grafton Trade Fair. More than 5000 people passed through the Telecom exhibit which was mounted by Grafton Ops with help from Publicity Section and Special Products Section, Sydney.

CITIZENS INSPECT NEW LINE DEPOT

The new Sunbury Line Depot

A modern $44,000 Line Depot was recently officially opened at Sunbury by acting Chief Operations Manager Vic. Keith Rossi to service this rapidly growing centre which already has a 3235 line exchange with a further 1000 lines currently being added. (There were a mere 180 subs in 1950).

District Telephone Manager Coburg Ken Medlin declared an open day for the ceremony, inviting Parliamentary, Civic and Business Leaders, the general public and Telecom staff and families to inspect the new set-up and see a variety of working displays.

Keith Rossi commented on the excellent relationship between the Shire of Bulla and Telecom. He said Telecom had acceded to an invitation by the Shire to build the line depot on a new industrial estate and pointed out that the current Shire President Ron Buckland was a Telecom staff member.

Sunbury Line Depot has had a chequered history since 1947 and one who has seen it all is Faultman Les Poulter, an original when it was controlled by Essendon Line Depot until 1949. Glenroy then took over, Outer Metro Gisborne took over from them and it reverted to Glenroy again in 1972.

Some old hands who suffered in the inadequate room at the rear of Sunbury Exchange which preceded the new Depot were Line Inspector Bill Paterson, Line Foreman Alan Robertson, Senior Lines Officer Ray Collins and the longest serving member Lines Officer Keith Moore with 29 years service.

Depot staff at the opening: Bill Mackay (Lines Serviceman), Keith Moore (Lines Officer), Jack Moloney (EPM), Ray Collins (Sen. Lines Officer), Bruce Senior (Lines Serviceman), Sparks Saunders (LSI), Bob Spears (Lineman), Phillip Russell (Lineman), Ian Smith (Lines Serviceman), Bob Arthus (Lines Serviceman), Gerry Murray (Faultman), and Laurie Whalen (Lines Serviceman). Below: Acting Chief Operations Manager Keith Rossi, Ian Werner (SLO, Essendon), Les Poulter and External Plant Manager Jack Moloney.

Cover artists get awards

"Telecom regards its telephone directories as belonging to the community, so it was only appropriate that the community had the opportunity to contribute in some way to their production. Because 1979 was International Year of the Child, it was particularly appropriate to involve children."

Victorian Manager Max Smith said this as he presented major Victorian prizes in the Telephone Book Cover Design Competition before an audience of 200 which included 49 excited children, their parents, art teachers and school principals.

The 41 merit awards were presented by Lana Wells of the Australian Women's Weekly and Kevin Collins, Director of Primary Education in the Victorian Education Department.

One of the highlights of the ceremony was the presentation of a merit award to Mandy Ellis, a girl who is almost totally deaf and blind as a result of being a "rubella baby".

According to her teacher, Mandy's artistic output is quite prolific. Her parents can tell when she has been painting at school. There is always paint on her nose because she has to get so close to the paper!

ABOVE: Mandy receives her merit award from Lana Wells and below 11-year-old Lisa Barker of Blackburn whose winning entry Cobb & Co. Coaches Changing Horses (shown) will grace the 1980 Melbourne White Pages Directory cover.

CONSULTATIVE COUNCIL NEWS:
MELBOURNE MEETING SEPT. 25-26

The ninth meeting of the Telecom Consultative Council was held in Melbourne on 25 and 26 September, 1979.

Telecom Australia representatives were Messrs. Pollock (Chairman), Smith, Banks, Martin, Ahern, O'Sullivan and Hansen.

The Associations/Unions were represented by Messrs. Slater and Briskey (APTU), Musumeci and Fothergill (ATEA), Ms Hall (ATPOA), Messrs Hagan (ACOA), Stapleton (APSA (FDO))., McAuliffe (POA also representing APEA), and Firth (TTSOA) and Harding (AAESDA) both representing the group of ten unions. Mr Oldmeadow (CAGEO) attended as an observer.

Mr Mansfield (ATEA), Deputy Chairman of Council was not able to attend the meeting and Mr Slater was elected Deputy Chairman in his absence.

Business Report

Overview 1978/79

The Chairman reported that 1978/79 was another successful year for Telecom Australia. The demand for a wide range of Telecom's services increased strongly over the previous financial year's record figures and generally exceeded expectations.

Telecom's local call, STD, ISD and telex traffic all grew rapidly.

Again throughout 1978/79 basic telephone and telex charges remained unchanged and were generally at 1975 rates or lower. Short distance STD day rates and off-peak STD rates over all distances were reduced substantially.

SIGNIFICANT FEATURES

In reviewing the year's activities the Chairman highlighted the following items:-

- Demand for new telephone services at 465,200 was the highest level ever recorded and was 10% above 1977/78. Connections were up 7% on last year's result and at 462,300 were another record.
- Demand for telex was 6,010, 6% above forecast and 12% above last year. Although a record level of connections was achieved at 5,448, it was below the level of demand.
- Demand for new data services was very strong during 1978/79 and at 10,350 was 37% above last year's record level. Connections at 9,240 were at the highest level ever achieved and 30% above 1977/78.
- Full time staff at July, 1979 was 87,643 — 203 more than at June, 1978.
- As part of Telecom's occupational health plan, specialist staff had been engaged on programs relating to noise control, rehabilitation and health education.
- Whilst man days lost as a result of accidents on duty continued to decline, the number of accidents for 1978/79 rose by 104 to 4,748. A number of measures had been planned to improve the overall situation including seminars and instructional films.
- In 1978/79, 592 suggestions were received (an increase of 12.5% for the year) and 172 awards were made amounting to a total payment of $4,075.
- Telecom Australia was participating in the Commonwealth Government Scheme to provide work experience training for certain young people and training had been provided to 104 trainees.
- Distribution of the 2,759 inaugural Telecom Service Awards was completed in June, 1979 and a further 1,010 awards for eligible retirees between 1 July 1978 and 30 June, 1979 were in varying stages of production.
- Telecom's total borrowing program on the Semi Government Market raised $190M during 1978/79 with the last $40M raised late in the financial year.

Photographed at a break between sessions of the Telecom Consultative Council's September meeting in Melbourne from left Messrs J. Ahern (Telecom), M. Musumeci (ATEA), R. G. Martin (Telecom), K. Fothergill (ATEA) and J. Stapleton (APSA-FDO).

OVERVIEW 79/80

The Chairman reported that in 1979/80 Telecom was faced with a record demand of over a half million applicants for new telephone services and the strong demand for most other services was also expected to continue.

The campaign to stimulate business growth would be intensified and further economies and operating efficiencies would be effected to meet the ambitious program which involved an increase in new telephone service connections of 10%, new telex connections of 30% and new data services a little over 50%.

SIGNIFICANT FEATURES

The Chairman referred specifically to the following points in the year ahead:-

- For 1979/80 the level of funds to be raised on the domestic public loans market had been set at $180M.
- The current planning was that the charge for the installation and rental of a basic telephone service and the cost of local and STD calls would remain frozen until June, 1980.
- Several new services had either recently been introduced or were planned for introduction; for example, Radio Paging, Public Automatic Mobile Telephone, ISD Automatic Message Accounting, Inward Wide Area Telephone Service, Touchphone 12 and Courier Fax.
- A statistical summary of the expected growth in the telephone, telex and data network in 1979/80 as compared with 1978/79 was given to the meeting. The number of internal telegrams was expected to fall by 12% in 1979/80.
- Target dates for introduction of Telecom's new uniforms were within the period of September/October 1979.

INDUSTRIAL RELATIONS

The Chairman reported that recent union industrial action directed against the business community and Telecom's revenue earning capacity had resulted in $20M revenue lost in last year's ATEA dispute and $15M lost in the recent ATEA industrial action. He stated that this type of action was leading to more difficult situations between managers and staff and was gradually changing the harmonious working relationship built up over a long period of time.

The Chairman considered that both sides should give special attention to the need for an improvement in the industrial relations climate.

ECONOMY CALLS – EFFECT ON STAFFING

The Chairman advised that as foreshadowed at the last meeting, traffic studies were undertaken at all exchanges following introduction of economy rate call charges to determine the effect on staffing. As a result of the increased traffic, variations were made as appropriate to full- time staff rosters, employment of part-time staff and the hours of existing part-time staff.

Discussion Business Report Discussion

Significant aspects raised during discussion of the Business Report included:-

CONSULTATIVE COUNCIL REPORTS

SERVICE IN RURAL AREAS

A management representative advised Council of Telecom's proposal to accelerate the updating of telephone services in rural areas. The accelerated rural program, involving significant reductions by 1985 in the number of manual services and part privately erected lines, would mean the employment of 200 additional lines staff.

The ATPOA representative asked for an indication of staffing effects for telephonists following introduction of the accelerated rural program. A management representative replied that there would be about 30 fewer telephonists required, but the main effects of the program would be in the non-official office area.

DISCIPLINARY PROVISIONS

The CAGEO representative referred to a top level meeting between Telecom, CAGEO and several unions on 17 September, 1979 when the unions put the view that the disciplinary provisions of the Telecommunications Act should not be used against staff during legitimate industrial action.

The Chairman said that as a result of the meeting referred to above, both sides had agreed to consider the issues

involved with a view to further discussions at an early date.

COURIER FAX

The APTU representatives said that the union had agreed to a trial of the Courier Fax system in view of the need for such a service and prospects of increased employment in Australia Post. The union noted with concern information that a contract for a courier service in a country area of Queensland had been awarded to a private firm rather than Australia Post.

The situation in Queensland would be followed up and the union advised.

CUSTOMER SERVICES

Council was informed that meetings had been held with the ATEA and subsequently with several major unions to discuss policy on the provision of customer equipment and networks in the light of developing competition in the Australian telecommunications market.

Management representatives stated that private enterprise would like to move into the profitable areas and retention of Telecom's share of the market would depend on Telecom's capacity to give good service. In this regard recent industrial action aimed at the business community was having an

adverse effect on Telecom's reputation of providing an efficient service at low cost.

An ATEA representative considered that Telecom needed to recapture lost business and this would only be possible by taking the initiative and being first into new markets.

A management representative expressed his concern at the length of time taken to reach decisions with the unions on the marketing issues. For example in the PABX area he indicated that discussions had been proceeding since February this year, but there was still no agreement.

MINISTERIAL INVOLVEMENT

The Deputy Chairman referred to an extract on page 1351 of Hansard for the House of Representatives 20 September, 1979 in which a Government Member gave notice of a motion regarding introduction of legislation to provide the Minister for Post and Telecommunications with a greater role in the operation of Telecom Australia and Australia Post. He asked if there would be an opportunity to debate the merits of this proposal.

The Chairman indicated that this matter would be followed up.

TELEPHONE CHARGES

The ATPOA represen-

tative queried the reference in the Business Report that basic telephone charges remained unchanged in view of the fact that from 1 September, 1979 the charge for certain operator connected calls had increased from $1.80 to $2.70 for three minutes.

The Chairman replied that Telecom did not regard the charge for operator connected calls as a basic charge where STD was available.

PUBLIC TELEGRAM SERVICE

The TTSOA referred to the increase in charges for telegrams and the estimated 12% loss in telegram business during 1979/80. He asked to be supplied with information on the estimated $30M loss for the public telegram service in 1979/80 and with any documentation on cost savings associated with the centralization program for the public telegram service.

A management representative indicated that there had been continuous consultation with the unions concerned on the future of the public telegram service and stated that the specific issues raised at this meeting would be discussed with them.

Manpower Plan

The APSA (FDO) representative referred to a table in a document distributed to Council members indicating staffing variations between June, 1979 and June, 1980 for the major staff designation groups. He asked for a dissection of the figures by functional areas for Clerical Assistants and the Clerical / Administrative group.

The APTU representative queried the estimated reduction of 60 for lines staff in view of the earlier announcement that 200 additional lines staff would be needed for the accelerated rural conversion program.

A management representative indicated that the required information would be made available to the APSA (FDO) representative. In relation to the lines staff figure the estimates had been prepared prior to the recent announcement of the rural conversion program and they would need to be varied accordingly.

Remaining Agenda Items

Connection Fee

At the last meeting the APSA (FDO) representative requested that Council

recommend to the Commission that it approach the Department of Social Security seeking financial assistance to permit elimination of the telephone connection fee for aged pensioners. Council was informed that following consideration by the Commission, the outcome of Council's discussion had been conveyed to the Minister for Post and Telecommunications with a view to discussion with the Minister for Social Security.

New Technology

Council noted that the document regarding "Consideration of the Introduction of Technological Change" had been endorsed by all staff organisations except the ATEA and APTU. These two unions were expected to finally consider the document in October and November 1979 respectively. Council was informed that the Commission had given initial consideration to the document but was reserving its final position until it received responses from the ATEA and APTU which represented some 50,000 staff in Telecom Australia. Pending these decisions no action has been taken in respect of the next phase of the sub-committee's work dealing with conditions of service for affected staff and sharing of benefits resulting from technological change.

Sick Leave National Service

An ATEA representative submitted that sick leave credits which would have accrued but for a period of National Service should be added to the current entitlements of Telecom employees.

Council noted that PSB Circular No. 1965/13 prescribed that National Service would not count as service for sick leave purposes.

Council decided that a sympathetic approach should be taken in any individual case where hardship was involved.

Corporate Plan

The Chairman advised Council that it was intended to review Telecom's Corporate Plan during 1980 and as part of the review initial comments would be sought from staff organisations and others regarding content of the plan. At a later stage staff organisations would be afforded the opportunity to comment on the draft Corporate Plan.

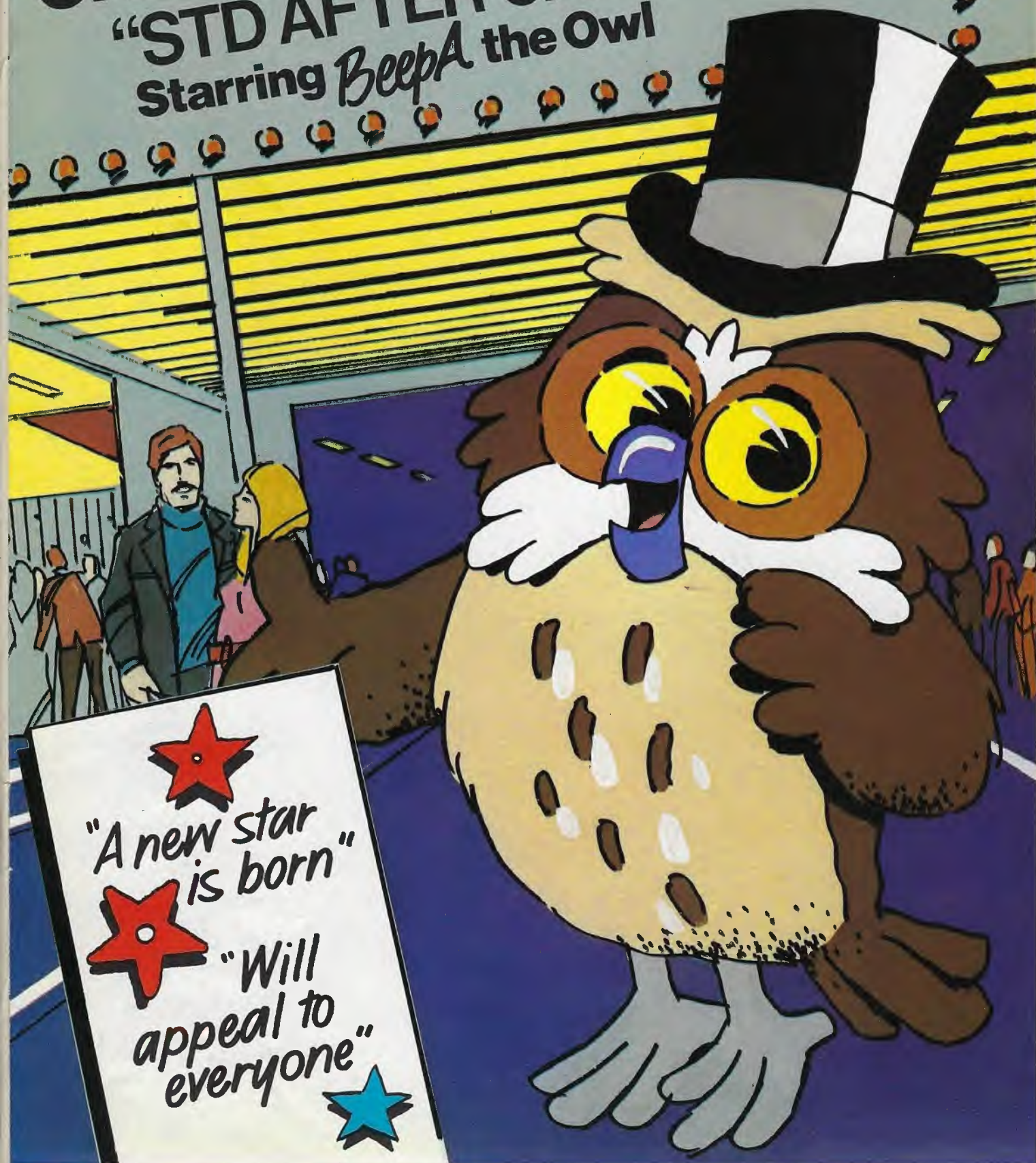### Bereavement Leave

The ACOA representative

Dinmore (Qld) State Primary School headmaster (Mr. Kevin Reddy) and the school's six award-winning artists with their Phonebook Cover Competition entries (L to R) Gavin Williams, 11, Shirley Den Boer, 5, Damien Kiely, 6, Rodney Feeney, 6, Rodney Parsons, 6, and Steven Alexander, 5.

BeepA time's cheaper time. And that's the best time to dial STD.

"In the press — big sizes, of course; poster for our T.B.O.'s; brochures; rate cards, mobiles, counter units, banners, even badges.

— gosh, has my agent had me busy. Everybody's going to get to see me — even my Mum who lives out in the bush. You know — it's going to be fun working together.

"Got to fly for now. See you soon!"

CONSULTATIVE COUNCIL REPORTS

submitted that bereavement leave should be provided to staff as a right on the occasion of the death of either parent-in-law.

A management representative stated that current instructions provide discretionary power to authorizing officers to grant leave in such cases.

Council's consensus view was that the Award should not be formally varied in the manner sought, but that any cases where delegations were unsympathetically exercised should be brought to attention.

Flow on of APS Conditions

A management representative submitted that where it has been decided that conditions of service introduced in respect of the Australian Public Service were appropriate for adoption by Telecom Australia for application to its staff, the date of application by Telecom should be the same date, or earlier date if possible, as for the APS.

Staff side representatives were not in favour of Telecom's proposal and considered that there should be no change to the present arrangements.

In view of the discussions, Council agreed that there would be no change to existing arrangements.

Amenities Code

The Convenor of the sub-committee informed Council that the draft amenities code had been agreed to by the sub-committee and it was now submitted for Council's endorsement.

The ACOA representative considered that the proposal to replace the tea to desk service with automatic drink vending machines was not in the best interest of staff.

A management representative indicated that the advantages of the machines were that they provided a greater variety of drinks, the quality of the products used was consistently good and the facilities were available to staff at the time of their choosing. In reply to the staff side, management indicated that existing hot water urns would not be withdrawn from areas when automatic drink vending machines were installed.

Council approved the final draft amenities code and it will now be implemented in Telecom Australia.

Computer Based Pay System

Council was informed that

Telecom's computer based pay system was fully operational in Headquarters, Victoria and South Australia. In New South Wales 23,000 staff had been converted and the remaining 9,000 staff would be converted on pay day 25 October 1979. Initial conversion in Queensland (3,860 staff) is scheduled for pay day 27 September and the final 11,000 will be converted on pay day 22 November 1979. Western Australia is scheduled for conversion on pay day 14 February 1980 and Tasmania on pay day 27 March 1980.

Management agreed to consider staff side representations seeking rectification of errors in staff pay more quickly, payment of extraneous payments for the full period worked on a shift rather than rounding off to the nearest quarter of an hour and shortening of the required lead time to enable pay to be made available following changes in shift rosters.

Superannuation Regulations

Council was informed that new Regulations under the Superannuation Act authorized inclusion of certain additional allowances as salary for superannuation purposes with effect from 1 July 1976.

Management advised that agreement had been reached between the Australian Government Retirement Benefits office and CAGEO on an extension of time for staff to repay arrears in contributions, but the problem for Telecom was in assessing accurately the arrears for each person concerned.

Council noted that this problem had been represented to the AGRBO and a response was awaited.

Permanent Appointment Procedures

During discussion at Council's last meeting of the once only offer of permanent appointment to temporary employees, the staff side expressed the hope that the number of temporary staff would not be allowed to build up again in the future. Management tabled a document for Council's information setting out in broad terms Telecom Australia's policy in relation to recruitment, including permanent employment, temporary employment and fixed term employment.

Council noted the document and the item was removed from the agenda.

Top phonebook cover young artists of Western Australia: left Sandra Randall (10) of Badgingarra Public School whose winning entry "Sheep Grazing in a Newly Cleared Paddock" will grace the 1980 Country Directory cover and Jason Walshaw (10) Maddington Primary School whose entry "Discovery of Western Australia" will be featured on the 1980 Perth directory.

Study Leave

The Convenor presented the sub-committee's report which recommended that students who must necessarily undertake correspondence study should be granted up to two hours per subject per week, up to a maximum of two weeks per year.

The sub-committee envisaged that correspondence students would qualify for the leave if they were required to travel 80 kms in aggregate or spend 120 minutes in aggregate travelling by public or private transport to attend the nearest appropriate approved institution. In addition it was proposed that shift workers prevented from attending classes and personal hardship cases would also qualify.

Council agreed in principle that the sub-committee's recommendation should be discussed with the Co-ordination Committee prior to submission to the Commission.

Council also agreed that cases represented by the ATEA and APTU involving attendance of staff at internal correspondence courses conducted by Telecom, for example, the salary assessment examination for technical staff, should be discussed between Telecom and the unions concerned.

Human Resources Accounting

Management presented a paper on staff statistics for 1978/79 covering staff

availability, staff development, staff turnover and staff accidents. A pleasing aspect was that resignation rates over the past year were lower than for the previous year.

Council noted the paper and a management representative agreed to supply additional figures to the ATPOA representative on examination statistics for Telephonists and to the AAESDA representative on examination statistics for Draftsmen-in-training.

Flexible Hours

The ACOA representative sought agreement in principle to vary the bandwidth of the flexible working hours scheme to permit a 7.30 a.m. start and 5.30 p.m. finish provided the operating requirements of Telecom were met.

Management agreed to consider this proposal and discuss it outside Council with the ACOA and CAGEO.

Child Care

The Convenor of the sub-committee reported that the Inter-departmental Committee's Report for Cabinet arising from the Galbally recommendation on child care had still not been completed. At its last meeting the sub-committee had considered options for future action and as a result it had been agreed that Telecom's Welfare Officers would be made available to assist Telecom staff who experience difficulty in obtaining child care facilities. In addition it was agreed that the results of a survey of likely vacancies at child care centres in the Melbourne

metropolitan area from January, 1980 would be made available to Telecom staff.

The sub-committee will report again to the next Council meeting.

Remote Localities

At Council's September, 1978 meeting, the staff side had suggested preparation of a booklet covering conditions of service for staff in remote localities.

A management representative informed Council that three of the four parts of the booklet have been completed in draft form and the intention was to distribute the completed draft to staff organisations for comment outside Council.

Staff Development

The Convenor of the sub-committee introduced a progress evaluation report on pilot staff development programs at Ivanhoe District, Main Trunk Exchange, Victoria, Chief Telegraph Office, N.S.W. and Supply Branch Headquarters.

Council noted the progress report and was informed that a development counselling kit for use in such programs should be available early in 1980.

Methods of Salary Payment

The Chairman informed Council that the Commission had decided to proceed with

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the proposal to reimburse bank charges where staff had net salary paid direct into bank accounts.

In taking this decision the Commission expected that a large number of Telecom staff would agree to have their salaries paid into bank accounts and thus reduce significantly the amount of cash carried by pay teams. The Chairman said it was essential for the success of the scheme that unions strongly encourage their members to participate in it.

An ATEA representative asked whether introduction of the proposal would mean that cash payments of salary could be restored to certain staff in Victoria who were currently being paid by cheque. The Chairman indicated that this issue would need to be negotiated with the ACOA and the chances of a successful resolution of it would depend on the number of staff switching to bank accounts.

Promotions Appeal Board

The Convenor of the sub-committee indicated that the staff side proposal for selection of union nominees for Promotions Appeal Board had been referred to the Assistant Crown Solicitor for an opinion and would be discussed at the next sub-committee meeting. He also advised that agreement had been reached on Telecom's guidelines covering Promotions, Transfers and Appeals except for four matters relating to advertising of vacancies in the gazette, transfers of staff, partial performance of higher duties and determination of availability of staff for temporary transfer.

Regarding partial performance the staff side considered that temporary occupants should be given written advice of the duties which they would not be performing. Council agreed.

An APTU representative referred to the practice in W.A. where on occasions the Internal Plant Manager has provided relief during the absence on leave of the External Plant Manager. He considered that subordinate staff in the EPM's area should be given the opportunity for this acting service.

Office Accommodation

The Convenor informed Council that the sub-committee's report covered three issues namely, ap-

plicability to Telecom of the Department of Administrative Services guidelines on provision of office accommodation, trial of a new modular partitioning system and consultation with unions on accommodation issues.

Council noted that Telecom was bound to observe the DAS guidelines, but there would be scope for Telecom to document submissions for special treatment as required.

Council also noted that Telecom's policy on consultation with unions on accommodation issues was still being discussed by the sub-committee.

Handicapped People

Council noted that in 1978/79, 33 handicapped people had been placed by Telecom Australia's Special Placement Officers.

An APTU representative noted with appreciation that Telecom's policy on employment of migrants had been revised to provide for English language instruction for migrant staff during working hours.

Occupational Health and Safety

The Convenor of the sub-committee reported on several issues including the number of accidents and action being taken to reduce them, staffing of the occupational health unit and the proposed issue of policy documents on smoking, first aid and safety clothing.

The following matters were raised by staff side representatives —

● The need for a survey of lines staff to determine lead content levels in the blood stream.
● Progress on reducing the health risks associated with handling of asbestos.
● Effects on line staff of handling epoxy resin.
● Regular eyesight tests for Cable Jointers.
● Telecom's first aid policy, especially qualifications of staff administering first aid.
● Provision of contraceptive vending machines at work locations.
● The present position of Telecom's overall ergonomic and occupational health policy in relation to Visual Display Units.

Management indicated that the above issues were either being examined or would be examined in the near future.

During the same period 63 vacancies had been advertised in the Gazette as open to inside and outside applicants.

Vacancies and Unattached Officers

A management representative introduced a paper which showed that a reduction in the order of 40% of vacant positions and 48% of unattached officers had been effected during the six months ending 30th June, 1979.

Worker Participation

The Chairman informed Council that sub-committee members had been kept informed of important developments occurring since the last Council meeting.

Staff side representatives referred to the Government's policy on employee participation and considered that Telecom should be actively encouraging implementation of it.

This item will be kept on the agenda for discussion at the next meeting.

Housing Rentals

The Convenor of the sub-committee indicated that the Inter-Departmental Committee's report on, among other things, standard housing rentals had still not been received.

The staff side did not wish to pursue this aspect as it was firmly opposed to introduction of standard housing rentals.

General Business

A management representative advised that following an actuarial review of employer superannuation liability, and detailed consideration of the matter, the amount to be recouped from unions in respect of full-time

officials who were former employees of Telecom would now be 20% of salary (as an interim measure) rather than the existing 25%. Staff side representatives welcomed this initiative which would be effective from 1 July, 1979.

The POA/APEA representative raised the question of entertainment expense accounts for Engineers. It was agreed that this matter should be discussed outside of Council.

A management representative distributed to members a copy of the updated version of the conditions of service booklet, a new organisation hand book and a paper on Telecom's pre-retirement planning seminars.

Next Meeting

Council decided that its 10th meeting would be held in Adelaide on the 16 and 17 April, 1980.

PLUGGY NOTCHES UP 550 FOOTY GAMES

Working at the Sorell Lineyard, several kilometres from the Hobart Airport, is a veteran football player who is every bit a star as that much better known Tasmanian football identity, Peter Hudson.

He is Graham ("Pluggy") Jones who this season totted up his 550th game of Tasmanian football. From the age of 14, "Pluggy" has been seen on the footie field. Now 43, he's still kicking the ball around.

During his football career "Pluggy" has played in a premiership side and taken six reserve and senior sides to premierships.

He is now playing with the Dodges Ferry Reserves, nicknamed the "Sharks", and also coaches their senior side.

A lineman with Telecom for nearly 2½ years, "Pluggy" lives at Lewisham, just a kick away from the football field. Here we see him with a congratulatory banner got up by his admirers..
Photo — 'Mercury' Newspaper, Hobart.
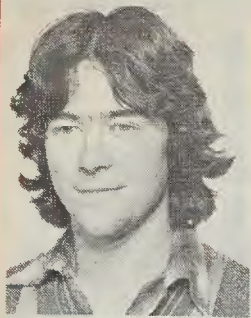
Telecom apprentices at top of their trade

Telecom apprentices Trevor Spurrell (left) and Ross Delaney topped their trade in 1978 and recently received from the Governor of Victoria Sir Henry Winneke Master Builders Association of Victoria Awards at a special presentation ceremony.

Trevor Spurrell who was Best First Year Carpentry and Joinery Apprentice 1978 commenced with Telecom Workshops, South Melbourne as an apprentice carpenter in January 1978. His main interests outside work are squash, swimming, snooker and woodcarving.

Ross Delaney was Best Third Year Carpentry and Joinery Apprentice 1978. He commenced with Workshops in January 1976 as apprentice carpenter and was advanced to carpenter in July this year. His interests include snooker, tennis, coin collecting and family home renovation.

HIGH ACCIDENT RATE 'REAL MANAGEMENT CHALLENGE' Queensland Manager

Queensland State Manager Paul Dubois has appealed to all Telecom staff in Queensland to become involved in accident prevention which he said was a multi-disciplinary problem requiring the expertise of engineers, managers and supervisors to solve.

He appealed for co-operation "right down the line", with everyone striving to create a greater awareness of the need for safety measures.

Mr Dubois opened a senior management seminar on accident prevention and then recorded a video tape of his address for showing throughout Queensland.

In the address, Mr Dubois said some work areas in Queensland had achieved significant results in accident prevention and were to be complimented.

But this was not the general trend and there was a need to critically
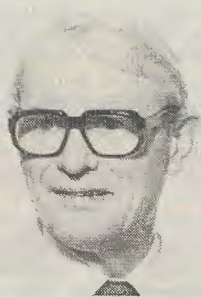
MR DUBOIS

examine present techniques, discard or revise those which had proved ineffective and look for alternatives which would work.

"As we have not succeeded in achieving our target reduction, it becomes a real management challenge", he said.

"Our accident and occupational health problems will not be solved by management directive alone.

"The issuing of an accident prevention policy and an accident reduction target is just the start.

"We will not succeed unless and until senior management is concerned and is seen to be concerned about occupational safety and health and then puts that concern into demonstratable action and positive accident prevention programmes, actively promoted and where necessary enforced."

Mr Dubois said that in the 1978/79 financial year, accidents cost Telecom Australia $15 million in direct compensation payments.

This figure did not take into account the damage done to property as a result of these accidents.

In Queensland the compensation payment was about $1.3 million. In addition to this direct cost were the accident administrative costs, plant, equipment and material damage which were conservatively estimated to cost another $5 million.

While equipment or machinery was not functioning, other workers apart from those injured by accident, may be standing idle because of the loss of their equipment or machines.

Mr Dubois said it was easy to dismiss accidents by saying they were due to human failure, stupidity or lack of care.

If we accepted this point of view we would continue to have accidents because it was always difficult to modify human behaviour for an extended period.

In Queensland, Telecom had laid the groundwork for substantial improvement in our safety record.

Accident prevention programmes had been established in most areas and the Accident Prevention Section was working hard on the problem.

"We have a reasonable control system to assist the line function and many areas of management have taken positive steps to improve the situation", Mr Dubois added.

No more choc. Many happys

A man who kept a little black book of birthday dates on everybody at Telecom Workshops, South Melbourne, has recently retired and with him, say his former colleagues, has gone a happy, obliging bloke that everybody was proud to call a mate.

Alex Kucinskis had a record of some 300 birthdays which he used to make certain that nobody's natal day passed without acknowledgement — usually in the form of a gift of chocolates.

Alex would do a whip-round, exhorting his victims to put-in enough to buy imported chocs — "No cheap rubbish for So-and-so" he would say. Says workmate Ken O'Connor "Anybody else that cheeky would get a punch in the nose, but Alex always got away with it."

Alex began as a laborer in 1949, becoming a technician in 1952. He was also well known in Sydney Workshops having been employed there for three years before returning to Melbourne.

Our photo shows Engineer in Charge of Workshops George Dalton (left) farewelling Alex at his recent retirement function.

Well done, Telecom

SIR, A couple of world-travelling businessmen from the United States recently told me that we in Australia ought to be proud of our good telephone system.

Whereas they at home and in other countries often had to wait anything up to an hour for a line to make an inter-capital call, in Australia they just pick up the phone anytime, night or day, and they are through.

The frustration and delay to business in America must be costly.

D. McCOLL, Hertz Place, Chapman, ACT.

(Letter Sydney Morning Herald 31/8/78.)

FIELD STAFF IDEAS REFINE TERMINAL BOX

Field staff in all States were actively involved with Headquarters in development of a new 10 pair Insulation Crushing Screw Terminal Box which in the subscribers installation area will eventually replace the familiar 10 pair "Chocolate Box" (Serial 29/26).

At left: Interior of new terminal box showing record card in lid. Above: The natty external look.

Prototypes manufactured by Transmission Products were made available to a number of TID's and were found potentially superior to the existing box in these respects:

● Size and appearance,
● Easier to Terminate,
● Long Life,
● No Special Tools Required, and
● Common Earthing Point.

Based largely on suggestions made by field staff, the prototype box was improved to the point where full scale field trials could be held. These were conducted during 1977 and 1978 in NSW, VIC and WA where Liaison Officers Messrs. Alan Harris, Perce Stevens and Don Reynolds respectively were nominated.

Each time the new box was installed, a detailed questionnaire was completed by the installer. Co-operation by field staff was excellent throughout the period of the trial with a large number of questionnaires being returned to Headquarters.

Telecom Research Laboratory staff tested the boxes for effects of:

● Industrial atmosphere,
● Thermal cycling,
● Humidity cycling and
● Vibration.

They reported favourably and it was decided to proceed to final development. A number of improvements were made as a result of information gained during the field trial and an improved prototype was developed for evaluation by Headquarters.

Both the boxes installed by contractors and those installed by Commission staff will have Telecom symbols on the lid and base. The box lid is available in either ivory or teakwood colour to facilitate blending with most modern decors. All other non metal component parts are ivory in colour.

The box, which may be glued or screwed to walls or partitions, has been designed for use with both hidden and surface wiring. Hidden wires will gain access to the box via two large openings in the base. Surface wiring will gain entry by one or more of the six cutouts provided in the lid.

Five pair and twenty pair boxes of similar design are now being developed.

For further information contact your State Customer Network and Equipment Group or Section. Alternatively call Mr Luke van Oosterwijck at Headquarters on 03 630 7612.

TELECOM HELPS CELEBRATE MAITLAND'S 150th BIRTHDAY

Most Telecom Districts are strong supporters of local community efforts and Maitland (NSW) is no exception in the light of the big effort put behind the recent Maitland Sesqui-Centenary Celebrations by all sections.

This is how it was according to Customer Services Manager David Hearne:

Maitland TBO staff who entered wholeheartedly into the spirit of the city's Sesqui-Centenary Celebrations from left: Edna Baker (Clerical), Margaret Barlow (Sales Consultant), Liz Burke (Sales Consultant), Judy King (Counter Officer).

The ladies in the TBO spent the week dressed in clothes representing by-gone days, gave jelly-beans to the kids from large glass jars and on Thursday, scones, jam, cream and cups of tea to customers.

The display of old telephones was with the help of Keith Kifford, Wally Watters, Eddie Boyd and Beau Hannoway and attracted many visitors.

The big news of the week was that our float won first prize in the Saturday procession. It was an old red truck with poles at front and back and wires slung between them.

Liz Burke and Mary Whiteley from the TBO operated two old switchboards from Murrurundi and Graham Powell tried to make a call from Bob Hyde's old wallset that was hanging from a tree erected on the truck.

Bushes covered the front of the truck but despite all the foliage Perce Nean carefully kept the lot together as he drove the vehicle in the procession.

The float was assembled by Greg Newman and a Lines team of Phillip Goodwin and Michael Matejczuk, led by Les Smith. Ian Mudd painted the signs. The Austrian style telephonists chairs were courtesy of Lloyd Davies and Reg Wood was in charge of sound effects.

Reg produced a cassette full of squeaks and noises from various parts of the network and the Postmaster East Maitland, Allan Brownlie, added the morse.

The bales of hay were courtesy of Don Jones.

We are to be presented with a cup by the Committee as first place-getters.

Yellow Pages Safety Shield Award Presentation (L-R) Lachie McNaught (D.T.M. St. Leonard's), John Crofts (P.T.O. North Sydney Exchange), Phil Watts (Managing-Director Edward H. O'Brien Pty. Ltd.), and Charles Walker (Chief Accident Prevention Officer).

SAFETY SHIELD TO NTH SYDNEY EXCH.

The Yellow Pages Safety Shield, donated by the Yellow Pages Promotion Fund, was presented recently to the North Sydney Telephone Exchange of the St Leonards District, in recognition of their contribution to safety standards in their area.

Mr Phil Watts, Managing Director of Edward O'Brien Pty. Ltd., presented the Shield to John Crofts, P.T.O. North Sydney Exchange, who accepted the award on behalf of the Exchange staff.

Mr Watts said he was most happy in presenting the award, considering the long association the Company had had with the St Leonards District, and especially with the members of the North Sydney Exchange.

John Crofts, expressing his thanks, ruefully added that the only acci-

dent of mention concerned himself.

Congratulating the North Sydney Exchange, Lachie McNaught, District Telecommunications Manager, said the idea originated from the district Safety Committee and added that the great

deal of credit must be given to Frank Moresley (STO 1) for his enthusiasm and drive to help make the award of the shield to the Exchange possible.

The shield competition is open only to St Leonard's District.

Surveyors map out marathon plans

Among competitors in the second Big M marathon to be held in Melbourne on October 21 will be five very fit members of the Survey No. 1 Section, Drafting.

John Guerin, Dave Mayne, Johnalex Bergman, Bob Hotchkins and Andy Steckerhofs (from left in our photo) have been training strenuously for months for the 42 kilometre event which

will attract some 4,000 entrants. They say that their everyday work of pounding over bush tracks, often mountainous, has given them an invaluable foundation for their training.

Usually at around 6

p.m. they "bunch-up" for a jog and urge each other on. Runs of 10 to 15 miles are not uncommon. How did it all start?

Being constantly in many different remote parts of the State throughout the year, Dave Mayne and Johnny Guerin decided that long distance running would not only be

beneficial to health, but a good method of sightseeing, plus relief from boredom.

Soon after their decision the first Big M marathon was announced, which provided their new hobby with a set objective.

The finish of that race saw Johnny Guerin run a very creditable 240th (from a field in excess of 3000 competitors) in a time 3 hrs. 14 mins.

Unfortunately Dave sustained an untimely foot injury the day prior to the event, but nevertheless battled on courageously to the 17 mile mark where he had to abandon the run.

The results from that event inspired the other three members to join in.

TELECOM LOAN SUCCESSFUL

Telecom Australia's 9th public loan for $60 million which opened on September 3 closed on September 20 with Telecom Treasurer Mr M. Ingwersen saying it was hoped that all public subscriptions lodged by that date could be accepted. (Telecom is not able to accept over-subscriptions).

THEY'RE ON THE TELLY

A Channel 10 film crew visited Directory Assistance in Sydney, recently.

The operations at DA and interviews with four telephonists will be screened soon during a half hour children's program on Channel 10, called Simon Townsend's Wonder World.

The telephonists — Mrs Norma Glitzmner, Mrs Moureen Larkin, Miss Christine Timothy and Miss Cherrie Aitken — answered questions about their jobs, public attitudes to the service and unusual calls they had received.
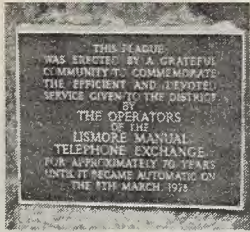
COMMUNITY HONORS TELEPHONISTS

The people of the little township of Lismore in Western Victoria do not intend to forget the part played by telephonists in the life of the community.

After the manual exchange closed in March 1978 Dr Pat Lang, a local resident with other members of the community felt that service rendered by telephonists at Lismore over approximately 70 years should be recognised.

A subscription list

was organised, the assistance of the Shire of Hampden was sought and readily obtained and a as a result a plaque was erected in the centre of the township in recognition of the service given by the manual operators.

At the unveiling ceremony. Phil Davie Customer Services Manager Geelong, Mr Noel Schofield Shire Engineer, Dr Pat Lang, Cr Bernie Clark Hampden Shire President, and Cr Andrew Borbidge with a little lady who elected herself as the Public Representative. FAR left, the plaque.

The plaque was recently unveiled by Dr Lang before an audience of approximately 100 Lismore residents. Also present at the ceremony was the Shire of Hampden President Cr Bernie Clark, Shire Engineer Mr Noel Schofield, local council representative Cr Andrew Borbidge and Customer Services Manager Geelong, Phil Davie.

A group of some of the Lismore ex-telephonists. — Norma Grant, Val Jones, Betty Fisher, Helen Knight, Val Walker, Fay Borbidge, Betty Ruggles.

CENTRE GETS STD, ISD

Central Australia is to get STD and ISD services later this month as the result of five years research, development and installation work by Telecom on the world's first major microwave solar power radio link between Alice Springs and Tennant Creek.

It cost about $500,000 to plan and instal the solar power equipment for the microwave system which would provide Alice Springs with the whole range of services, including STD, ISD and television relays.

The new service will be officially opened by the Minister for Post and Telecommunications (the Hon A.A. Staley) in Alice Springs on October 22.

The total cost of bringing modern communications to the Red Centre is $5m and involves the linking of Alice Springs and Tennant Creek, a gap which had presented formidable problems. It involves thirteen repeater stations stretching along the 580 km route powered from a solar energy source.

Outback names such as Devil's Marbles, Bullocky Bore, Tea Tree and Native Gap have been given to some of the repeater stations.

The repeater equipment shelters measured 4 metres in depth and 2.7 metres in diameter and were provided underground at each of the stations, thus avoiding the need for air conditioning.

Associated antenna rise up to 76 metres in height and are in clear line of site to facilitate quality transmission and reception.

The repeater stations along the route have been located about 45 km apart in zigzag pattern eliminating the possibility of double signals.

POLICE PRAISE TELEPHONIST

Dear Sir,

I have recently had my attention drawn to the praiseworthy actions of Mrs Nola Evans, a supervisor at the Deniliquin telephone exchange, who alerted Police to a possible emergency situation and by so doing uncovered a double murder on a farm property some 12 kilometres from Jerilderie.

The reported facts in this matter indicated that at about 11.30 a.m. on Tuesday, 3 October 1978, Police at Jerilderie Police Station received a telephone call from Mrs Evans advising that she had spoken on the telephone that morning to a young child who said her name was Tanya Lewis.

The child complained to Mrs Evans that she and her brother had had no tea the night before and no breakfast that morning. She also told Mrs Evans her father was asleep in the kitchen and her mother was asleep in bed.

Mrs Evans sensed something was amiss and reported the matter to Police who drove to the property "Summerfield" from where the child had telephoned. There they found the murdered bodies of Michael Lewis and his wife Suzanne.

The resulting Police investigation extended over many weeks and ended in the arrest of a man who was charged and later convicted of the murder of Mr and Mrs Lewis.

The actions of Mrs Evans in reporting her suspicions to Police resulted in the crime being discovered not too long after it was committed. However, the most important result of her actions was that the Lewis children were saved from a most unpleasant and potentially harmful situation, for it must be remembered that the two children, Tanya, 5 years old and Mark, 2½ years old, had already spent four days alone with the bodies of their dead parents.

It would be appreciated, therefore, if you will convey my personal thanks to Mrs Evans for her actions on 3 October 1978, which are an outstanding example of her fine sense of community responsibility, as well as the sincere appreciation of this Department for the valuable assistance she gave to Police on that occasion.

Yours sincerely James T. Lees, Acting Commissioner of Police, N.S.W.

Keat's now a citizen
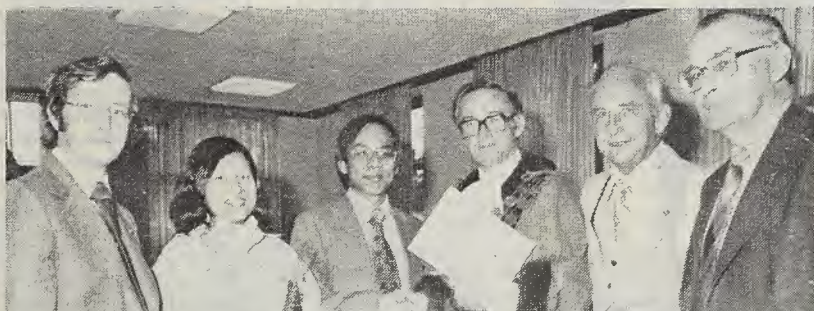
Popular Telecom Engineer, Keat Lee, a resident of Mulgrave, gained Australian citizenship at a special civic ceremony held at Mount Waverley Community Centre. The Mayor of Waverley Cr Graeme Frecker, presented Telecom Engineer, Keat Lee, with his certificate. Friends and Telecom associates attended to share the occasion with Keat, from left Mr. B. Hayball, Mrs. S. Lee, Mr. K. Lee, Cr. G. Frecker (Mayor), Mr. A. M. Smith (State Manager Telecom), and Mr. J. D. Mather (Supervising Engineer Metropolitan East Section).

BERRI TECH IS MR. MRS. SA

by DAVID MOGRIDGE, Public Relations, S.A.

He's a hard-working, home-caring, level-headed Australian who loves his footy and thinks a lot about the future. You could probably find his like in almost every city and town throughout the country.

Wife, two children, one dog, buying his own home — the kind of average Australian continually quoted by the people at the Bureau of Statistics.

But statistics would fail to show that in just one respect, Brian Wise is unique, and will be for twelve months — he's the husband of Mrs South Australia.

Thirty-one years old, married to Meredith, and father of Daniel, who is three, and Jessica, nine months, Brian is a technician at the telephone exchange at Berri, a delightful River Murray town that, together with Waikerie, Barmera, Loxton and Renmark, makes up the area known as South Australia's Riverland.

Eleven of his sixteen years as a technician have been spent at Berri, where he is acting Technical Officer. His classification is Technical-Officer-In-Training, as he was one of only thirteen (from all over South Australia) whose applications were successful. The three-year bridging course involves study by correspondence.

Brian should have plenty to keep him occupied, with the children, the home, and his work and study. But he looks beyond the narrow domestic circle to broader community involvement.

He is a member of Apex, and that involves time and effort on fund-raising projects. He did play football, but now contents himself with selection duties.

However, he hasn't altogether forsaken active sport and recreation. The occasional game of golf is always welcome, as is water-skiing — Brian owns a ski boat, and what better place to ski than on the broad scenic waterways of the Murray.

And, when there is time, which surely can't be too often, the family goes camping.

What is it like to be living in the shadow of a celebrity? Nobody has yet called him Mr Meredith Wise, or even Mr South Australia, for that matter.

"However, my routine has changed somewhat", Brian said. "After the crowning, Meredith spent five of the first six weeks in Adelaide. I stayed at home and bached. That's not good news, but it did have its compensations.

"I found that I was able to concentrate to a greater degree on my correspondence course, with three or four hours study nightly, which is not easy to do with the children at home."

Brian doesn't want them away too often. Nevertheless, he realises that, as Mrs South Australia, Meredith is doing a wonderful job of publicising the Crippled Children's Association of SA. As a service-minded person, he agrees she has an important role to play.

But it won't be all work. One of the many magnificent prizes awarded to Meredith is a holiday in Hong Kong for two, with $1,000 spending money. Just for a while, they will be able to "get away from it all".

It won't be their first trip to Hong Kong. They spent their honeymoon there.

Smiles all round! Brian and Meredith Wise and son Daniel have plenty to laugh about. The prizes that go with the title of Mrs South Australia include a Holden SLE Commodore, a trip for two to Hong Kong, a kitchen valued at $2,000, spending money of $1,000, a dishwasher, $1,000 worth of floor coverings, an aluminium dinghy and outboard, twelve months' hair care, a recliner chair, and clothes amounting to $750.

'GRAND CHAMP ALL CLASSES'

For the second successive year, the Toowoomba Telecom Business Office has won a major award in the Queensland city's Carnival of Flowers.

The display, which had as its theme "A Midsummer Night's Dream", was located in the reception area of the Toowoomba Business Office.

It won first prize in the Foyers and Waiting Rooms section, champion of the Decorated Premises section and grand champion of all classes of Decorated Offices.

The display drew hundreds of visitors to the Toowoomba Business Office.

Customers were invited to sit on special "toadstools" inside the office, which was decorated as the inside of a mushroom.

Architect of the display was Bev Irwin, acting Service Officer, Operations. She was assisted by Cecily Logan, Travelling Supervisor, and volunteers from all sections of the Toowoomba Business Office.

Bev Irwin (right) and Cecily Logan in "The Grove Where Titania Sleeps", part of the award-winning TBO entry.

"This beats the dishcloth and tea-towel any day!" Brian Wise loads up the dishwasher, one of the many prizes won by Meredith.

ROYCE A-WING IN RENO

Royce McDonald (left) about to take off for some stunt flying in a Pitt Special.

Cadet Under Officer Royce McDonald of the Victorian Squadron Air Training Corps was one of two cadets selected to represent Australia in the USA as part of the International Air Cadet Exchange Scheme with the Civil Air Patrol of the USA.

In Telecom circles, Cadet Under Officer Royce is better known as Lineman in Training Royce McDonald of the Essendon (Vic) Line Depot.

His father, Royce senior, is Principal Lines Officer, Footscray Operations.

During his 3 week visit, Royce was billeted near Reno, Nevado, a stone's throw from the Ponderosa Ranch of Bonanza fame. Some highlights of his sojourn were:

● Visits to many Civil Air Patrol Squadrons, Disneyland, Virginia City, Lake Tahoe, San Jose, Los Angeles and many cities and towns in Nevada.
● A one-hour appearance on a talk back radio show
● Lunch with the Lt. Governor of Nevada and the Mayor of Reno
● Aerobatics in a Pitt Special aeroplane.

The Civil Air Patrol with 60,000 members is a similar organisation to the Air Training Corps., and operates as an auxilliary to the U.S. Air Force. It was formed just over 37 years ago just one week before Pearl Harbour and wartime activities included anti-sub patrols, courier flights, border patrols, forest patrols and target towing.

Today the Civil Air Patrol operates as part of the Air Training Command of the U.S. Air Force and has 52 wings operating in 8 regions of the U.S.A. Their primary function, apart from training of their members, is Search & Rescue. The 1978 Civil Air Patrol was credited with saving 91 lives, flew 1058 missions with 11,481 sorties a total of 24,800 hours, and found 469 people.

George Grant (23) who played with rugby league grand final winners, St George, this year, is a Telecom technician with Kogarah Exchange in Sydney. During his first season with the club's top side, George played second row forward and was the regular goal kicker.

104 GOALS FOR RUGBY PREMIERS

He scored 104 goals from 150 attempts placing him third among kickers in the first grade competition this year.

George kicked four goals from five attempts to take St George to a 17-13 win in the grand final at the Sydney Cricket Ground on September 22.

His football career began with Crookwell under-17s. For two years he played with Allawah, which is the St George junior side. George played with the U-23s and the reserve grade side before being chosen as a full-time first grade player this season.

He joined the club four years ago, about the same time he has been doing exchange maintenance at Kogarah. He came to Telecom as an apprentice tradesman in 1974 and is now a qualified technician.

A regular day shift allows George to fulfil his football training commitments. He takes holidays when the team goes on tour.

George says he is uncertain what will happen when his present contract with St George expires at the end of next season, but he plans to continue playing.

Backgrounded by the huge grand final crowd George Grant, a Telecom technician in Sydney, kicks for goal for the grand final winners, St George.

TELECOM TOM . . . by Daag Durich

I'M HERE TO GRANT YOU ONE WISH, GOD SON TOM!

WELL I'M HAVING A LOT OF TROUBLE WITH TRUNKS...

THAT SETTLES IT!