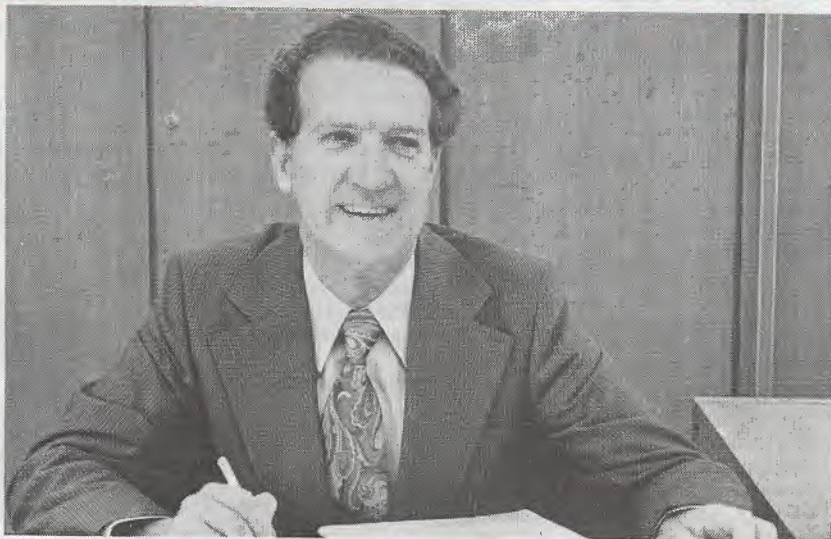## A message from the Acting Managing Director, Bill Pollock

A record to be proud of

You will have seen the announcement of an Inquiry into Telecom Australia and I would like you to know that I believe that Telecom people can face such an Inquiry with confidence.

Without being complacent at all, we have a record of which we can be proud. Every staff member has contributed to Telecom's record of achievement over the past six years.

Telecom will willingly co-operate in a constructive examination of its policies and performance and will render every possible assistance to the Committee.

As Telecom people we have a clear objective — to provide Australia with the telecommunications that will best meet the needs of our nation.

Immediately following the announcement of the Inquiry, I issued a statement to the Press and it is printed in full hereunder for your information.

Telecommunications inquiry body named

The Minister for Communications, Mr Sinclair, announced last month the names of the Committee to inquire into telecommunications services in Australia, and the inquiry's terms of reference.

He said the wide-ranging inquiry would be chaired by Mr J. A. Davidson, of Sydney, Chairman of Commonwealth Industrial Gases and a Director of a number of companies.

The Committee members would be:
● Prof. A. E. Karbowiek, of Sydney, Professor of Electrical Engineering, University of New South Wales;

● Mr M. G. King, of Sydney, a retired senior executive of CSR Ltd., who is a Director of several companies; and

● Mr W. A. Dick, of Melbourne, a chartered accountant and Chairman of Pacific Carpets International, who also holds several directorships.

Mr Sinclair said the Government was fortunate in having been able to obtain the services of these four distinguished Australians to conduct the inquiry.

The terms of reference are:

"Having regard to the continuing need to provide adequate telecommunications services throughout Australia as efficiently and economically as possible and the significant technological advances which are now occurring in the telecommunications field both in

Australia and overseas, the Committee is requested to examine and report to the Minister for Communications on:

(a) the extent to which the private sector could be more widely involved in the provision of existing or proposed telecommunications services in Australia either alone, in competition with or in conjunction with the Australian Telecommunications Commission;

(b) what consequential changes may be necessary in the statutory functions, duties, financial objectives and monopoly provisions of the Commission; and

(c) the effectiveness of the Commission's operational policies and organisational arrangements.

In carrying out the review, the Committee shall have regard to the effects and likely consequences of any changes that it might propose in respect to:

(1) revenues and the cost structure for telecommunications services in Australia;

(2) the overall financial performance of the Commission;

(3) the scope for and ability of Australian industries to compete and

MR J. A. DAVIDSON ...
inquiry chairman

participate in the design, manufacture, supply and servicing of telecommunications equipment; and

(4) the possible need for any revised regulatory arrangements in the telecommunications field.

The Committee is requested to submit its final report on a date 12 months after the establishment of the inquiry. It shall be open to the Committee to make progress reports on particular aspects of the inquiry if the Committee determines it is appropriate."

The management of Telecom Australia welcomes the inquiry into telecommunications in Australia to be chaired by Mr J. Davidson.

Telecom's Acting Managing Director, Mr Bill Pollock, said today that such an inquiry was timely. Telecommunications services are of tremendous importance to the nation. The demand for new facilities is high and there are many new technologies both in use and in prospect.

Telecom has now been in existence as a separate organisation for more than six years and in that time Telecom people have met an enormously increased demand for telecommunications services in Australia.

● the number of telephone services increased by 1,500,000 (from 3.5m to over 5m);

● automatic telephones replaced thousands of substandard rural services;

● telephone traffic rose from 3,900 million calls to over 5,800 million;

● telex services more than doubled and 38,000

data services were added to the network.

Telecom is proud of the achievements of its staff over this period and Telecom's management would co-operate fully with the Committee of Enquiry in a constructive examination of its policies and performance.

The telecommunications network and the telecommunications manufacturing industry in Australia represent assets of great importance to the nation and their continued viability is essential to the lives and welfare of the Australian people.

Mr Pollock said that there is a worldwide trend towards increased competition in the field of telecommunications.

However, the move from a tightly regulated situation to a freer one needs to be controlled to avoid any deterioration in services. This opinion is shared by leaders in telecommunications overseas who also are concerned with the viability of their nation's telecommunications network and manufacturing industries.

We look forward to co-operating with the Committee of Inquiry, Mr Pollock said, and we will be working closely with them to assist in their task.

At 9 o'clock on a beautiful Melbourne spring morning last month, Telecom's Acting Managing Director, Mr Bill Pollock, made Australia's first fully automatic mobile telephone call. He spoke to Telecom's Acting Chief Commissioner, Mr Tom May, in Sydney, to officially launch the service.

The Managing Director of NEC Australia, Mr T. Kashiwabara, gave the telephone a trial and was obviously happy with the result.

Media interest in the mobile automatic phone launch was intense as this photo indicates. All five Melbourne television stations sent along news teams and the event was covered by press and in radio interviews with Telecom staff while on the move.

Mr Pollock said that provision of the car phones followed a world-wide investigation into the latest technology of mobile telephony.

"There is a growing demand by people on the move for access to the telephone network while travelling by car," he said. "The old mobile telephone system was manually connected to the network and it is now outdated.

"Despite the limitations of the old service, however, there is a waiting list of hundreds of people who wished to be connected to it."

The service was officially made available for subscribers in Melbourne on September 14 and will be extended to cater for Sydney subscribers in December.

It is expected that by June 1984, more than 6500 subscribers will be connected to the service in Melbourne and Sydney. The initial connection rate was 30 a month.

If the demand for the mobile telephone service reaches economic levels in other capital cities and regional centres, Telecom will extend the service progressively to those centres.

The automatic system chosen for Australia was designed in Japan and produced by NEC Australia Pty. Ltd. It features a push-button telephone and as well as providing all the services available to fixed telephone customers, will include facilities such as:
- **Visual display of called number.**
- **On-hook dialling.**
- **Automatic recall of last number dialled.**
- **Access control lock.**
- **Abbreviated dialling; and**
- **Auxiliary call alert.**

WORKING DEMONSTRATION

The launch was made at a working demonstration with members of the print and electronic media being provided with Telecom cars and drivers to test and film the system in operation.

NEC officials also attended the launch and Mr Omizawa, Vice-President NEC, Japan, telephoned his daughter in Japan. Other NEC officials at the launching were the Managing Director, NEC Aust., Mr T. Kashiwabara, and Mr Shimofuku, also NEC Aust.

Telecom officials present were the Acting Managing Director, Bill Pollock; the Acting Chief General Manager, Gordon Martin; and the State Manager, Victoria, Rollo Brett.

Telecom business advisers, Noel Jennings, Tessa Lane and Shirley Fleming played an important role during the launch explaining the functions and operating procedures to the media.

PAMTS (Public Automatic Mobile Telephone System) is designed to be self-supporting.

At a purchase cost of $5370 or an annual rent of $1000, its operation will not have any bearing on Telecom's ability to meet demand for other telephone
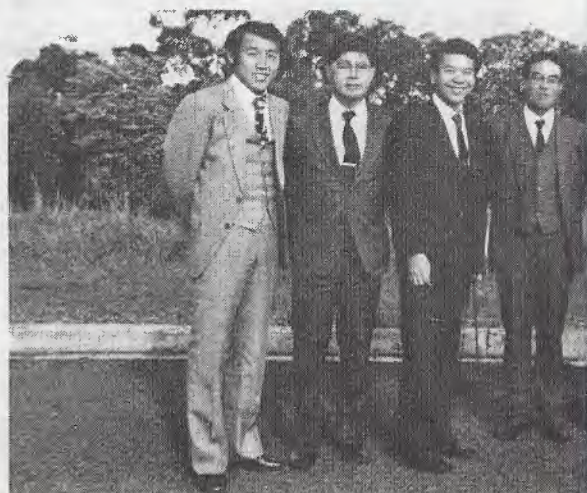
NOW! CAR PHONES WITH ALL NETWORK MOD. CONS.

services or on the charges for those services.

Telecom issued a contract two years ago for the provision of automatic mobile radio systems in Melbourne and Sydney to replace the existing manual system. The manual system will be closed down progressively as more automatic services begin operating.

The automatic service operates over a number of radio zones which serve an area approximating the Extended Local Service Area (ELSA) in Melbourne and Sydney.

It uses a Stored Program Controlled (SPC) exchange with an analogue switch block as a Mobile Control Centre (MCC) which provides the interface with the national telephone network and controls the setting up of calls to and from mobile subscribers.
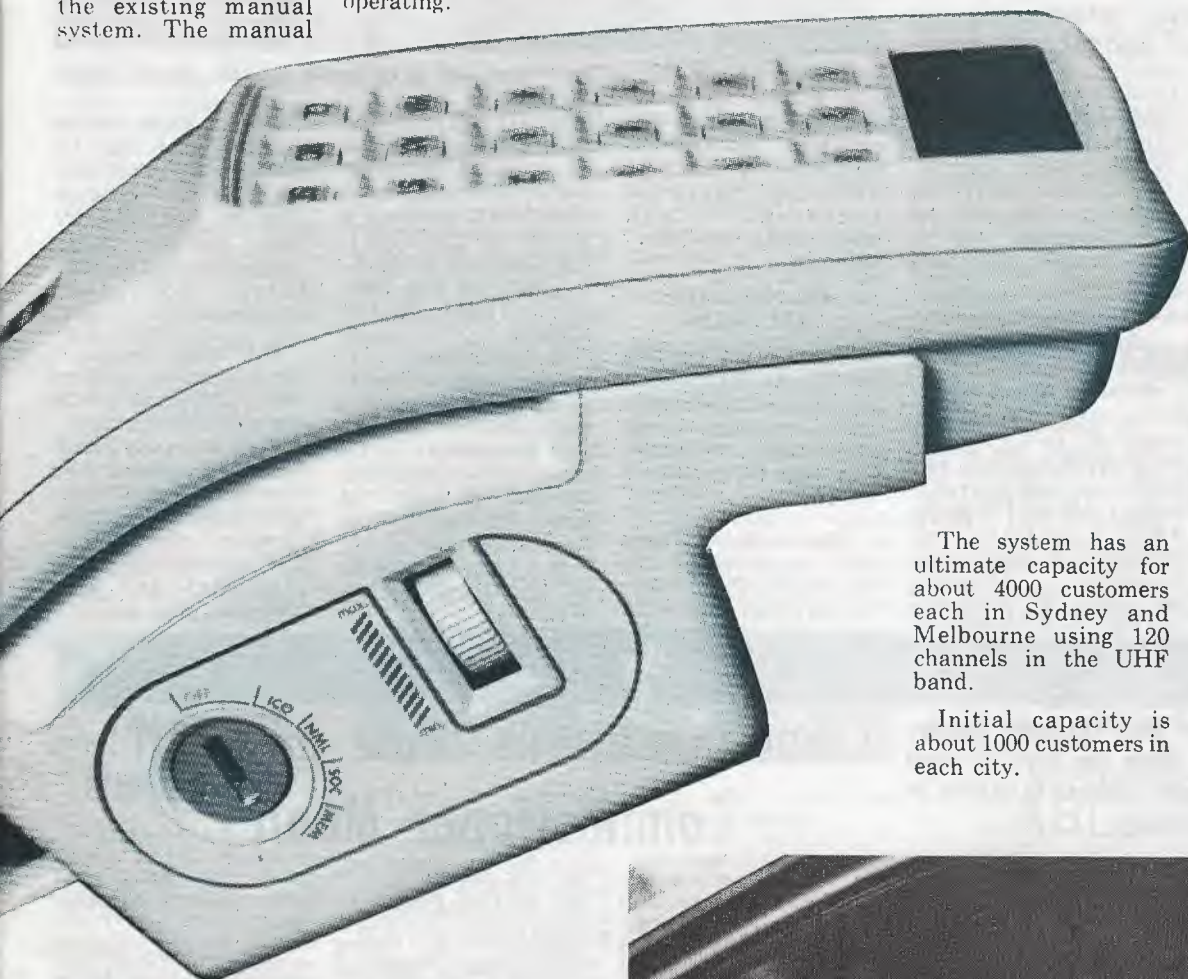
The system has an ultimate capacity for about 4000 customers each in Sydney and Melbourne using 120 channels in the UHF band.

Initial capacity is about 1000 customers in each city.

Being one of the first users of the new system was obviously a pleasure for ABC TV News reporter Lena Caneva. The event commanded a lengthy segment on the ABC national news.

Above: Handpiece and cradle of Australia's first fully automatic mobile telephone set showing function and dial buttons and dialled numbers display above button pad. On the cradle is seen locking and control key and speaker volume control. Below: NEC executives who attended the demonstration launch.

Right: Telecom Business Adviser Tessa Lane shows press representatives just how easy it is to make a mobile call.
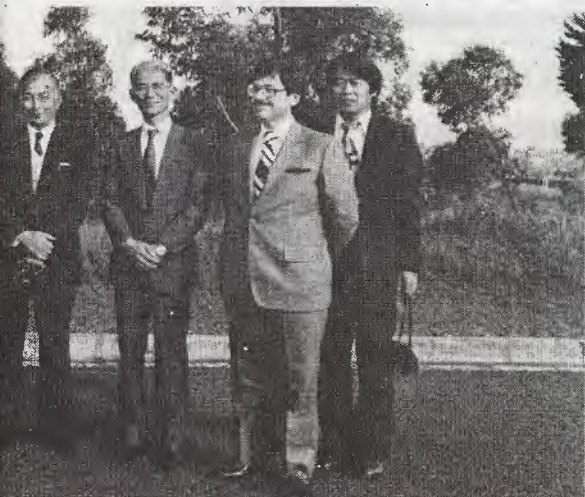
COMPUTER IMPACT ON LIBRARIES

Most areas of the community are now affected somehow or another by computers. Libraries are no exception.

In large academic and public libraries, the impact of computerised loan systems and the co-operative cataloguing via computer networks cannot be over-emphasised.

Pam Millist, Editor of Telecom Library News, calls up information using the computer system.

There is one specific area of computerisation that has had a marked effect on special libraries — the development of on-line interactive information retrieval.

The Editor of Telecom Library News, Pam Millist, pointed out in a recent article that special libraries, such as Telecom's, had been limited by space and economics in the number of indexing and abstracting services to which it can subscribe.

It has been limited also by the size of its reference staff and the time needed to use these indexes manually. Consequently the number of requests for bibliographies that it can handle has been restricted.

Computerised information retrieval has changed this situation dramatically.

At present, Pam said, the library has access, via OTC's MIDAS link to two suppliers, DIALOG and ORBIT, both located in the US. "Between them, these systems provide on-line access to more than 150 data bases which are mainly machine readable versions of existing printed indexing and abstracting services," she said.

400 MILLION RECORDS

These files contain more than 400 million records and cover such fields as engineering, chemistry, medicine, management and statistics.

The library will soon be connected to AUSINET, the Australian network containing mainly Australian information on science, technology and public affairs. A longer term prospect is access to EURONET, the European network.

There are five basic advantages of the system:

● Exhaustive searches can be done at a speed impossible manually.
● Because the system is interactive, the user can adapt the search in the light of results obtained.
● A very wide range of information is available.
● Data bases can be searched, not only by author and subject as is the case with printed indexes, but also by title, journal name, institution, and in some cases, by cited references.
● Printed bibliographies, tailored to the inquirers' needs, are available quickly.

Pam said only Head-quarters' library had access to the two information suppliers. However, requests from the independent state libraries are met wherever possible.

Telecom Commissioner Mrs Elizabeth Manley was in select company when she gave the third Allen E. Hosking Memorial Address in Loxton, in South Australia's Riverland.

Communications must help all — Commissioner Manley

The first address was given by the now Minister for Communications, Mr I. Sinclair, and the second by Sir Mark Oliphant.

Mrs Manley chose as her topic, "The Communication Ethic".

She said: "People communicate because they want to tell something or be told something, to express an emotion, to share thoughts, to seek the reassurance of friendship, to understand and be understood.

"That is why today misunderstanding and indifferences, even rebellions in society and in families, are glibly said to be caused by a communication gap.

"Probably these things are due to the lack of understanding in communication — not putting oneself in the other person's position — not taking care to ensure that you understand and are understood".

"There is much more to be done. One must always be confident that the technological drive that could put man on the moon will also be used to help people to overcome the problems of communicating with other people.

REMOVE BARRIERS

"We must strive to remove all barriers, man-made, physical and mental. We must ensure that everyone is in touch.

"To look ahead, we can see people putting information of all sorts into computer banks so that others may retrieve it by the simple use of the telephone network, a push-button device and something that looks like a television set.

Mrs Manley said it would be easy to be carried away by this euphoria of technological aids; to imagine that all our communication problems would be solved by this or another piece of apparatus.

CHOOSE BEST

"We must ensure that communications are used to improve the well-being of the community, but we must never forget that the type of communications facilities we choose must be in the best social and commercial interest of Australians and Australia.

"Above all, human communications must remain a two-way thing — of trust and understanding, of consideration and compassion."

Mrs Elizabeth Manley, left, Mrs Jean Hosking, wife of the late Allen Hosking, and Roger Hedley, STO 1 at ABRS 3 in Loxton, who, on behalf of the Rotary Club of Loxton, introduced Mrs Manley.

Telecom World Leader in Solar Technology
—Industry Chief

Australia could become a major world source for solar power plant and technology for use in communications aids and for powering machinery in remote areas.

According to Mr. Bruce Goddard, Chairman of the Telecommunications Division of the Australian Electronics Industry Association (AEIA), solar power could become big business for Australian manufacturing industry, offering enormous export potential.

"The solar power industry in Australia is in a unique position because, unlike most manufacturing industries, it is not dependent upon local population and consumer demand to support product development and manufacture, "Mr. Goddard stated.

ACCELERATING DEMAND

"There is an accelerating demand worldwide, as well as in Australia, for the supply of electricity to aid the development of remote communities. Solar cell systems will be the core of those electricity supplies.

"Australia is fortunate in that the development of solar technology depends on a country's geography and climate, and Australia is a sun-rich land.

At the same time, we are located in the centre of one of the fastest developing regions in the world — South East Asia — which hosts many developing countries with remote areas which will require solar power to provide communications links to the outside world and to power simple machine tasks such as pumping water for village domestic and agricultural needs.

"Throughout the world there is also a growing application of solar cells as the energy source for powering navigational aids such as beacons."

Mr. Goddard said Australia ranked among the world leaders in solar research efforts and in application of the technology.

He cited Telecom as one of the largest and most

MR. BRUCE GODDARD

advanced users of solar energy in the world, using it to power numerous microwave communications links right around the continent.

He said the export market for Australian solar technology had already begun to develop.

"AEIA member companies have supplied solar panels to the New Hebrides to support a microwave communications link throughout that chain of islands, as well as to Indonesia and South America.

"Our biggest export market at the moment is New Guinea. A major application here is that solar will provide the radio link power connecting the massive Ok Tedi copper mining project into the country's normal communications network."

Mr Goddard said one EEIA member company which had rece ved a Federal Government grant to continue its advanced solar esearch project ultimately expects to become a major worldwide supplier of solar products.

"And from Australia, that company is also looking to further penetrate the South American and SE Asian markets and is casting an optimistic eye over the Middle East, Africa and other countries with rugged terrain and a need for remote power.

"Along with Telecom and several universities undertaking research in the field, our electronics manufacturing industry is putting a lot of effort into making solar power a viable energy resource for the world and Australia can look forward to considerable trade and manufacturing rewards as as a result," Mr. Goddard said.

OPTICAL FIBRE OBSERVED

Lines Construction Branch has recently completed a schedule for the provision of optical fibre cable test equipment. The equipment is required to enable Telecom Australia to extend its capability to measure optical fibre cable transmission properties under both field and laboratory conditions. It is required for measurements in the field trials scheduled for the next few years in which Telecom aims to assess all aspects of optical fibre transmission in its network. In conjunction with the field trials, a permanent optical laboratory facility is to be established at Maidstone at which manufacturers' fibre cable quality and performance will be monitored and tested.

'Tools and Other Aids'

A handbook "Tools and other Aids" has been prepared by Standardisation and Services, Lines Construction Branch, HQ, for the benefit of external plant line staff to assist them to use tools and work aids safely. Tools and other aids have been covered in various publications within Telecom, but this instruction handbook is the first comprehensive publication about them.

CELLULOSE RE-INFORCED CABLE PITS IMPRESS

Telecom Australia is currently carrying out a series of tests on a batch of 100 cable jointing pits in which cellulose reinforcing has replaced asbestos fibre in manufacture.

The cellulose reinforcing is used in the same proportion as the asbestos fibre and a small proportion of polypropylene fibre is included in the reinforcing to provide the pit with "green" strength when removing the pit body from the injection moulding machine.

According to the manufacturer the polypropylene fibre provides the cured cellulose pit with improved impact strength over the asbestos cement pits. In a series of tests to destruction, the new pits compared favorably with the old. A quantity of pits are now undergoing further testing in programmes designed by Research Dept. and Lines Construction Branch.

CABLE TV TESTS

Installation of a cable television distribution network at Maidstone (Vic.) Experimental Site has recently been completed to gain experience in cable television technology and to investigate the use of this type of equipment for the provision of more general wideband subscriber services.

To co-ordinate activities associated with this project, an inter-Branch Working Party was established with Lines Construction Branch acting as the overall project co-ordinator. Other Branches represented are Transmission Planning, Transmission Network Design and Line Transmission Equipment Construction.

The experimental network involves some 10km of cable and associated head-end and line transmission equipment. The system will be capable of two-way operation with 50-300 MHz in the forward direction and 20-50 MHz in the reverse.

Cable was delivered in June, and installation has been completed with the assistance of Victorian Engineering and Operations staff.

Jean's cubs now Doctors, Lawyers

Twenty-five years ago, Jean McEwan, a Telecom clerk at Newcastle, took under her wing a cub pack to help out a friend.

She stayed on to become a fully-fledged cub leader and to be given two coveted Scout Association medals for good service.

Today members of that first cub pack are grown men with families. Their sons, of course, are under Miss McEwan's wing also.

"I'm a grandmother many times over," Miss McEwan said. "Some of my first cubs are doctors and lawyers. When they look me up now, it's always a great thrill."

Miss McEwan, who is cub leader of the 1st Marks Point Group, said she enjoyed working with young children "because it helps me keep young myself."

The self reliance, loyalty and respect for elders, which cubs learn is very relevant in today's society, she said.

Miss McEwan is a Service Standards Clerk in the Customer Services Section at Newcastle DTB who relieves as OIC of the Newcastle MAC.

In recent years she had organised local Telecom staff to help at telethons conducted on NBN Channel 3.

"About 100 staff manned the telephones at this year's telethon, which raised more than $700,000.

"Two of us were there continuously from Friday night until Sunday night, so I was dragging my heels a bit by the end," Miss McEwan added.

The British Telecom Journal, in its Spring issue this year, summed up some interesting comparisons of telecommunications in the UK and here in this way:

"One thing is certain: despite the vast and often inhospitable terrain it administers, Telecom Australia is undaunted in its efforts to provide first class communications."

The authors of the article from which we publish extracts are Mr O. P. Sellars. Mr J. J. E. Swaffield, Mr J. F. L. Stubbs and Mr S. Lunt — are all members of the international comparisons group in the service and performance department of THQ. They acknowledge the help of Mr C. J. Devoy, Secretary's Office, Telecom Australia.

Telecom Australia —a British appreciation

In spite of the great contrast in area and population density between the two countries, the history of telecommunications in Australia has several surprising parallels with that of the United Kingdom. The first exchanges were opened in 1880, one year later than those in the UK while the first public automatic exchange went live at Geelong in 1912, the same year as the Epsom non-director, making it the second automatic exchange in the British Empire. Australia's STD service opened in 1956, two years before the same facility came to Bristol.

★ ★ ★

Australia also distinguishes between 'metropolitan' and 'country' services. There are six metropolitan areas, Sydney, Melbourne, Brisbane, Adelaide, Perth and Hobart — the six State capitals — and it is these which are the object of many performance statistics as 68 per cent of all telephones are in these areas. With 4.7 million connections and 7.2 million telephones by the middle of last year, the Australian system is much smaller than British Telecom.

But these figures exclude non-Telecom-controlled high-frequency (HF) two-way radio, users of which can communicate with subscribers on the telephone network via typed messages between HF-controlled stations and the public switched telephone network.

Telecom also runs its own HF radio links which interconnect with the public network, although there are some transmission problems. As far as telex is concerned, the Australian system with 29,700 lines is about one third the size of the UK's.

Already, the number of telephones per 100 people is higher than in the UK — 49.1 compared with 47.8, and HF users swell the number of people who can interchange information using the public network for at least part of the communication.

★ ★ ★

As might be expected, the investment behind these plans is massive. Expansion during the 1980/81 financial year is expected to increase the total number of telephone services by seven per cent, telex connections by 14 per cent and data modems by 30 per cent — growth rates not dissimilar to those achieved by British Telecom in recent years.

In all, current investment expenditure this year exceeds £550 million and equipment orders alone are running at about £4 million a week.

Financing for this level of expenditure comes from three sources, two of which — profit and retained provisions — are internal.

The one external source comes from the public issue of medium to long-term loan stock and this accounts for about 20 per cent of the total.

In general, stock issues have been successful, and a strong secondary market, which has been fostered by Telecom, has been built up.

Underwritten by a syndicate, each issue is managed by a leading company, and placed by sharebrokers acting as marketing agents throughout Australia.

One attraction is that both repayment of principal and payment of interest are guaranteed by the Commonwealth of Australia.

This method of allowing individuals and particularly small investors to participate in the growth of a public corporation is one interesting solution to public sector funding.

★ ★ ★

Telecom Australia has also adopted a bold approach to revenue collection. In 1978, it took the unusual step of reducing dialled trunk call tariffs.

Initially, it reduced the Sunday STD day rate by 20 per cent, and followed this with significant cuts in some shorter distance STD day rates, reductions in longer distance evening rates and introduced an 'economy rate' at 40 per cent of the day rate, operating between 9 p.m. and 8 a.m.

All this was designed to give customers the advantage of lower costs associated with modern technology, while at the same time spreading the traffic.

★ ★ ★

A further change in the charging structure came with the introduction of 'Community Access'. The idea of this was to provide a timed call, charged at local rates, over any distance between a smaller country community and a service centre outside its normal local call range.

Community Access is necessary in Australia, both because of large-scale suburban development around the major cities and the vast scale of the outback.

To charge purely by distance would serve only to separate communities even further, and could make the use of a telephone much more expensive to isolated subscribers than to those living in the major cities.

These tariff reductions, by taking into account the community interest of existing subscribers, are therefore more likely to encourage new subscribers. In the same way, this philosophy provides for similar access between charging zones adjacent to the outer metropolitan zones and the inner metropolitan zone, and sets ceiling rates for calls which would be charged — on distance criteria alone — at higher rates, when they are within a single charging district, or to adjacent districts.

★ ★ ★

Telecom Australia has suffered similar soul-searching to British Telecom on the subject of itemised billing.

It has already introduced call charge records from selected exchanges for international dialled calls, but for the existing inland STD network, the high costs of such a system and the different needs of users have led Telecom Australia to decide to offer STD call charge records only as an optional service as network modernisation proceeds.

Current plans are to introduce the facility at selected metropolitan exchanges from 1984 and bring country exchanges into the scheme by 1986.

★ ★ ★

Comparable national service levels are hard to estimate, but on STD calls, British Telecom's average of calls 'failed due to British Telecom' — at under three per cent — is probably better than Telecom Australia, which also has a higher fault report rate for telephone repair — six reports per 100 telephones over four weeks — compared with the British Telecom figure of less than five.

Telecom Australia's performance in fault clearance of 80 per cent cleared by the end of the working day following the report is a little better than expected to be achieved by British Telecom in 1980/81.

But none of these comparisons take into account Australian country areas, which are so isolated that comparison of results with those in the United Kingdom are of doubtful value.

★ ★ ★

All in all, Telecom Australia controls a strange mixture of what to the European would be both familiar and unexpected.

On parade at Parlt. Opening
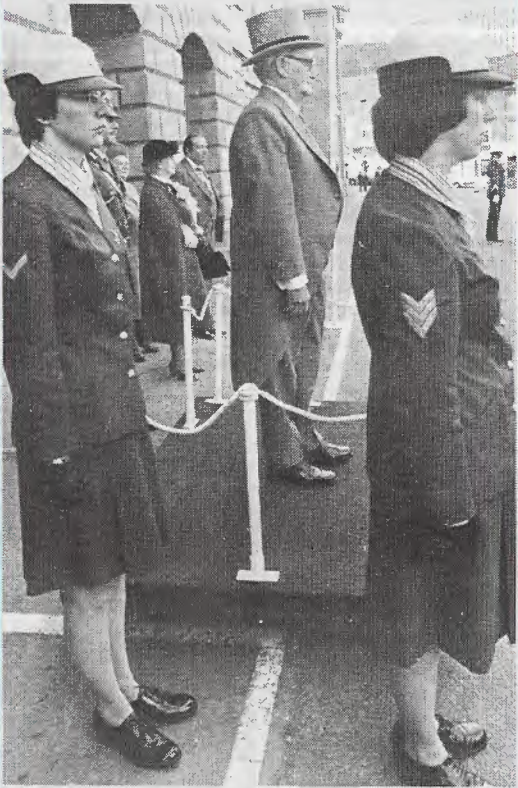
Tasmania's spring session of Parliament was opened recently by the Governor, Sir Stanley Burbury. And on hand to assist him was Sgt. Lorraine Pearsall (R.) Lorraine, a first cousin of Tasmania's leader of the Opposition, Mr Geoff Pearsall, is a member of the Women's Royal Australian Army Corps, 6th Military District. In civilian life, Lorraine is a Supervisor at Telecom's Manual Assistance Centre in Hobart. Picture courtesy Hobart Mercury.

Sydney Lord Mayor at White Pages function

Sydney's new telephone directory was launched at a media function held in the Telecom House theatrette.

Australia's largest phone book has become too big to print in one volume and is now produced in two smaller volumes.

New style colour coded information pages have been introduced and all entries, business and private, are arranged in alphabetical order from A to Z.

The books are enclosed in attractive covers featuring Sydney's new Power House Museum.

A colour movie film produced by Directories Branch (NSW) titled "Books that Link a Nation" was screened for the first time to media representative and guests.

The film traces the progress of a customer's entry from Telecom Business Office to directory delivery. The main character and film narrator, TV personality Geoff Stone was master of ceremonies for the occasion.

The film is to be screened by Hoyts cinemas throughout Australia.

Telecom's acting Chairman Tom May presented leather bound commemorative copies of the new phone books to Lord Mayor, Alderman Doug Sutherland; Museum Director, Dr. Lindsay Sharp and Geoff Stone.

Pictured (L to R) State Manager Ken Douglas, Geoff Stone Acting Chairman Tom May and Lord Mayor Alderman Doug Sutherland.

Lined up for the great Yellow Pages race
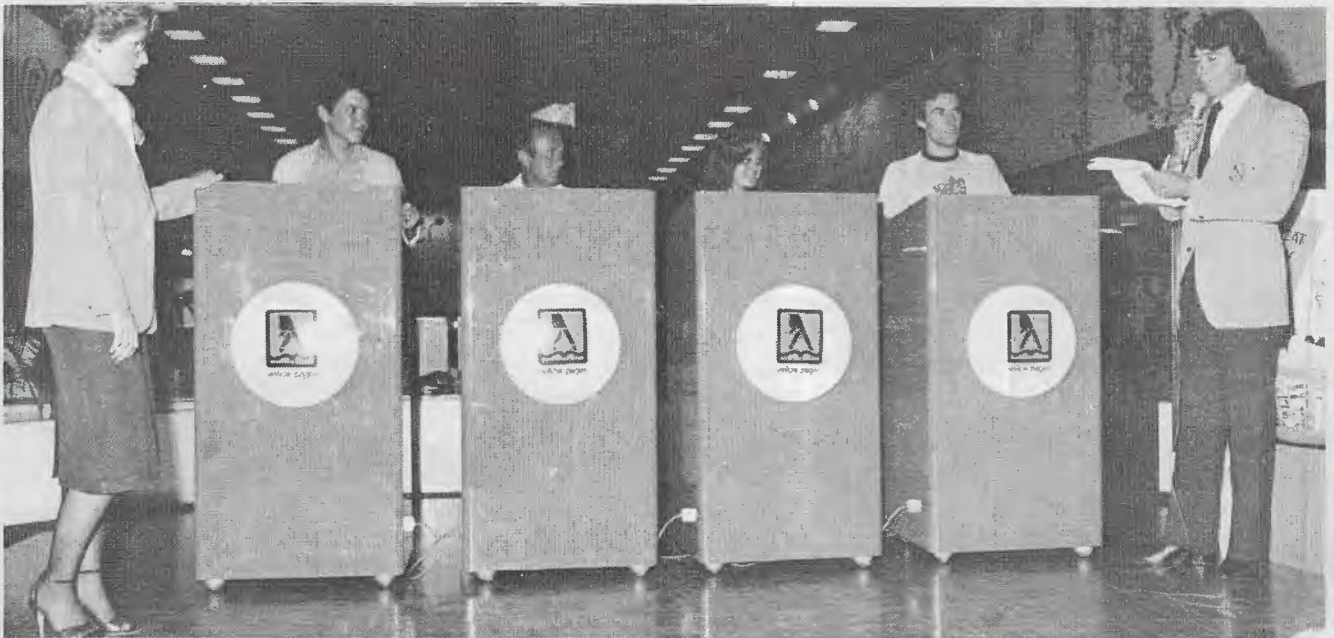
Directories Branch (NSW) and their advertising contractor Edward H. O'Brien Pty Ltd have organised a series of Yellow Pages promotions at Shopping Centres in the Sydney metropolitan area and major country towns.

The Yellow Pages Race comprises consoles equipped with touchfones and flashing lights where competitors locate entries for nominated businesses in the Yellow Pages and dial the telephone number.

The first competitor to dial the correct number is identified by a flashing Yellow Pages logo and receives a prize.

A professional compere conducts the show and organises competitors into husband and wife, brother and sisters and other suitable groups by families, sex or age.

The main purpose of these promotions is to educate the public in the correct method of Yellow Page reference, emphasise the importance of the index and highlight the wide range of businesses listed in the directory.

The compere takes full advantage of the audience to explain these features every five minutes prior to each game.

Market research shows that 95% of people contacted use the Yellow Pages and 3 out of 4 made a phone call when they did.

Directories Branch expect this figure to increase and generate more telephone calls for the network.

The battery operated equipment is portable and can be conveniently transported and mounted in the shopping centre in minutes. Design and manufacture was carried out by Sydney's Telecom Workshops in conjuction with Directories Branch (NSW).

In the picture competitors lined up for the Yellow Pages great race at Northgate shopping center Hornsby with compere Stan Matthews and hostess Steffi Jacombs.
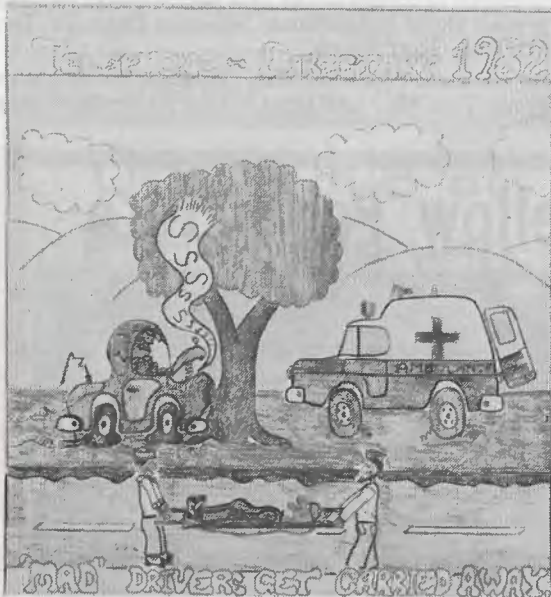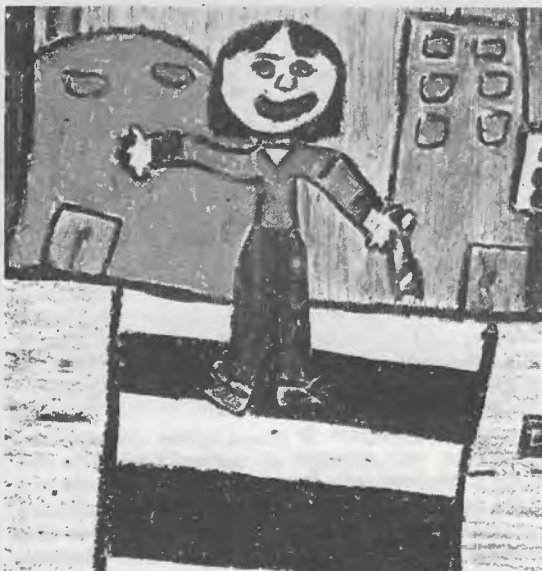
PREMIER PRAISES SAFETY THEME OF COVER COMP

Telecom in Western Australia has achieved something of a coup with its latest Perth Telephone Directory Cover. For the third successive year, the cover features a drawing by a Western Australian primary school student.

The feature of this year's cover is its safety theme which has received praise from all quarters, including the State Premier, Sir Charles Court.

The cover, drawn by 12 year old Patricia Jurica of suburban Hilton, shows a child's hands reaching for a ball that has rolled in front of a car.

An estimated 70,000 children from throughout the State entered the competition which was based about the theme of "What Safety Means to Me."

The winning entry was selected by a panel of judges from some 4,000 drawings forwarded to Telecom for final judging. Almost half the primary schools in the State participated.

Sir Charles Court who unveiled the cover, said Telecom was to be congratulated.

"If it achieves nothing else," he said, "the fact that 70,000 students have participated, has made it worthwhile.

"The mere fact that they used the word safety, or even thought about safety or did the most primitive drawing about safety, somewhere along the line it's going to stick.

"To all concerned I say thank you and congratulations, bearing in mind of course this is the International Year for Disabled Persons. It is my belief that the most practical way, the most

sensible way we can make a contribution to IYDP is to take a positive step to make things safer, because prevention is better than cure.

"If as a result of this program and this cover, even one life is saved, it is a major contribution," the Premier said.

Coupled with the competition, Telecom combined with the National Safety Council of WA to prepare 2,000 safety kits which were designed to provide research material for teachers.

These were distributed to school libraries throughout the State. Contained in a heavy duty plastic folder, the kit is expected to have a life of several years.
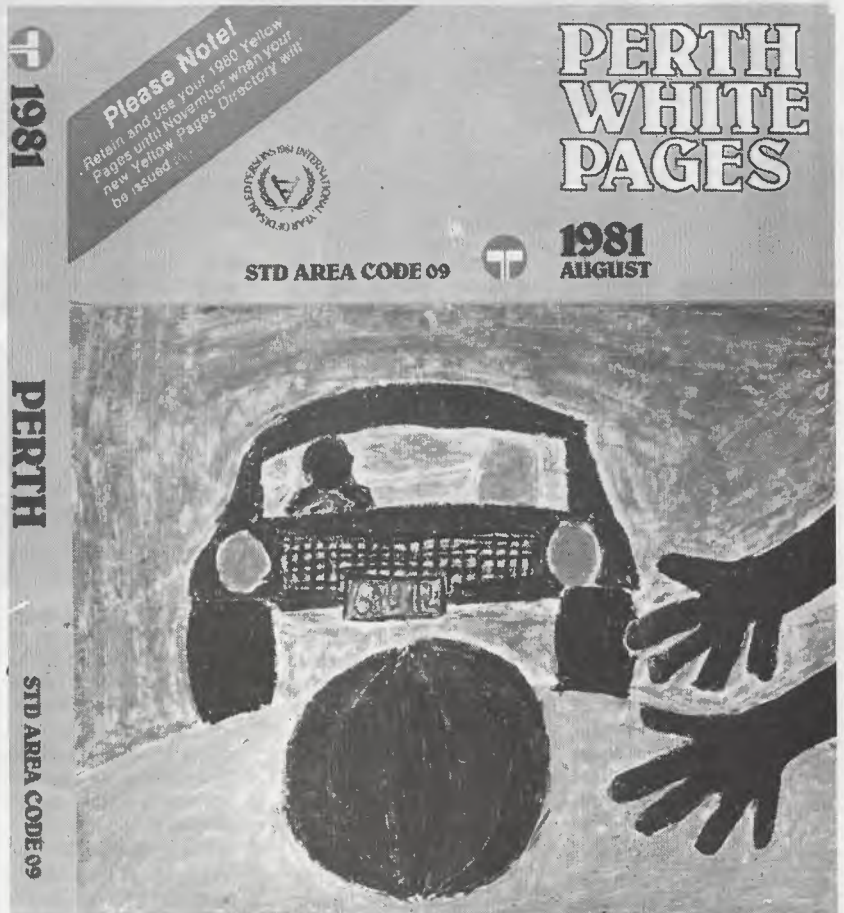

Telecom State Manager, Len Caudle (1) discusses the production of the Perth Telephone Directory with WA Premier, Sir Charles Court and the competition winner, Patricia Jurica

Second Prize: "Mad Drivers Get Carried Away" by 12 year old Russell Brougham.

Third Prize: "Always Use Pedestrian Crossings" by 9 year old Brendon Payne.

The winning cover designed by 12-year-old Patricia Jurica which highlights the danger of ball games close to a busy road.

TELECOM ASSISTS HOUSING INDUSTRY APPRENTICESHIP PROGRAMME

Terry Craig, Serviceman-in-training, fits a clipsal bracket for a telephone point in the HIA (Vic) 1981 Apprentice House of the Year, Carrum Downs, Victoria.

Telecom was quick to respond when invited by the Housing Industry Association (Vic) to participate in the building of the 1981 Apprentice House of the Year.

The house, as the name suggests, is built entirely by apprentices covering all nine building trades, plus some ancillary trades.

Building materials were donated free by companies serving the Building Industry.

"The HIA thought it only natural to invite Telecom to participate in the project as the telephone is an integral part of every modern home," said Mr Ron Metcalf, HIA Manpower Development Executive.

"It is also an opportunity for Telecom to give its apprentices on-the-job training experience."

Telecom agreed with Mr Metcalf's sentiments and entered into the spirit of the project by waiving the installation and rental fee of a telephone installed on the site.

Additionally, the project was a useful opportunity for Terry Craig (pictured above), a Telecom Serviceman-in-training, to gain valuable experience in pre-wiring techniques.

Mr Metcalf said that it was hoped that an Apprentice House would be constructed each year and he looked forward to continuing co-operation from Telecom in the years to come.

When completed, the Apprentice House will be auctioned to raise funds for the Multiple Sclerosis Society of Victoria.

ACCIDENT PREVENTION: NEW PHASE BEGINS

1980/81 saw the close of Telecom's first five year Accident Prevention Program in which a 50% reduction in the number of Lost Time — On Duty accidents was the target.

Although this goal was not attained, the 16% reduction in frequency rate recorded in the first five year program was a worthwhile achievement, and indicates an encouraging downward trend.

New targets have been established for the next five years to June 1986, which take into account current performance levels, staff designation mix for each location, and the exposure to risk by various work groups.

Viewing 1980/81 as the 'base year', the new targets require Telecom to achieve a 35% reduction in frequency rate (accident per million hours worked), over the next five years, i.e. reductions of approximately 8% for each year in the program.

LOST TIME ACCIDENTS ON DUTY
ACCIDENT FREQUENCY RATE

Telecom's Accident Frequency Rate at Period 2 1981/82 30.1
Target Accident Frequency Rate at Period 2 1981/82 30.2.

BY STATES	HQ	NSW	VIC	QLD	SA	WA	TAS
Target A F R	8.9	36.7	29.9	32.1	24.5	19.5	22.5
Actual A F R	9.1	36.5	30.1	30.6	26.0	20.3	22.2

APIACS IN AIR RACE

The API Aero Club (APIAC) is entering a team of three aircraft in this year's Southern Cross Air Race. The race is run over two days from Bathurst to Mt. Gambier, via Deniliquin on November 21-22. Race organisers hope to break two world records for the event — the largest number of entries for an air race — the largest number of starters for an air race.

APIAC members have performed well individually in past years in this event and are hoping that their team entry this year will be successful.

ANNUAL CHURCH SERVICE

The 35th annual church service and dinner for Telecom staff and their families will be held this year on Tuesday, October 20 with the service at Salvation Army Hq., 69 Bourke St. and buffet dinner at Tivoli Court, 239 Bourke St. Speaker at the dinner will be Dr. Edwin Knight, Occupational Health physician to leading companies who will speak on "Stress — Is it you or your job?" Information from Ed Dickinson (630-5297).

Wardens prepare for emergencies

A four-day course designed to prepare House Wardens and other officers responsible for emergency procedures in Commonwealth occupied buildings was held recently in Adelaide.

The course covered such topics as emergency procedures arising from fire, civil disorder, bomb threats and service failures as well as explanations of the role of various Federal and State authorities.

Sessions were led by members of the Interdepartmental Committee responsible for arranging the course (including Telecom's Chief Safety Officer) and experts from the Federal Police, South Australian police, Fire Brigade and St John Ambulance.

The course followed on from others in Victoria and NSW.

A course is proposed for Queensland, followed by the remaining States.

The Interdepartmental Committee is to discuss the need for follow-up courses but it is expected these will be handed over to the States.

STOCK MARKET RECORDED INFORMATION SERVICE BEGINS IN MELBOURNE

Last month Telecom began an information service to keep investors up to date on the latest share market trends on the Melbourne Stock Exchange.

The new service gives a wider range of up to date information.

The service is operated on three separate lines and all three recordings are changed at 11 a.m., 1 p.m. and 4 p.m.

For investors interested in industrial stocks, the number is 11-513. Mining and oil stocks from A to H are covered on 11-511 while the I to Z mining and oil stocks are on 11.517.

About 50 stocks are covered on each line.

Brief details of company reports received are available on the 11 a.m. service each day.

Additional details of the previous day's market turnover will be available on 11-513 at 9.30 a.m. each day.

And in Sydney

After the time, sporting results and the weather, the stock exchange reports are the most popular of Telecom's recorded information services in Sydney.

The reports have been divided into four categories for some years now and the information is continually being updated by the Sydney stock exchange.

Given the current public interest in Australia's resources 'Boom', it is hardly suprising that the mining and oil reports are ahead of the industrials in the number of calls recorded.

The number of calls recorded during July, 1981 were for Mining (61,654), Oil (59,444), and Industrials (52,288).

In line with Telecom's plan to standardise recorded information service numbers throughout Australia, the numbers for the stock exchange reports in Sydney were changed with the issue of the 1981 Sydney white pages telephone directory.

The new numbers are: Mining ..... 11511, Oil ..... 11517, Industrials (A-H) ..... 11513, Industrials (L-Z) ..... 11515.

Doug Rowell, Chief Manager Melbourne Commercial Branch, watches as Patricia Henkel of the Stock Exchange staff prepares to record prices.

Telecom help for Austcare

Keith Webb, Manager Promotions and Advertising, Telecom Vic. receives back Austcare's Mayday Appeal telephones from Jane Blaxland, the Appeal's State Director.

Telecom again supported the Mayday Appeal for the refugees of the world by providing telephones and the services of telephonists Sue Makris and Mary Kaho who recorded public contributions arising from a Channel 10 telecast.

One of Austcare's special Appeals this year is for the 2 million Afghan Refugees in Pakistan. "This is one of the worst crises of the modern era," Jane says. "Because of the large numbers of people locating within Pakistan, we at Austcare are very worried. We are trying to help the situation by paying the salaries of four field staff to work amongst the Afghan Refugees in Pakistan under the supervision of the U.N.H.C.R.," she says.

Austcare has already employed an Australian, Mr Alan Wray, who will be evaluating the possibility of establishing an agricultural self help project in Baluchistan Province. Mr Wray, who speaks the language, has already worked on similar agricultural projects and is familiar with some of the problems.

Austcare also wants to send two female health/nutrition/child care workers to Pakistan as well as a Hydrologist and water sanitation expert.

Austcare can only employ female health workers and child care experts, as ninety per cent of the Afghan Refugees are women and children and their customs dictate that only women can fulfil this role.

Jane Blaxland invites Telecom men in Victoria to take part in Austcare's Mister 1982 Quest. Details 633 3315.

Safe Boots — INTACTOES

It's no wonder Chris Baker, a lineman in Metro. North District Store Brisbane, swears by his safety shoes — he's certain he'd be missing a foot now if he didn't wear them.

A fork lift Chris was operating, fully loaded with steel earth stakes, ran onto his foot when he accidentally flicked the control to reverse.

He was unable to summon help and had to drive the machine off his foot. Chris's safety shoes bore the brunt of the weight.

The leather upper was torn but the steel toe cap stood solid under the heavy weight, estimated to be about 200 kilograms.

Chris said his toes and instep were bruised and sore for several days, a minor worry when he thinks what the consequences would have been if he hadn't been wearing safety shoes.

What's more, the fact that Chris did not require time off work because of the accident helped the Metro. North District Store to win National Safety Council and Telecom awards for one year without a lost time accident.

Left: The shoe that saved the foot. The leather covering on the toe of Chris Baker's shoe is torn but the steel toe cap did not give in under the weight, probably saving Chris from losing a foot.

Tech's ingenuity

A technical officer at Cooma Telephone Exchange in NSW received a cheque for $100 recently for an idea he submitted to Telecom's Staff Suggestion Board.

Mr Ron Horner's idea, which concerned an automatic trunk tester and associated control facilities, has been used substantially in Cooma over the years.

According to the board, the award was made in recognition of Mr Horner's efforts and ingenuity, and the savings to Telecom.

Although his idea had been successfully applied locally, evaluations by Melbourne Headquarters and the State Administration found it unsuitable for adopting in NSW or nationally.

Phone warning

Two supermarket chains have recently advertised telephones for sale with the caption "Telecom Approved."

Although these instruments meet Telecom technical specifications as Permitted Attachments, it is illegal to connect them to the network without prior authorisation.

The conditions for the connections are:

● The private telephone may be the only instrument on the line provided there is another Telecom telephone in the same premises readily available to the user; and

● The private telephone is part of an alternative service with a two-way switch and a Telecom instrument.

These conditions are explicit and prohibit a private telephone from being illegally connected on an existing service.

The telephones are sold with a Permitted Attachment plug on the cord which is not compatible with the conventional socket.

The phone is being sold with two Forms TS72 Application for connection or Attachment of Apparatus to the Telephone Service. This form has instructions that on completion it should be lodged with a Telecom Business Office for authorisation of the attachment and subsequent installation of an attachment socket by telephone installation staff.

The instrument is not maintained by Telecom.

Mr Petrie (right), helps display the Bob Dougall Safety Award with Metal Trades Group representatives, from left, Gordon Wills (foreman No. 2 shop) and Col Davidson (foreman No. 1 shop), and S. E. Services Branch, John Bartlett.

Metal Trades Group wins Dougall Award

One of the most honoured Telecom safety awards in Queensland, the Bob Dougall Safety Award, has been won this year by the Metal Trades Group at the Bulimba Workshops.

The annual award, now presented for the second time, is conducted among the services branch and honours the memory of a former Telecom employee and APTU official.

Acting State Manager, Mr Keith Petrie, who presented the trophies, paid tribute to Bob Dougall's contribution to occupational health and safety both as an employee of Telecom and a union official.

Mr Petrie said the 140 staff in the Metal Trades Group worked in one of the higher risk areas of Services Branch and it was a tribute to them all to win the award.

The award, which took the form of a dozen pennants for display in work areas, a shield and honour board, is made to the area achieving the greatest percentage improvements in the number and severity of accidents.

However, Mr Petrie did comment that the accident rate in Queensland was still well above the targets set for the five-year period between 1976 and 1981.

He urged a concerted effort to greatly reduce the number of accidents in the future.

The Services Branch Artisan Receipt and Despatch Group was also rewarded at the function for its safety performance.

It was presented with a National Safety Council award and a Telecom Accident Prevention Certificate for completing one year without a lost time accident on duty.

Official guests at the presentations were Mrs Lynn Dougall, wife of Bob Dougall; Mr Murray Adams, director of the National Safety Council in Queensland, and Mr John Bartlett, Superintending Engineer Services Branch.

Safety at North

Safety awards, from both Telecom and the National Safety Council, were recently presented to four groups in the Metropolitan North District in Brisbane.

At a joint presentation at the District Store, the Chermside, Nundah and Task Force Line Depots and the Metro North District Store each received National Safety Council plaques for achieving an accident free year.

The Chermside, Nundah and Task Force Groups also received Telecom Accident Prevention Merit Awards for 50,000 hours without a lost time accident on duty,

and the District Store was presented with a Telecom Accident Prevention Award in recognition of one year free of a lost time accident.

Acting State Manager, Mr Keith Petrie, who presented the Telecom awards, congratulated Metro. North on improving what had previously been a poor accident prevention record.

He said that going 12 months without a lost time accident was something to be proud of and reflected the attitude staff of the four groups had adopted towards safety.

National Safety Council awards were presented by the Council's Queensland director, Mr Murray Adams.

Representatives of the Metro. North groups who received safety awards with officials at the presentation ceremony. From left: Col Black, Gary Jennings (A/Chief Accident Prevention Officer), Rob Titherington, Mr Murray Adams (NSC), Bill Davis, Mr Keith Petrie (A/State Manager), Jack Fergus, Mr Neil Watson (A/Chief Manager Operations), Harry Stephens, Mr John Beaton (DTM), Doc. Gillespie, Eddie Corbett, Peter Earle (Metro. North branch safety officer), Alan Clyne and Bob Hudson (SLO).

STRAPPED FOR CASH, FIRM PAID PHONE BILL IN OPALS

Telecom's Brisbane cashier, Terri Parfitt (pictured), loves opals . . . as the broad smile showed when five opals from the famous Mount Isa fields landed on her desk.

But, alas for Terri, the opals were soon whisked away to the office safe.

As cashier, Terri handles large sums of money either in cash or cheque form, but this was the first time a bill had been paid with valuable gem stones.

Revenue branch manager, Alan Taylor, said the Mount Isa company which tendered the opals as payment for a two-year old account, had severe liquidity problems and its assets were confined to a considerable number of opals.

"Had Telecom not accepted the opals as payment the bill would ultimately have had to be written off as irrecoverable".

A valuation of the opals undertaken for Telecom indicated that their wholesale value virtually matched the amount of the bill.

ROYAL FIJIAN BANDSMEN ENTERTAIN BRISBANE STAFF

Four hundred Telecom employees in Brisbane recently had an unusual, but highly entertaining, lunch break. They were entertained at Communications House, Telecom headquarters in Brisbane, by the 41-member Royal Fiji Police Force Band (above) and the Trinidad Steel Band.

Both groups were visiting Brisbane for the Warana Festival and Telecom, a major supporter of Warana, gave them an official welcome.

In return, the groups gave Telecom staff a preview of what was in store for the people of Brisbane during the Festival.

In festive mood, Telecom staff and workers from nearby businesses swayed, or whatever, to the calypso music of the Trinidadians.

Police closed off nearby Barry Parade between Warren and Gotha Streets to allow the Fijians to demonstrate their precision marching and martial Fijian music. They then entered the courtyard of Communications House for a rendition of Fijian and popular European music.

Both groups drew prolonged applause from the enthusiastic audience.

Telecom's Acting Chief Manager, Operations, Neil Watson (pictured right) and Warana Festival Board Deputy Chairman, George Purdy, officially welcomed the visitors, who later toasted Brisbane in ice-cold fruit cup.

Pots — makes 'em and collects 'em

Telecom's Administration Section in Maryborough has a ceramics champion in Ann Kerr. At the Queensland Ceramic Association's annual competition at Caloundra, she won the "Reserve Champion of Show" prize.

It was the second year Ann had exhibited and the second time she had won "Reserve Champion of Show".

The Show this year had over 300 entries from centres from the New South Wales border, to Bundaberg.

Hobby ceramics is becoming popular in Queensland and studios have been established in most larger towns and cities.

Ann Kerr is pictured with three of her best pieces: Left to right, Ginger Jar — 1st in Class and Reserve Champion 1980; Plate — 1st in Class and Reserve Champion 1981; Trophy for 1981 Underglaze Section, won by the plate Chinese Ginger Jar — 2nd in Class.

Doc Dann — physically, spiritually a true Olympian

On first meeting Burnie (Tasmania) Clerical Assistant, Don Dann, it is difficult to imagine that only a few years ago he suffered grave injuries.

This well built young man — affectionately known to all as "Doc" — doesn't mind talking about his experiences, as he feels quite strongly that his story may help other people to overcome an impairment.

ARMY CAREER

At the conclusion of his schooling, "Doc" joined the PMG as a telegraph messenger, but after about a year, decided upon a regular army career and entered the service on May 11, 1966.

Like many others, he was soon embroiled in the Vietnam War where, on May 27, 1969, disaster struck.

The armoured personnel carrier he was driving detonated a land mine. Doc's left leg was badly mangled and severe injuries resulted to his left arm. Emergency surgery necessitated the amputation of the leg below the knee and the patching up of his left arm until more specialised facilities were available.

METAL PLATE

He was returned to Hobart, where, during a four month spell in hospital, a bone graft was performed on his arm together with the insertion of a metal plate.

Because of the arm injury, the use of crutches was impossible, but some degree of mobility was eventually gained by means of a battery operated wheelchair.

The fitting of an artificial leg was followed by extensive physiotherapy and the slow desperation of acclimatising to a different world.

But Doc Dann was never despondent. Despite pain and instability, in his own words he "wanted out;" and out he went — discharged from the service on December 23, 1969.

Adaptation to the artificial limb was steady and he rejoined the Department in 1970 — four years to the day after entering the army.

Steady progress has been maintained. There are still phantom aches and pains; hot weather induces acute discomfort. But his sporting activities have been resumed — and with what success!

OLYMPICS

In the 1980 Olympics for the Disabled at Arnhem, Holland, Doc competed in the javelin, discus, shot putt and — believe it or not — the long jump!

In an international field of disabled competitors, he was placed 4th in the javelin and discus, 8th in the shot putt and 9th in the long jump.

He has recently competed in Wheelchair Basketball, between amputees and, as he says, "In the next match we'll be on our own two feet. There'll be plenty of blokes with artificial limbs — but we'll give a good account of ourselves."

WORSE OFF'

For sheer guts and determination, this attitude must take a lot of beating.

In his own quiet way, Doc does not seek the limelight. "I've met many who are much worse off than I am," he is quick to remind you.

That may be so, but for outstanding courage in the face of personal adversity, Doc Dann sets an example not only to the disabled in the community, but to all of us.
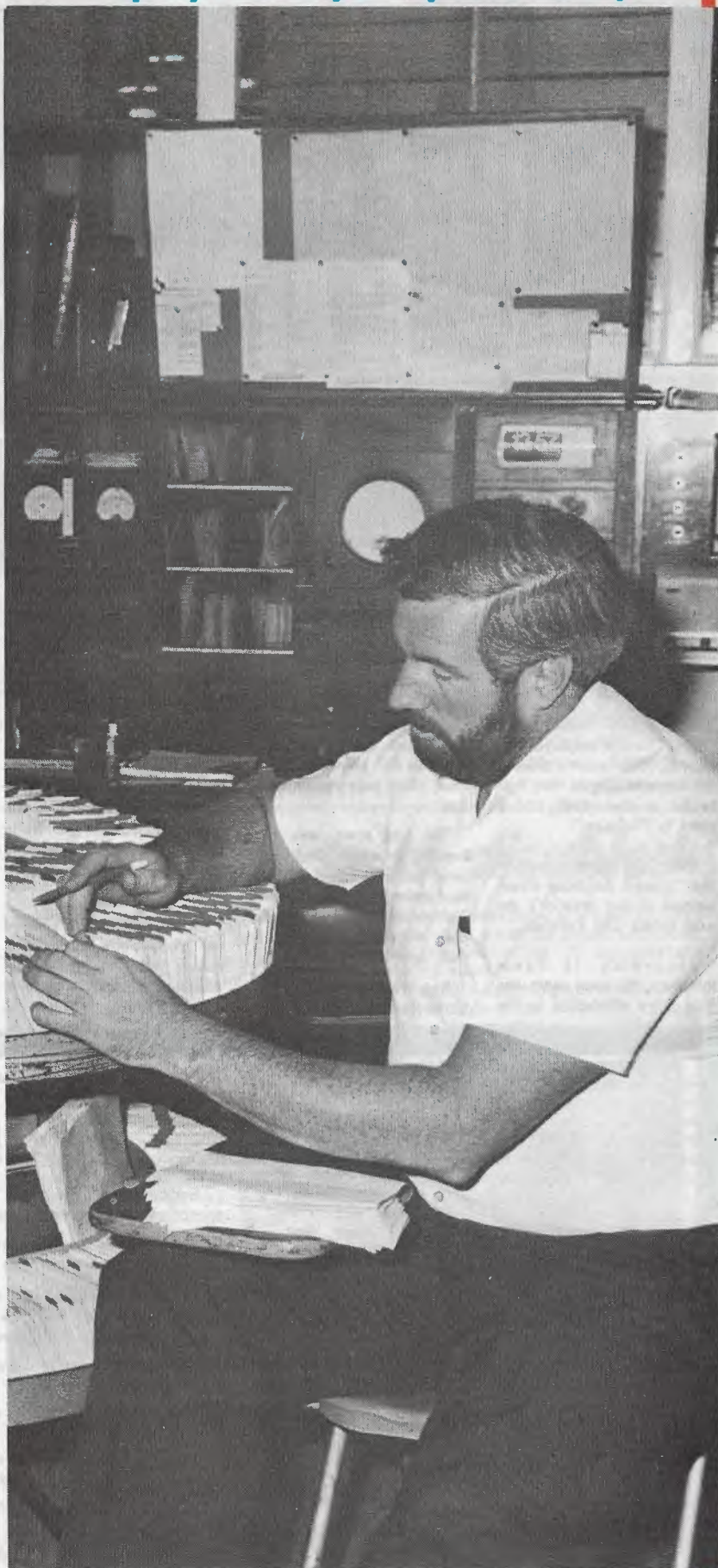
Doc at work at Burnie updating subscriber master cards for those with newly-connected phones.

Two cheers for our mudpuddle martyrs

Ten Telecom employees at Ipswich (Qld) recently showed the extreme lengths they'd go to for a photograph and a story in "Telecom".

They lined up two teams in the "Almost Anything Goes" contest during Ipswich's annual Colour City Carnival.

According to team members, the good news was they were eliminated in the heats and did not have to front up for another dose of mud, slime and grease in the final.

The bad news was that none of the whiter than white soap powders could get the mud stains from their Telecom T-shirts and up to five shampoos were necessary to get their hair shining again.

Rex Whybird, Karen Fysh, Karen Haarhuis, Paul Cervetto and Neil Kaalund competed under the banner of the Telecom Terrors and Barry Clayton, Marie McDonald, Robin Callander, Peter White and Kevin Parkes comprised the Telecom Trailblazers team.

Most of the events centred on a specially constructed muddy waterhole with team members required to perform such daring feats as traversing a greasy pole perched high above water, relay races through the quagmire and a commando style obstacle course relay.

None escaped a wallowing in the mud, although the Telecom teams seemed to wallow more than others.

Customer Services Manager, John England, who spent many late nights coaching the teams and was on the sidelines giving moral and verbal support received little gratitude from his charges.

They dumped him in the quagmire, too.

Above: still able to raise a smile after their ordeal are Trailblazers team members, from left, Peter Whyte, Robin Callander, Marie McDonald, Barry Clayton and Kevin Parkes.

Mere males massacred at Slaughter Falls

Brisbane staff members Pam Holyer and Lyn McCrossan are quick to respond to the often heard complaints about women drivers.

They believe they have the record on the board to prove women are as good, and probably better, than men when it comes to alertness on the roads.

Pam, as driver, and Lyn, navigator, outpointed all other comers to win a recent car rally organised by the P & I R Social Club at Brisbane headquarters.
They point out that most of the opposition were men.

The rally started at Annerley and in a roundabout way ended after two to three hours driving at Slaughter Falls, Mount Coot-tha.

The day wound up with a barbecue, refreshments and sporting contests between children and adults.

The P & I R Social Club was reformed earlier this year after a recess and functions already held have been extremely popular.

Suggestions for the future include a Christmas function, after work get together and bus trips.

Pictured: Pam Holyer (right), supervisor of P & I R typists, and Lyn McCrossan, (Industrial Officer), proudly display the silver tray which was the prize for winning the car rally.

Neil wants quality of life — for all

Neil Hamilton has an ideal he wants to make a reality. He wants to make Ringwood a nice place to come home to.

And as the new Mayor of Ringwood, he is in a position where he can help that come about. Not, as he hastens to add, that Ringwood is not a pleasant enough outer Melbourne suburb at present. But everything can be improved.

In his bid to make his slogan become deeds and not just words, Neil has invited ratepayers to attend open council meetings "in a bid to cut the gap between residents and the council."

Neil is an Acting STO1 at Hawthorn Exchange and has been Mayor of Ringwood since his appointment in August.

In his second term with the council, Neil was re-elected to North Ward after a five-way battle in which he gained approximately 51 per cent of the vote.

"It's healthy to be re-elected like that. It means that there are plenty of people in the Ringwod area who think enough about our City to seek election. And it's also going to keep me on my toes," Neil said.

Last year Neil was chairman of the Planning and Parks and Garden Committees and with the mayoral duties appointed on a rota system to the senior sitting councillor in the ward, he had a good working knowledge of the council.

With the council having a $5 million budget to service

the 38,000 people who live in Ringwood, the responsibility of being in charge is an onerous one.

But Neil points out with pride that Ringwood's rates compare more than favourably with similar cities and that the Local Government Minister, Mr Lou Lieberman, has commended the council on the way it runs its affairs.

The pride of Ringwood is the Cultural Centre which was opened last year by the Gover-

nor of Victoria, Sir Henry Winneke. Already important events, last year's Miss Australia Quest and the Highland Games, have been held there.

At 36, Neil is one of the youngest Mayors in the state and with a young family (a daughter 14, and a son 12) he thought deeply before making himself available to take over the Mayor's duties.

It's a hectic life but Neil says he enjoys it, even if his

wife Marilyn was a little dubious to start.

One of the bonuses of his job, according to Neil, a Telecom employee for 20 years, is that he works a nine-day fortnight which gives him extra time for the community activities.

And with 16 regular open council meetings a year, not to mention committees, civic functions etc. Neil needs all the time he can muster.

Neil, with his wife Marilyn, being congratulated on his appointment by Victoria Chief Operations Manager, George Hams (r) and Box Hill DTM, Ron Nelson.

Joint effort gives phone access to disabled

As a joint community contribution to the International Year of the Disabled Persons, the District Telecom Branch and the local City Council at Dandenong in Victoria have co-operated to provide "drive-in" public telephone facilities for motorists with mobility problems.

The Dandenong City Council's contribution to the project consisted of foregoing of two parking bays adjacent to the Dandenong Post

Office, the provision of a median strip on which to place the public telephone and the mounting of appropriate parking signs.

Telecom's contribution consisted of the provision of the CT3 (STD Green Phone), the erection of a modified call box and the identification of the unit with the IYDP logo.

Revenue collections in the first week of operation indicate that the unit has gained public acceptance from drivers with mobility problems.

There are two other drive-in facilities in Victoria. One in Pelham St., Carlton, the other in Malop St., Geelong.

NO STANDING ANY TIME
DISABLED PERSONS EXCEPTED
←

NO STANDING ANY TIME
→

RIGHT: Jennie Borsodi, CA3 at Dandenong TBO tests the phone after its installation.

MELBOURNE'S GRAND FINAL GALA WEEK BACKED BY TELECOM

Telecom combined with the Victorian Football League in a $12,000 campaign which turned Melbourne into a carnival city during VFL Grand Final Week.

And the VFL called on the expertise of the organisers of world-famous Moomba Festival to exploit the tourist potential.

VFL president, Dr Alan Aylett, general manager Jack Hamilton, Telecom Promotions Manager, Keith Webb and Moomba general manager Bob Moore headed the campaign which hoped to make Grand Final week a carnival on the scale of Moomba and Melbourne Cup week.

The carnival began on September 20 with the staging of HSV 7's World of Sport and it climaxed with the Grand Final parade on the day before the playing of the final.

Telecom gave away about 2000 footballs during the week and began a recorded service with information on the big match.

The secretary of the Victorian branch of the ATEA, Mr Kevin Fothergill, supported Telecom's participation in the Grand Final Gala activities.

There was a vast TV and radio coverage of the Grand Final involving Telecom staff.

Areas such as Adelaide, Bunbury, Brisbane, Darwin, Hobart, Cairns, Launceston. Mt Gam-bier, Mackay, Rockhampton, Spencer Gulf, and Townsville saw the telecast which had an estimated viewing audience of eight million.

The telecast was also seen by those linked by the Remote Area Television Service and was beamed direct to New Zealand via OTC's installations at Moree.

And Telecom's Mike Fitzpatrick will always remember September 26, 1981. That was the day he captained Carlton to victory in the grand final.

The 28-year-old Acting Chief Finance Officer, Headquarters played the game of his life to be one of the keys to Carlton's 20-point victory over arch rival, Collingwood.

Mike began with Telecom in WA as a cadet engineer in 1973. He joined Telecom HQ in 1975, the same year he was named WA's Rhodes Scholar.

Triumph . . . Mike Fitzpatrick and coach David Parkin hold the premiership cup aloft. — Picture courtesy Melbourne Sun News-Pictorial.

FRIENDS CRAM PIONEER SERVICE ADVISER'S FAREWELL

More than 200 people crammed the diningroom at Telecom HQ last month to farewell, and pay tribute to, Joan Hutchison.

Joan served with Telecom for 33 years and as a service adviser helped the smooth introduction of many of the services within those years.

She began her career in 1949 at Mount Macedon and in 1956 transferred to the Melbourne Commonwealth Office PBX. She then went to Elizabeth St., as a pay supervisor before becoming involved with the fledgling service advisory group in 1962.

As one of the pioneers, she was very much involved in the cutovers to automatic exchanges, particularly at Mildura, Leongatha and Korumburra.

By 1974 Joan was in charge of the City area Service Advisory section, a post she held until 1977 when she transferred to Ivanhoe District. She served at Ivanhoe until her retirement.

Joan gave unstintingly of her time to help the disabled and provided her time and expertise to train people at Yooralla and the Royal Victorian Institute for the Blind in the use of the phone.

With John Keast she helped RVIB members become efficient switchboard operators and play a significant role in the workforce.

Her work there was appreciated to the extent that she was made a life governor.

Manager Customer Relations, Operations Depart-ment, Ted Firth Victoria said Joan had the ability to fluently give an overall view of a situation. She always had the full respect of the engineering and technical staff and confidence of those she worked with.

"She was dedicated to every task she confronted in her 33 years," Mr Firth said.

Awards were presented by the Acting Managing Director, Bill Pollock, and DTM Coburg, Leo Brock.

That reminiscence of old times was obviously a funny one judging from the hilarity of Acting Managing Director Bill Pollock and Joan.

Joan flanked by Leo Brock, DTM Coburg and Ted Firth, Manager, Customer Relations Operations Department.