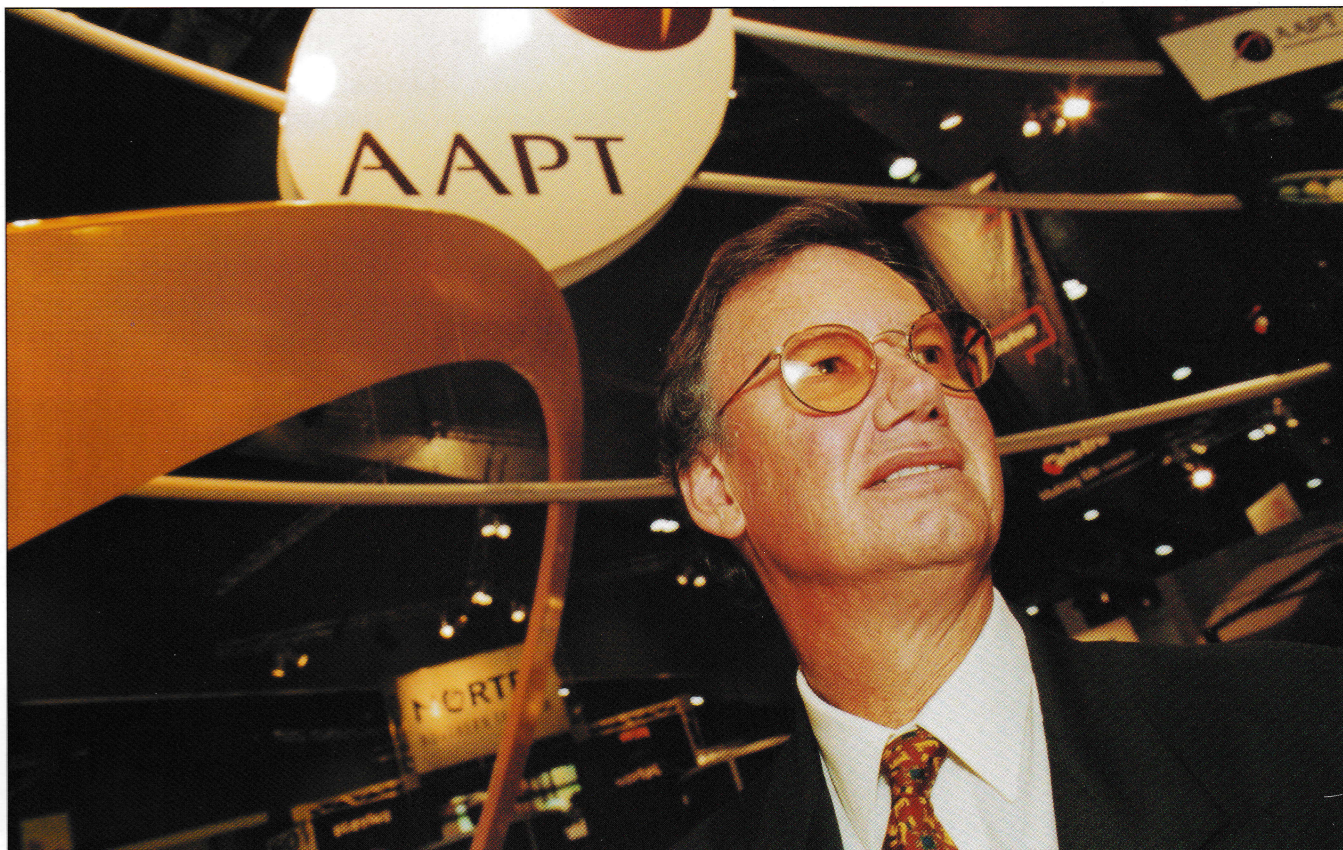




## Internet Demand Drives AAPT Satellite Sales



Picture by Simon Du Buisson, The Age

*AAPT Sat-Tel Managing Director Ian Smith, pictured at the ATUG conference in Melbourne.*

**AAPT Sat-Tel has joined the big league of satellite service providers with more than \$60 million worth of new contracts in the past 10 months.**

After building new earth stations in Perth and Adelaide, AAPT Sat-Tel has started construction of a major satellite teleport on the western outskirts of Sydney to service Federal government and commercial contracts.

The site, costing several million dollars with the first stage to be completed by the end of this year, will have multiple antennae looking at a range of regional satellites.

"This is a significant strategic investment which will position AAPT Sat-Tel to build upon the major business we have already achieved," said National Marketing Manager Alan Marsden.

Two of the major contracts signed this year have been with OzEmail and another major Internet Service Provider (ISP) for 45 megabit satellite links from the United States to replace Telstra and Optus terrestrial links.

"We can provide links of equal or better quality for considerably less than they were paying and for ISPs spending hundreds of thousands of dollars a month that represents very significant savings. The links can be implemented rapidly and are super reliable," said Maureen Murphy, General Manager Sales and Business Development.

For OzEmail, AAPT Sat-Tel has provided a 45 megabit link from the PanAmSat teleport in Napa Valley, California, to PAS-2 with simultaneous downlinks to the OzEmail centres in Brisbane, Sydney, Melbourne and Auckland.

# Contents

Page 4 **AAPT's First Year as a Carrier**

Page 6 **AAPCS Focus on Radio and Cable**

Page 8 **AAPT's corpTel Purchase**

Page 9 **Editorial Postings**

Page 10 **Antarctic Diary**

Page 12-13 **Mawson's Huts Team in Action**

Page 14 **Golf Days Raises \$1 million**

Page 19 **AAP Newcast Today**

Page 20 **Sport and Social News**

## AAPT Buys Remaining 50% of Sat-Tel Shares

AAPT acquired the remaining 50 per cent equity in satellite services company AAPT Sat-Tel Pty Ltd in March this year.

AAPT Sat-Tel was established in January 1997 as a 50:50 joint venture between AAPT and AAP Communications Services.

With satellite technology becoming increasingly important in Australia, AAPT Sat-Tel provides a platform for AAPT to take advantage of this growing market through the provision of telephony, data and video, on-line services and high-speed Internet.

"AAPT's satellite capability will further strengthen our competitive position," said Larry Williams, AAPT's Chief Executive Officer.

"Satellite services expand our portfolio of products, provide access to increased bandwidth and increase our distribution capability. Taking 100% interest in AAPT Sat-Tel is a logical move for us and consistent with our goal to be a full service major carrier."

## Sports Stars Promote AAPT Products

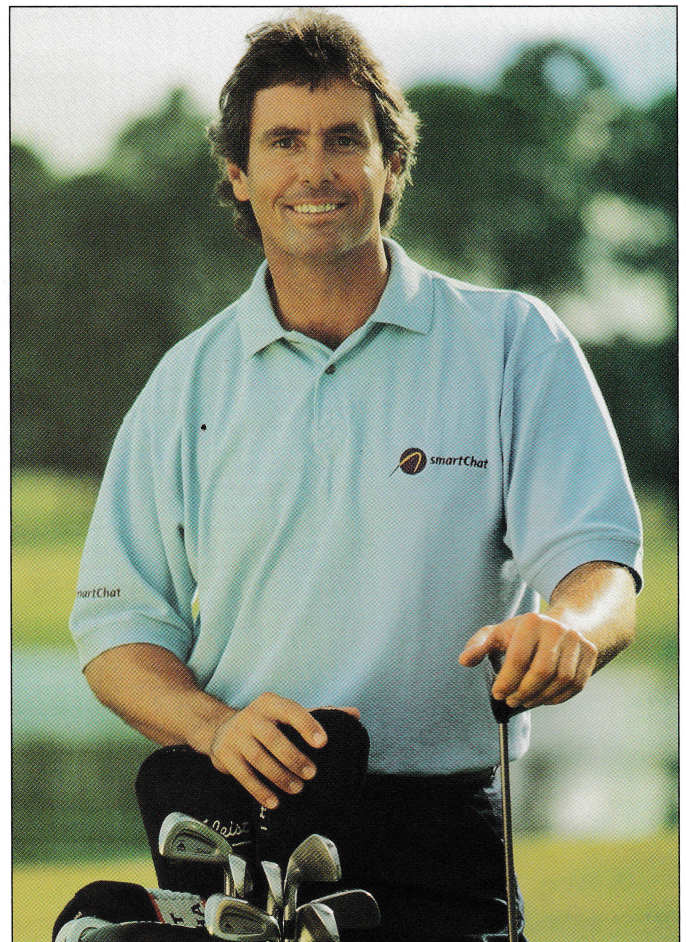
AAPT has highlighted its presence in the residential phone market with a series of sports sponsorships designed to make its Smartchat product a household name.

Most prominently, AAPT is pushing the message that it aims to offer a commitment to service second to none through the power drive of Australian golfer Ian Baker-Finch and the power serve of tennis star Mark Philippoussis.

"Their good-looking athleticism, dynamic style, commitment to their sport and their international links make them the ideal sponsorship choice," said AAPT's Director of Marketing John Matic.

Baker-Finch took up golf at the age of 10 and left school at 16 to pursue his sport, turning professional in 1979. His career highlights include winning the British Open in 1991, among his 17 tournament victories, and two appearances for Australia - 1989 and 1992 - in the Dunhill Cup, one of the leading international team golf championships staged at the home of golf, St Andrews in Scotland.

AAPT is offering one of its Smartchat customers the chance to win the golfing trip of a lifetime as one of only 20 people worldwide invited to play in the Dunhill Cup Pro-Am in October.



*Ian Baker-Finch*

# AAPT Sat-Tel

continued from page 1

OzEmail provides its own link from the PanAmSat teleport to the World Wide Web. The second contact, now in the implementation stage, is similar except that Sat-Tel also manages its US link to the WWW.

A further AAPT Sat-Tel product being shared by other major ISPs is Internet Direct which provides the same 45 megabit channel on a multi-user basis.

AAPT Sat-Tel was established in January 1997 to take advantage of the full deregulation of the telecommunications sector, under which Aussat and then Optus had enjoyed a monopoly on satellite traffic within and in to and out of Australia.

"We now have a significant advantage over Optus because we have coverage of the US west coast, parts of Asia and New Zealand as well as Australia under the one footprint through our agreement with PanAmSat," Alan said. "Optus, using its own satellite, only has domestic coverage."

AAPT Sat-Tel's major coup has been winning the PanAmSat telemetry, tracking and control (TT&C) contract for the 15 year life of the new PAS 7 and 8 satellites servicing the Pacific and Indian Oceans.

"This is a major international contract that establishes us at the heavyweight end of town," Maureen said.

The TT&C work, which keeps the satellites stable in their orbit, will be operated from an expanded primary control site at Bayswater in Perth with a backup site in Adelaide.

The new Bayswater site, which will be officially opened in November, will also provide AAPT Sat-Tel with a major advantage in meeting the remote distance application requirements of the WA government over the vast interior of the state.

AAPT Sat-Tel's other key product is Netcast which provides real time video, audio and data feeds to individual PCs or local area networks under the Internet Protocol.

Its applications include instore television or radio channels to shopping chains across the country, software and file downloads, and for education and training purposes.

"Deregulation combined with technology advances makes satellite networks a viable option for almost any application," Alan said.



*The PanAmSat contract involved the installation of two new 11-metre and one 4.5 metre antennae at Bayswater in Perth and an 11 metre, 6.8 metre and 4.5 metre antennae in Adelaide. Our picture shows the two large dishes being positioned at the AAPT earth station facility at Bayswater. Electronics systems within the facility provide for remote monitoring and control, telecommanding, ranging and telemetry reception.*



AAPT CEO Larry Williams look back on the first year of telecommunications deregulation and concludes:

## Deregulation has Opened Up Only 20 Per Cent of the Market

**At the end of the first year of full deregulation, Australians enjoyed the benefits of competition in only about 20 per cent of the telecommunications market, primarily in long-distance domestic and international services, AAPT Chief Executive Larry Williams said.**

“Local calls, calls to mobiles and mobile rates themselves have seen very little if any benefits from competition over the last six years. It still costs more to make a call to a mobile phone here than it costs to call England,” he said.

“AAPT is still prevented from supplying any new services on local, 1800, 13, 1900 or fixed mobile calls. And Telstra, after six years of competition, continues to set new earnings records each year.”

Competition had stimulated the market and grown total telecommunications revenues from \$16 billion in 1993 to more than \$25 billion in 1997, and this level of growth would continue into the future, Mr Williams said.

But while competition in the long-distance market was robust, it remained stifled in much of the market.

Mr Williams said that AAPT had been the first carrier to be licensed under the new regime in July 1997 and the first to list on the ASX in November 1997.

Additionally, AAPT had:

- Acquired a stake in corpTEL, a leading service provider, in December 1997
- Taken this to 100 per cent control in February 1998
- Announced its first set of results as a listed company
- Taken its holding in AAPT Sat-Tel from 50 to 100 per cent in March 1998
- Taken its holding in Cellular One, Vodafone's largest independent service provider, from 40 to 100 per cent in May 1998

“We are currently implementing plans to rollout fibre in four capital cities. We have also been successful in



*AAPT Chief Executive Larry Williams*

bidding for wireless spectrum to use in communications applications, especially local loop technology.

“We also see data as very important. We rolled out our Frame Relay network over two years ago and we are now upgrading this to an ATM network,” Mr Williams said.

“We are taking advantage of non-code access, which delivers traffic to our network without the need for subscribers to dial an access code, and we have rolled out additional points of presence covering every part of Australia.

“We view the benefit of a partnership with utilities as a key strategy and have been in discussions with major players for some time. Not only would they bring us new customers; they also have core assets such as pole and duct rights which can be leveraged to deliver telecommunications services.”



Mr Williams said one of AAPT's major competitive advantages has been and continues to be its billing system, which has been continually improved over the years. At the ATUG conference in Melbourne in May, AAPT launched NetBill, to be delivered initially on disk and later over the Internet.

Two examples of the savings achieved under deregulation in the long distance market are:

- In July 1992 a five minute off-peak call to the USA cost \$6.70. Today the same call costs \$2.12 with AAPT.
- Using AAPT, you can call anywhere in Australia in off-peak times and pay as little as 9 cents a minute plus 15 cents flagfall, and talk as long as you like for \$3.

Mr Williams said that while the legislation establishing deregulation gave Australia the potential to become one of the most open and competitive telecommunications environments in the world, much remained to be done to make it a truly competitive market.

One key regulatory improvement would be to make Telstra in particular publish its rates so that everyone could see what they should be paying for their services.

"We also believe Telstra should have to disclose details of their agreements with competitors like Optus to prevent 'sweetheart' deals frustrating real competition," he said.

"It is interesting to note that Telstra has recently conceded a small price reduction in local calls for Optus. AAPT, which has significantly more local rebill customers than Optus, has not been offered any improvement over the retail tariff it currently receives from Telstra."

AAPT is now one of the top 100 listed companies on the ASX with a market capitalisation of over \$800 million.

Revenue for the six months to 31 December 1997 was \$207 million

In 1991, AAPT had 200 customers. It now has more than 300,000 business customer accounts.

Smartchat, launched in July last year, has already attracted more than 270,000 residential customers.

AAPT has developed relationships with 15 major overseas carriers to establish its own international delivery network.

AAPT is also a member of several international submarine cable consortia, ensuring more cost effective access to the key markets of Asia, Europe, North America and the Middle east.

*Promotions and Events Manager Stephanie Whitmont at the AAPT stand at ATUG '98 in Melbourne*



## Cellular One Buy Boosts Mobile Market Position

**AAPT acquired the remaining 60 per cent of mobile phone service provider Cellular One Communications Ltd in May this year following its initial purchase of 40 per cent of the company in 1996.**

Cellular One resells mobile phone services to some 100,000 customers around Australia. It has more than 120 dealer stores and was forecast to generate around \$100 million in revenue in the 1997-98 financial year.



*David Baird, Managing Director of Cellular One, at the signing ceremony with AAPT Chief Executive Larry Williams*

It is Vodafone's largest independent service provider, accounting for almost 20 per cent of Vodafone's customer base.

When AAPT acquired its initial 40 per cent holding, Cellular One had less than 8,000 subscribers.

Chief Executive Larry Williams said the purchase would significantly strengthen AAPT's position in the mobile market and expand its distribution capabilities.

"Cellular One is a profitable company with national retail coverage, a strong brand particularly in the SOHO (small office/home office) market and a motivated group of dealers led by entrepreneurial management."

David and Matthew Baird, the founders of Cellular One, have both signed management contracts with the company and will retain responsibility for Cellular One's operations.

# AAPCS Focus Now on Radio and Site Services

**Jack Crumlin has been appointed Chief Executive of a slimmed down AAP Communications Services which will now focus on its specialist Microwave Radio and Site Services divisions.**

AAPCS' Voice Messaging business was sold to the Melbourne-based Phoneware Ltd and its 50 per cent shareholding in AAPT Sat-Tel to AAPT.

The company now has 60 staff with offices in all states and headquarters at North Ryde.

Brendan Linnane has been appointed General Manager of the Radio Division, which will focus on the extensive network it continues to roll out for its major customer, Vodafone, its growing partnership with AAPT and AAPT Sat-Tel, and its network projects with Australian universities.

Brendan said the whole Vodafone project team, had been instrumental in continuously improving the level of service provided to the mobile phone company.



*AAPCS Chief Executive Jack Crumlin*

Site Services, headed by John Dettering as General Manager, specialises in the design, installation and management of complex and diverse network infrastructure including cabling, data centre infrastructure and Automatic Teller Machines.

These services are provided to customers in conjunction with major partners, Lucent, Krone and Anixter, and a national network of accredited sub-contractors. Major clients include the Westpac, National Australia and Commonwealth banks, Jupiters Network Gaming in Queensland and Avco Financial Services.

"The main message is that we are still very much part of the AAP Group," said Jack Crumlin. "We see AAPT as a major business partner, especially in the microwave area, where there are numerous opportunities to partner with them in expanding the AAPT customer base.

"AAPCS currently maintain a large number of microwave links for AAPT and we are now exploring

the utilisation of microwave links for the VicOne project as well as new services in New South Wales. AAPT Sat-Tel and AAPCS share premises and work closely together in both Perth and Adelaide."

## Satellite Capacity Growing Quickly

**The satellite transmission of multimedia services over Internet Protocol is a fast evolving market, driven by burgeoning demand for Internet bandwidth, AAPT Sat-Tel Managing Director Ian Smith said.**

"Satellite is often cheaper than terrestrial and just as good for most Net applications," he told the ATUG conference in Melbourne.

"We're already committed to a whole transponder with 90Mbit capacity, and additional ISP services

under AAPT Sat-Tel's Internet Direct service will soon occupy a further half transponder. The Net will carry a multitude of applications including video and telephony in areas where there isn't terrestrial broadband capacity."

Ian said it was the growing realisation that satellite is not as expensive as it once was that had led to full order books, with sales growing from \$1 million a year to more than \$60 million.

Ian said more satellites had been launched in the 1990s than in the

previous three decades combined. Forty were announced for launch in 1997 alone.

Satellite capacity under construction represented about 60 per cent of the amount now in orbit. "In fact, so many regional satellites are planned for launch that the resulting increased capacity will likely lead to further decreases in prices for end users."

Some industry experts had predicted that PC viewing hours would exceed TV viewing hours by the end of the decade, he said.

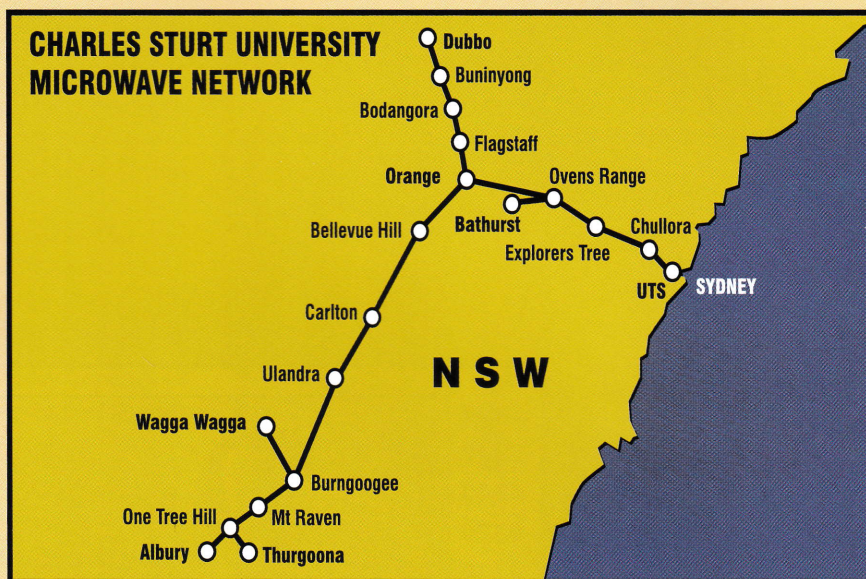
# AAP Communications Services Wins Major Microwave Network Contract

AAP Communications Services (AAPCS) has won a major component of the contract to supply and build an extensive microwave network for Charles Sturt University linking its main campuses at Albury, Thurgoona, Wagga Wagga, Bathurst and Dubbo with Sydney.

The \$5.6 million project will include the largest microwave system installed by an Australian university covering a distance of some 750 kilometres.

The new network will give CSU staff and students access to Sydney for the cost of a local phone call and its 34 Megabyte per second capacity will enable the transfer of high quality, high volume information data at low cost.

The CSU project, partially funded under the Commonwealth Rationalisation and Restructuring Program, is for a 21-hop



microwave network with ATM switching at three remote spur sites.

It will be used to carry Voice, Data and Videoconferencing traffic between the campuses as well as linking to the University of Technology Sydney (UTS) for Internet access via AARNET2.

Construction of the network by AAPCS, which began on July 6, will utilise the microwave products of Nokia and the services of AMEC Australia Constructions.

The tendering process was managed by telecommunications consultants Gibson Quai & Associates.

AAPCS were awarded the contract to design and implement the microwave solution as well as to maintain and manage the network for five years. AAPCS was selected on the basis of its extensive experience in microwave technology and because they provided the most functional and cost effective solution for CSU.

The University's Executive Director of Information Technology, Mike

Rebbechi, said it is vitally important for CSU to establish a virtual presence in Sydney.

"With 23,000 students and 300 courses of study through campuses located over such large geographical distances, CSU is absolutely reliant on information and communications technology," Mr Rebbechi said. "The new system will allow us to expand to 500 subjects by the end of this year, further cementing CSU's position as the leading provider of distance education in Australia."

General Manager Radio Division Brendan Linnane said that the awarding of the CSU contract reflected AAPCS's proven technical competence in this growing market area

"We have a successful track record in implementing high bandwidth microwave networks for major universities around the country.

"The CSU network will be commissioned on schedule later this year and will immediately bring significant benefits to the University."



Brendan Linnane

# AAPT's First Eight Months on the ASX

**AAPT's shares touched a high of \$3.50 during its first eight months on the Australian Stock Exchange after the public float of 41 million shares, or 16 per cent of the company, at an issue price of \$1.85 per share.**

Some other key points along the way included:

**Nov 7** - Shares closed at \$2.18 at end of first day's trading.

**Jan 13** - Shares jumped 14c to \$2.29 on London reports of British Telecom moving to purchase a substantial stake in the company.

**Feb 3** - Shares move up 5c to \$2.40 on news of corpTEL purchase

**Feb 12** - Further bid rumours push shares up 12c to \$2.77

**Feb 15** - Share price rise continues to reach \$2.90

**Feb 16** - Price drops back

to \$2.84 on statement by Chairman that AAPT is not for sale.

**Feb 20** - AAPT reports a \$14.6 million net loss for the six months to December 31 on sales of \$206.7 million. Shares rise to \$3.10 before settling back to \$3.

**Feb 23** - Shares soar to a high of \$3.30 on renewed

speculation of a deal with BT, but close up only 10c for the day at \$3.10.

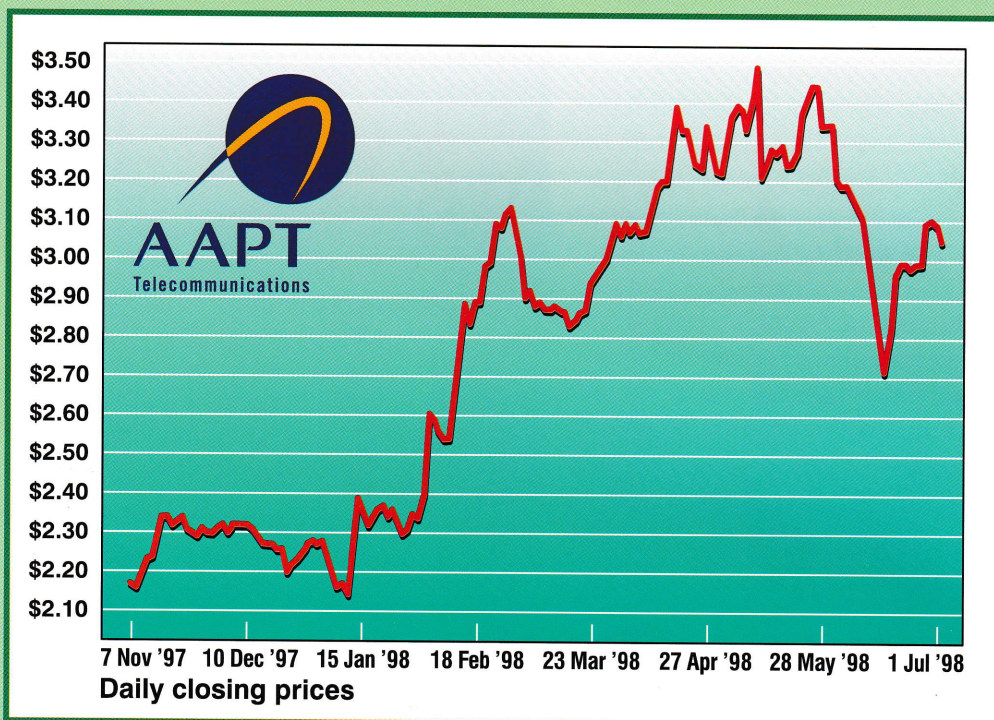
**May 8** - Shares hit a record \$3.50 on speculation AAPT would announce an equity alliance with BT.

**May 11** - Shares fall 28c to close at \$3.22 when AAPT slashes profit forecast for June half-year

by two-thirds, from \$20.1 to \$6.9 million.

**June 16** - Shares fall back to \$2.72 after the Spectrum/Williams alliance wins major Down Town Utilities consortium contract, rumours of BT deal fade and in line with general market turndown.

**June 30** - Shares recover to end financial year at \$3.10.



## corpTEL Now Fully Owned

**AAPT continued its expansion in the business telecommunications market with the move to full ownership of corpTEL - its first purchase as a public company.**

The Sydney-based corpTEL, a service provider specialising in medium-sized corporate customers to which it provided fixed-wire, mobile prepaid and corporate phone card services, had revenue of \$91 million in calendar year 1997.

AAPT purchased the remaining 80.5 percent of corpTEL in February this year following its initial purchase of 19.5 per cent of the company in December, 1997.

The purchase added some 20,000 new business customers to the 180,000 corporates already serviced by AAPT.

Chief Executive Larry Williams said the purchase would allow AAPT to seek cost reductions and efficiencies that would directly benefit its customers.

"Through the sharing of knowledge and the value-added diversity of our product mix, we intend to increase further our already strong presence in the small to medium-sized business sector."

corpTEL founders Ryan O'Hare and Colin Marland, who established the company in 1993, will remain part of the merged company.



# Strong Team for KL Games

**AAP will send a team of 20 to cover Australia's gold rush at this year's Kuala Lumpur Commonwealth Games, the first to be held in an Asian country.**

Australia won a record 87 gold medals at the 1994 Commonwealth Games in Victoria, Canada, and has the chance to do better this year thanks to the addition of five new sports - one-day cricket, hockey, netball, seven-a-side rugby and squash.

The other traditional sports are athletics, swimming (including diving and synchronised swimming), badminton, boxing, cycling, gymnastics, lawn bowls, shooting, tenpin bowling and weightlifting.

The KL Games opening ceremony is on Friday September 11, although some competition starts on September 9, and the closing ceremony is on September 21.

News Editor Mike Osborne will head the AAP team in Malaysia, assisted by Filing Editor David Eskell.

Other editorial team members include Senior Correspondent Mike Hedge along with fellow Melbourne-based reporters Paul Millar, Roger Vaughan and Steve Larkin.

Deputy Sports Editor Neil Harvey, Olympic correspondent John Salavado, Features Editor Judy Skatssoon, Equities Editor Geoff Elliott and Will Swanton from the sports desk will come from the Sydney newsroom.

From Canberra will come the bureau's chief of staff Maria Hawthorne and Ros Mathieson while Brisbane bureau will provide Janelle Miles and Steele Tallon.

Keeping the AAP communications systems running in KL will be Computer Services systems administrator Grahame Fuller and ITG computer engineer Stephen Zolnay.

AAP will also take three photographers to be seconded from different picture subscribers.

The Sydney-based Games Desk, which will handle results and broadcast stories during the Games, will be headed by Geoff McCamey with support from Krystyna Rudzki, Sharon Mathieson and John Kidman.



*AAP KL Games team members Judy Skatssoon (seated) Mike Osborne, Will Swanton, Neil Harvey and Geoff Elliott (far right), along with Bernama secondee Ian Telford (second from right), model the new T-shirts team members will wear.*

As well, AAP will help out Malaysian news agency Bernama by supplying three staffers on secondment. Ian Telford and Catharine Munro from the Sydney newsroom will join Bernard Lim from Asia Pulse in the team of international journalists helping Bernama cover sports like cricket, rugby and netball which are foreign to most Malaysians.

## All Change at AAP Bureaus

**Several of AAP's plum editorial posts around the world have changed hands recently as the two-year assignments of several senior correspondents came to an end.**

Those moving included:

Trevor Marshallsea, from Beijing to London as Chief European Correspondent.

Steve Connolly, from Chief European Correspondent in London to Canberra as a senior reporter.

Owen Brown, from economics correspondent in Canberra to Beijing.

Paul Ruffini, from correspondent in Papua New Guinea to Bureau Chief in Perth. Rod McGuirk, from Perth Bureau Chief to Canberra as a senior reporter.

Trevor Chappell, from state political correspondent in

Melbourne to correspondent in Port Moresby.

Susan Hartland has been appointed Finance Editor, Karen Holtom Deputy Finance Editor and Geoff Elliott Equities Editor.

In the Sydney newsroom, Brian Rochford has been appointed Filing Editor to replace Joanne Williamson, who was appointed Melbourne Bureau Chief at the beginning of this year.

Shani Keane and Judy Skatssoon have been appointed joint Features Editors, succeeding Jim Shrimpton, who retired at the end of last year.

Jenny Napier was appointed Broadcast Editor, replacing Susan Briggs who was appointed Sydney Bureau Chief.

Sherrill Nixon from the Canberra bureau was appointed Adelaide Bureau Chief.

# Daily Diary of The Expedition

**Spending an Antarctic summer reporting on the restoration of Mawson's Huts was "exhausting and exhilarating," but AAP Sydney Bureau crime reporter David Killick says he'd go back in a flash.**

During the team's seven-week stay in the windiest place on earth, David wrote a daily diary and sent news reports and photographs of the progress of the conservation works back to AAP in Sydney for distribution to the Australian media.

David was also the backup cook and pitched in to help with the building works and other duties around the base camp - including emptying slops drums and gathering water in sub-zero temperatures and blizzards.

"Antarctica is a stunningly beautiful and wild place and the chance to go there was the opportunity of a lifetime for me," he said. "To see the huts and the wildlife and experience the ferocity of the weather up close was something I'll never forget."

The stories and photographs David sent back via satellite received wide play in AAP's subscriber newspapers. But the time spent at Cape Denison also provided a personal insight into



David Killick pictured with his top-of-the-range digital camera donated by Canon.

the Mawson legend.

"The trip really opened my eyes to the significance of Douglas Mawson and the men of his expedition in Australian history and to the importance of preserving the relics they left behind," he said.

"Standing in the spartan little bedroom Mawson lived in for two years you really get a feeling for the man and his achievements."

The AAP expedition members lived in tents throughout their stay. "I've done a lot of camping so being in the tents for that long wasn't such a problem - but with the 24-hour daylight I'd have to wear my balaclava backwards to make it dark enough to go to sleep," he said.

"We were able to have a 'shower' about once a week. You'd have to melt some snow and have a quick wash in a bucket. No-one really took long showers once the temperatures got down around minus eight."

After completing their work, the team was nearly prevented from coming home by the weather.

"The ship came in and all of a sudden the weather came up - a three-day blizzard with 180 kilometre per hour winds - and suddenly the jokes about being stranded for the winter - just as Mawson was - didn't seem so funny any more."

But the team was able to scramble off in an eight-hour lull in the wind, bringing one very relieved reporter back home.

David noted in his diary on Day 68 as their ship the *Akademik Shokalskiy* neared port:

"We are up early this morning for our last get-together as a team. Afterwards we shake hands and have our group photo taken. It's all but over.

"Rod Givney (the team doctor) and I retire to our cabin and start packing our masses of gear. It's been almost 10 weeks now that we've slept elbow to elbow in tiny tents

and ship cabins and never once has he offered a word of complaint about any of my noxious personal habits. An amazing performance. I will miss Rod, who has been great company and a voice of reason throughout the trip.

"What an experience we have had this summer. Even before the memories are shuffled and dimmed and distorted by time, I know this has been a trip I shall remember for the rest of my days - and as much for the people as for the place. Not one fight, never a voice raised in anger. Thirteen people flung into one of the worst places on earth and coming out friends."

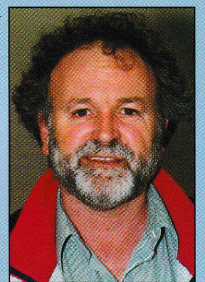
## Antarctic Medal to Project Leader

**Rob Easter, Project Manager for the successful AAP Mawson's Huts Foundation expedition to Cape Denison, has been awarded the Antarctic Medal, Australia's highest award for service in the polar continent.**

The medal, the only one awarded this year, was in recognition of his many years of outstanding service in Antarctica since 1985 including as a station leader and in charge of field expeditions, rescue missions and ship voyages.

Rob, 54, who is deputy station and field operations manager with the Australian Antarctic Division in Hobart, was seconded to the AAP foundation for 10 months from the middle of last year to help plan the rescue of the historic huts built by Sir Douglas Mawson in 1912.

He will be back on the ice this summer, leading a six-week voyage, which will include several days at Mawson's Huts to assess conservation work carried out so far, to help clean up the site and plan for the next AAP expedition's work there in 1999-2000.



Rob Easter



The AAP Mawson's Huts Foundation team pictured (left to right) on the roof of Mawson's Hut are carpenters David Gillott, Paul Delaney and Ted Bugg. On the ice in front of the hut are film cameraman Malcolm Ludgate, director Mike Piper, Joan Russell, Dr Rod Givney, Allen Rooke, David Killick, Alan Grant and Geoff Ashley. In front of them are Alasdair McGregor and Dr Estelle Lazer.

## Second Expedition Now Planned to Complete Work on Mawson's Huts

**The AAP Mawson's Huts Foundation is planning a second expedition to Cape Denison in 1999-2000 to complete conservation work on the historic base camp established by Sir Douglas Mawson in 1912.**

This follows the success of last summer's expedition to rescue the huts, which established that further restoration work is required once formal approval has been given by the heritage community.

Mawson's Huts stand as a proud memorial to Australia's long involvement in the Antarctic, and mark the birthplace of its claim to 42 per cent of the polar continent.

But 86 years exposure to the harsh Antarctic elements had left the huts on the knife edge of survival.

The AAP team reclad over the dangerously thin Workshop roof of the Main Hut with new Baltic pine planks to match the original timber used. They repaired or replaced skylights and skylight covers (one of which, over the workshop verandah, Mawson's men used for exit and entry when snow packed around the hut above the roof line) ridge

capping, valley gutters and apron flashings to limit the ingress of snow and summer meltwater.

They removed 41 cubic metres of ice and snow (about 30 tonnes) revealing an intact space in the Living area of the Main Hut and a light hatch and artefacts, including a pair of boots, above Mawson's cubicle and permitting access for the first time to famous photographer Frank Hurley's darkroom.

Mawson's Hut was found to be in good structural condition except for the central platform where huge ice loads had snapped the Oregon beams.

A bearer and two joists were replaced with new timbers. Two other joists were reused and new sections were scarfed into three of the four collar ties and joined to sound original timber with steel plates.

The stark Memorial Cross on the hill overlooking the site, dedicated to the memory of Belgrave Ninnis and Xavier Mertz who lost their lives on the Mawson expedition, was repaired, its cross arm excavated from ice and reattached using specially made stainless steel brackets.

The Magnetograph House remains intact and ice free and works were undertaken to exclude snow including the laying of a new roof over the original, rehangng the entry door and refixing the loose tar paper internal lining.

The Absolute Magnetic Hut and the Transit Hut were strengthened using original fabric that had been blown off and which was excavated from the ice, including the original stable doors of the former.

An army explosives expert detonated in a controlled manner away from the huts a cache of 1912 explosives and some emergency flares left by a 1960s expedition.

### Ch 9 to Screen Documentary

The AAP expedition was accompanied by a two-man film crew from Prospero Productions in Perth and their one-hour documentary will be screened on Channel 9 later this year.

The film will be shown in the network's "Our World" timeslot on a Sunday evening.

# The AAP Mawson's Huts Four



*A wall of solid ice confronted team members when they opened the front door to Mawson's Main Hut. The ice was carved into blocks with an electric chainsaw then removed by hand.*



*The central platform of the main hut after most of the ice had been removed.*



*Alan Grant excavates the Husky remains found on the ice plateau above the huts.*

*Insert shows the abrasive effect of wind driven snow on the pole above the main hut.*



*Ted Bugg, with Makita chainsaw, and Dr Estelle Lazer discuss ice removal from the central platform.*

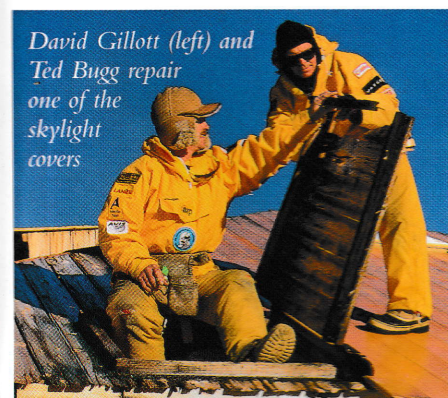
# Foundation Team in Action 1997-98



Carpenters Paul Delaney (foreground), David Gillott (left) and Ted Bugg lay the new Baltic pine planks over the workshop hut roof.



Above: Sun shone into Sir Douglas Mawson's cubicle for the first time in 86 years when the ice was removed and the skylight cover above it was opened.



David Gillott (left) and Ted Bugg repair one of the skylight covers



Left: A blessed relief for the next expedition. This essential facility was completed just before the team left and never christened.



The new roof showing the huts proximity to Boat Harbour.



AAP team members displayed photographs of men of the AAE in their quarters.

# Golf Day Achieves \$1 Million Target for the Fifth Time

The AAP Group Financial Markets Len Evans Charity Golf Day raised a record \$1,018,000 on February 20, the fifth time in the past seven years that it has topped the magic million dollar figure.

The event has now raised a total of more than \$8.5 million dollars for distribution among major national charity organisations since it began in 1987.



The winning team at the AAP Golf Day this year included (right to left) horse trainer Anthony Cummings, Ralph Piggott, Matthew Jones and Richard Miller with a net score of 54 1/8 in the Ambrose event off a combined handicap of 6 7/8

The money is raised through an art union, the golf day at Pennant Hills Golf Club and a major auction and dinner at the Regent of Sydney.

The live auction, conducted by wine guru Len Evans OBE, saw some spectacular bidding for the top items.

Macquarie Bank's Executive Chairman David Clarke and Executive Director Paul Robertson paid the top price of \$50,000 for a set of 20 magnums of Penfolds Grange - 1971 to 1990.

Grange was not bottled in magnums until 1979, but Penfolds carefully decanted the earlier wines from 750ml bottles and rebottled it in magnums with a special new label to create a unique item for the AAP charity golf auction.

The second highest price paid was \$48,000 for an uncut

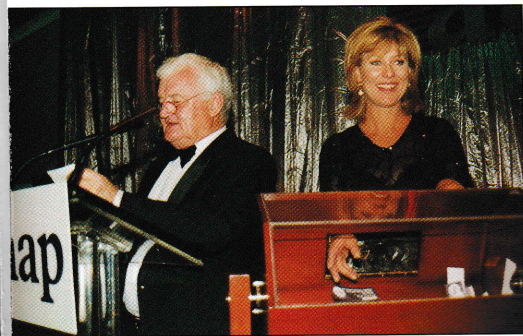


Golf day marshal Bill Glance with charity helpers at Pennant Hills.



Paul Robertson and David Clarke with their Grange Magnums

Picture by Andrew Taylor, Sydney Morning Herald



Len Evans and Kerri-Anne Kennerley

sheet of 40 \$5 polymer notes from the Reserve Bank of Australia, purchased by a Sydney numismatist.

The Len Evan Gourmet Pro-Am Golf tournament at the Cypress Lakes Resort in the Hunter Valley sold for \$28,000.



Colin Marland of corpTEL, who purchased the Hong Kong Post Box for \$10,000

The event features four days of golf for eight amateur players with Len and three professionals, plus gourmet dinners and tutored wine tastings every evening.

The US Masters trip sold for \$30,000, a sailing holiday in the Mediterranean for \$30,000 and the Wimbledon trip, with a cruise on the QE2 and a flight on Concorde, sold for \$35,000.

Proceeds from the 1998 golf day went to: The Australian Brain Foundation, Australian Stockman's Hall of Fame, Children's Cancer Foundation of Australia, the Financial Markets Foundation for Children, Muscular Dystrophy Association, Odyssey House McGrath Foundation, Rotary Club CBD Sydney, The Royal NSW Institute for Deaf and Blind Children, Spastic Centre, Special Olympics and Sunnyfield Association.



Venetia Babbington-Lees and Charmian Grove trial MediaNet Online.

## MediaNet Goes Live With Own Website

**MediaNet, which relied for more than 15 years on fax and newswire delivery, has moved on to the Internet with its own interactive website.**

The site is designed to provide convenient access to press releases for up to seven days with an attached archival section which will store the material for one year by category and company name.

Using their own password, news release originators can submit copy from anywhere in the world, edit it online if necessary and then send it for distribution by fax, e-mail and immediate publication on the web site at [www.aapmedianet.com.au](http://www.aapmedianet.com.au).

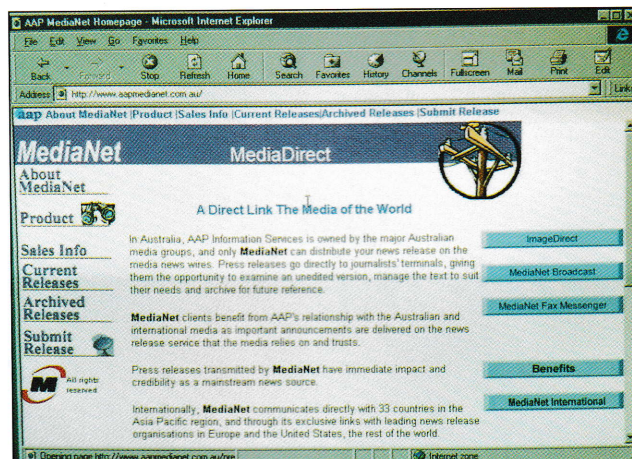
"After releases have been stored by date and category for a week they are then archived for a year," MediaNet Sales and Marketing Director Brad Rosenthal said.

"More than 700 media outlets around Australia and several thousand worldwide can be reached simultaneously through MediaNet and its international partner AsiaNet.

"AAP is well known as the primary source of news in Australia with its comprehensive news services fed into the newsrooms of newspapers, radio and television stations 24 hours a day.

"Journalists, particularly in specialist areas, see the ready availability of full text news releases as a very useful resource. They can build a profile of a business or industry, retain material for special articles or supplements and edit the text without having to rekey it."

Mr Rosenthal said government and business would benefit from having a presence on the AAP website because that was the one the media would turn to first when they were searching for information.



# Project Team in Place to Beat the Millennium Bug

**AAPIS is well advanced in its preparations for combatting the Year 2000 problem which threatens to disrupt computer systems around the world on the first day of the new century.**

Owen Keogh, who has been appointed Year 2000 Project Manager, heads a team of four working on it full time, backed up by contractors plus the resources of Mike Sloan's Development Department.

Various known as the Y2K or millennium bug, the need is to make certain that all computer systems, services, suppliers, data and connections are Year 2000 compliant.

The problem is that the standard two digit date field common to all older computers will appear in the year 2000 as 00 and may be read as 1900 rather than 2000. This may cause systems to generate errors, automatically delete or archive files or simply stop talking to each other.

"Y2K is being addressed by AAPIS as a major project with a carefully planned and staged approach which we first began working on early last year," Owen said.

"The overall cost of compliance will be in the region of \$5-\$6 million dollars, which is in line with generally accepted industry ratios."

Included in this figure is the \$2.5 million budget for the compliance team, part of the cost of the new editorial system being supplied by Cybergraphic Systems at a cost of \$4 million, a new racing formguide system from UDAX at a cost of \$1.5 million and upgrades in other areas.

Owen said there were 30 different systems within AAPIS including the MIS systems and each had to be

evaluated to determine whether the cost of upgrading to make them Y2K compliant was warranted, or whether they should be replaced completely or simply closed down.

The main project is a five stage process which includes assessment - to identify all of the issues involved - code review, analysis and implementation of the changes required, testing all changes by forward dating data inputs to the year 2000 and finally, putting the systems into production.



*Y2K team members (L to R) Andrew Marwood, Eibhlin Ni Ealaithe, Hitesh Patel, Steve Yarnold and Owen Keogh.*

Owen said the testing of data by forward dating will be one of the major tasks, taking up to 40 per cent of total project time, with dummy race fields, stock exchange trading data and other information inputs having to be created.

Systems had been divided into three priority groupings with the editorial, MediaNet, racing and financial markets systems allocated the highest priority.

The new editorial system will be in place by the end of this year with

the replacement racing services system operational by mid-1999. The Y2K version of AMQ is due for release in August this year.

Owen said the ramifications of the Y2K issue were so wide ranging that they went well beyond AAP's internal systems.

"We have written to all of our data suppliers seeking assurances that all of their systems and the signals they send to us are year 2000 compliant, and we have to make sure that our

customers will be able to process all of our material, including invoices, through their systems.

"Apart from that, we have to check that our building services around the country such as water, electricity, gas, security, air conditioning, lifts etc will work at the start of the new millennium.

"So many items of equipment have imbedded chips that will shut down those mechanisms if they do not recognise the date. At the new Fairfax printing plant at Chullora,



# Racing Services Upgrades Systems

**Racing Services is planning major changes in its formguide delivery systems with a new central computer system on order and a fully Internet-based subscription service to be launched in September.**

A contract was signed with UDAX at the end of June for a replacement formguide system to be commissioned in June next year at an all up cost of around \$1.5 million.

It will replace the existing TIS Tandem system with a more flexible Digital Alpha system using Windows NT in a similar configuration to the new editorial system.

AAP Racing Online, the new racing services Internet site designed by staff sales executive Grant Morgan, is 70 per cent complete in a joint development between Pragmatics and Mike Sloan's development team.

Racing Services Sales and Marketing Manager Ken Boman said the Internet-based service will replace the current bulletin board product that has attracted more than 2,000 subscribers. Considerable work has also been done to automate the billing process via credit card.

Ken said that Racing Services had finished the financial year well ahead of budget and with a strong team in place in the marketing and production areas.

"The 15th edition of Class Racehorses will appear in

September with a total print run of 5,000 copies compared to the 2,000 we printed before we launched the soft cover edition three years ago. Bulk sales to the Queensland, New South Wales and New Zealand TABs and the NSW Racehorse Owners Association has also broadened our readership."

Ken said that AAP Racing Online would provide three levels of service, including race fields and racing news highlights free of charge.

The second level - NetForm - is a detailed formguide which can be viewed on screen and printed but not downloaded. It provides the last 10 starts for all Australian and New Zealand TAB meetings, with ratings for every run plus a track and distance rating, at a cost of \$10 for 24 hours or \$50 per month.

The full AAP Racing Centre service for the serious punter with its FastForm Elite product will also now be accessed via the Internet.

The online service will replace the Enquire system for newspapers around the country which provides them with direct access to the Tandem system. The new Internet product will also allow them direct access to the current and new systems, with considerable cost savings to both AAP and the newspapers.

AAP Racing Online is at [www.aapracing.com.au](http://www.aapracing.com.au).

for example, there are some 35,000 chips that have to be checked.

"Many companies have been slow to realise the urgency of sorting out their year 2000 problems, believing they had plenty of time to do so. The fact is, there isn't. The 1st January 2000 is one deadline that we can't put back."

Owen said an associated problem was that some systems may also fail to recognise the year 2000 as a leap year.

"At AAP, we have a steering committee which meets every month to review progress, which it then reports to the Executive, and we also have a weekly reporting meeting within the Information Technology Group (ITG)," he said.

"Y2K is one of the major challenges

facing companies all round the world today. AAP takes that challenge very seriously and is determined to ensure that all of its

systems are functioning correctly in the year 2000 and beyond."

*Angela Alexander and James Purser set up the new editorial system PC's for testing.*



# AsiaNet - A Perfect 12

**AsiaNet, the consortium of 13 regional news agencies established by AAP three years ago to disseminate media releases with full translation, is continuing to create new records.**

The operations centre for AsiaNet at AAP in Sydney handled news releases distributed to nearly 10,000 destinations around the world in the year to June 30 while turnover climbed to more than \$3 million.

The service hit or exceeded budget for each of the 12 months.

Most of the media release traffic was from North America but that percentage is gradually being reduced as news releases from Australia, Japan and other member countries begin to flow.

"AsiaNet has developed rapidly since it began operations three years ago with turnover almost doubling each year," said AsiaNet Chief Executive David Jensen.

"We now have an established business generating steady revenue for all the member agencies and this has also helped enhance AAP's relationship with news agencies in the region."

General Manager of AsiaNet Michael Worner, Assistant Manager Lisa Blanch and administrative assistant

Charmaine Chow between them speak Cantonese, Mandarin, Japanese, French and German and those skills are essential in the day to day operations of the business communicating with members in Asia and affiliated news release organisations in North America and Europe.

AsiaNet has exclusive distribution arrangements with Two Ten Communications (a subsidiary of Press Association in London), PR Newswire in the US and Canada News Wire.

AsiaNet is dependent on a number of AAP departments which have shared in the growth of the business.

"We could not function without the overnight dedication of Computer Services, the daily operators, AAP Image, Accounts, Corporate Affairs and those responsible for maintaining and upgrading the hardware and software necessary to communicate with the rest of the world," Mr Jensen said.

In the new financial year, with the help of ITG, AsiaNet will be launching a communications network which will give it the capability of sending and receiving images and releases - with automatic billing - in all the languages of AsiaNet via email and the internet..... and showcasing all its services on a website.



*Pictured are Lisa Blanch, Raymond Mah and Charmaine Chow.*

## Joint Venture Media Release Company in HK

**AAP and PR Newswire of the United States have combined to form a joint venture news release service in Hong Kong and Taiwan.**

The limited liability company registered in Hong Kong will be headed by General Manager Raymond Mah, who will have a staff of eight to begin operations in August.

"The new media release business, as well as being a valuable asset in its own right, will generate greater traffic for AsiaNet, the AAP-led consortium of Asian news agencies involved in translating and distributing releases in

the region and sending them to the rest of the world," Director of International Business Planning Robin Strathdee said.

"It will also serve as a model for possible future joint ventures in other parts of Asia such as Malaysia, Thailand and Indonesia."

The main target market was the vigorous export sector in both Taiwan and Hong Kong which was keen to distribute commercial information, plus government departments, public relations companies, professional and trade associations and other business groups.

There was no competition for the international distribution of media releases from either country and the business was not likely to be greatly affected by the current Asian economic downturn.

AAP holds a 49 per cent shareholding in the new company and is represented on its five member board by Executive Directors David Jensen (Corporate Affairs) and John Lowing (Strategic and International Business).

PR Newswire is the world's most successful media release business and is closely associated with AsiaNet.

# NewsTrack Makes Way For AAP Newscast Today

**AAP has formed a strategic partnership with WavePhore Inc of the US to market an on-line business information service - AAP Newscast Today - in Australia and New Zealand.**

The service, which is scheduled for launch in September to replace the present NewsTrack product, is an Internet-based, real time news service which requires no hardware or software installation.

It allows industry executives to search an extensive international database to retrieve pertinent information, including news stories and features, via a simple browser-based PC application.

AAP Newscast Today will provide clients with a comprehensive database of Australian newspapers, news wires, journals, magazines and specialist newsletters from Australia, New Zealand and Asia as well as access to hundreds of sources from Europe and the United States through WavePhore Newscast.

WavePhore Newscast, a business unit of WavePhore Inc, delivers business information to more than 200,000 corporate users throughout the world via the Internet, intranets and extranets from its state of the art Data Centre in Dallas, Texas.

The AAP Newscast Today team is headed by Brad Rosenthal with Angelo Tilocca (Product Manager), Vanessa Wieckmann (project co-ordinator/account support) and a gradually expanding sales force including Julie Coffey and Rada Pantzer in Sydney and Wendy Coombes (Business Manager) and Christine Gaynor in Melbourne.

At present, AAP Newscast Today is in its final development phase. Michael Weinberger (WavePhore Newscast Product Manager) has recently completed a week long visit to AAP, providing extensive product and sales training.



*Pictured from left to right are Christine Gaynor, Brad Rosenthal, Wendy Coombes, Angelo Tilocca, Vanessa Wieckmann, Michael Weinberger, and Rada Pantzer.*

Local and regional content providers are still being finalised, along with the "Australianising" of the product for the domestic market.

AAP Newscast Today will allow users a choice of access methods, with information "pulled" from the database using simple mouse click routines or

"pushed" to the user via e-mail.

Users can build profiles to search continuously for new stories which fit the set of topics that are of interest to them, or search any or all parts of the database on an ad hoc basis. Through the stocks section, users can access news, company announcements and share prices on ASX listed companies.

## Dale Tips Seven in a Row

**Dale Kennerson is a turf tipster with a future going on his recent success at Randwick where he selected the first seven winners.**

The Sydney Morning Herald acknowledged Dale's achievement with his selections published under the AAP banner in the Friday edition of their racing liftout *The Form* for the meeting on July 11.

His winners were Landsighting (10-9), Astro Boy (4-6), Princess Lira (5-2), Apache King (3-1), Fearnor (1-1), Rhythm 'n' Flow (5-2) and In House (4-1).

In the final event, Dale's tip Paris Duo (13-4) hit the front in the straight but managed only a close third.

Dale, 21, who has worked in Racing Data Control for the past two years with ambitions to become a journalist, was invited by a friend on the SMH to submit his tips for Sydney meetings a couple of months ago.

"I think I was in danger of being dropped until I produced the string of winners on Saturday," he said. "The first couple were a bit short, but I had a winning day including the daily double which paid \$29.90 and some quinellas and other doubles."

Then in a lament familiar to all punters, he added, "Unfortunately I had a bit of a go on that last selection."

# AAP Financial Markets Weddings

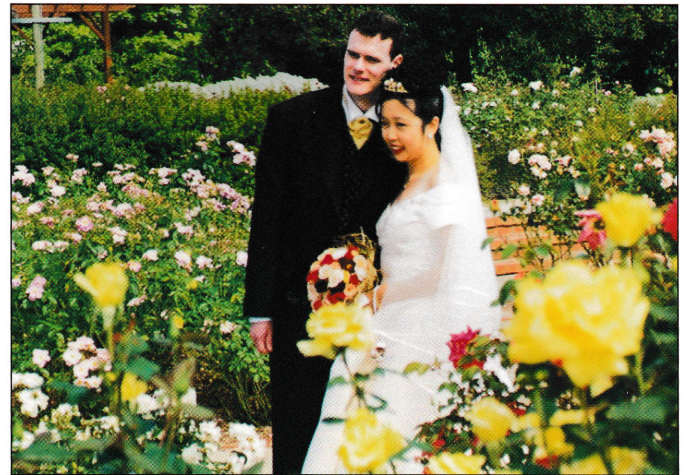
March this year was a big month for weddings, with four AAP Financial Markets staff walking down the aisle.

Mi Thian of FMS Melbourne was married to Richard Creed on Saturday 14 March at a lunch time ceremony at the Uniting Church in South Melbourne followed by a beautiful reception at Quatt Quatta, Rippon Lea, and a honeymoon in Port Vila, Vanuatu.

Angelo Tilocca finally tied the knot with Lara Diespecker (both FMS Sydney) on Sunday 22 March.



Angelo and Lara Tilocca



Mi Thian and husband Richard Creed

On an extremely hot day, they were married at St Peter Chanel Catholic Church, Woolwich, followed by an exquisite cocktail reception for 100 guests at The Banjo Paterson Cottage Restaurant, Gladesville. They honeymooned in Fiji for two weeks.

Ueli Egger wed his long time partner Ann-Marie Poole on Friday 27 March 1998. Both the ceremony and the reception were held in the Royal Botanical Gardens, Sydney, with the honeymoon in Port Douglas, Queensland.

And there's more to come. Andrew Meagher (AAP Strategic and International Business) and Charmian Grove (AAP Image) have announced their engagement and will wed in late November. Julie Mason of FMS Sydney is to marry Warren Coombes in September.

## Leading Ladies Leave the Stage

**Hazel Sproule, well known for her love of the theatre, opera and travel, has retired as one of the company's most popular staff members after more than 28 years with AAP.**

Her last boss, Company Secretary and General Counsel Peter Robson, described her as "diligent, intelligent, determined, principled, forthright and bloody good fun."

"It is hard to describe how important Hazel was to AAP and how much she will be missed by so many people," he said.

Her other chiefs included Mick Connolly during his years as Company Secretary, Luall Rowe, Norm Macswan, Barry Wheeler and Peter Brown in the newsroom, and Wally Parr and Geoff Want in Media Marketing.

Long time friend and theatre enthusiast John Harrington said that in the 14 years he'd known Hazel, he had not needed to read reviews.

"Hazel has been a great provider of up to date news on classical concerts, opera, theatre, ballet, musicals, cinema

and exhibitions. Clippings from the Herald, the Bulletin and the Times would arrive regularly in the internal mail, along with her own first hand opinions.

"It was hard not to be captured by her enthusiasm."

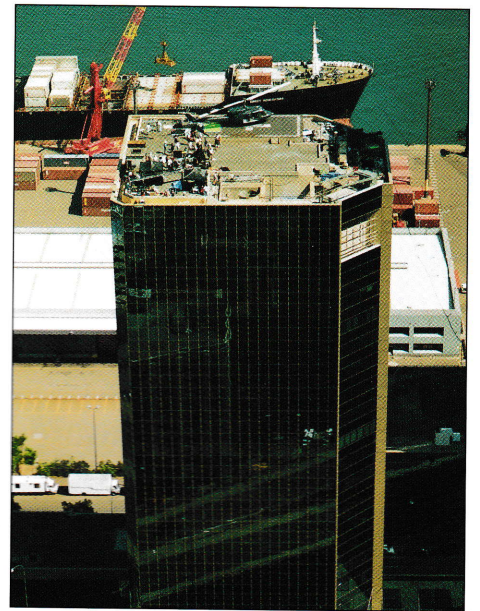
Also recently retired after 28 years of service is **Betty Maliphant** who worked for all of that time as a part-time copytaker in the Sydney Sports Department.

"Betty was a legend," said Sports Editor Bill Allan.

"She took pride in her work and enjoyed ensuring that the journalists and stringers who phoned in from all parts of the country made good use of English grammar and syntax. She also delighted in coaching journalists in copy-giving skills, an art which is fast disappearing now with the widespread use of laptop, modem and mobile phone."

For several years Betty combined her day job as a senior editorial secretary at News Ltd with casual shifts at AAP and stayed on here for many years after her retirement from fulltime work.

# The AAP Sign Says It's Sydney



The film is set in a fictitious US city... but you'll know it's really Sydney when you see the AAP sign.

One of the more unusual requests AAPIS Company Secretary Peter Robson has received regarding use of the AAP logo came from Peter Lawless, Location Manager for Matrix Films.

"As you are aware, we are in pre-production for a feature film "The Matrix," starring Keanu Reeves and to be distributed worldwide by

Warner Brothers," Mr Lawless wrote.

"As part of this production, we have taken a photograph of the city skyline which we plan to use as a translight background to a set we are building in the studio (ie, when we see out an office window, that is the view we will see).

"The AAP Centre building features prominently within this translight and I write to seek approval to portray the AAP name/logo in this situation within the film."

Mr Lawless goes on to say: "The

film is a science fiction thriller set in a fictitious American city. There is no reference to AAP in the film other than as a city view."

Approval was granted and spotting the stars, especially Keanu Reeves, became a popular Sydney pasttime as filming progressed.

One of the major scenes was shot on the roof of the Maritime Centre building overlooking Darling Harbour with some AAP Centre offices providing a good view of the action.

## AAP Perth Regatta



The weather smiled kindly on the annual AAP Group Perth Regatta, with the race between nine Foundation 36 yachts sailed under a clear sky and light winds on the Swan River. The March 18 event was the largest yet with 113 guests from the media, telecommunications, financial markets and communications industries joining AAPT and AAPIS staff for the race start at the Royal Perth Yacht Club. For the second year running the race was won by a yacht crewed by AAPT staff and guests. Perth administration manager Jesse Flottman said the function, which ended with a barbecue, had been a great success with everyone already looking forward to next year's event. Pictured left to right are Richard Rowell (coach) Vicky Scott (Macraes Mining) Sarah Bosito (Wesfarmers Ltd) Michael Manford (Paterson Ord Minnett) Chris Hilton (Wesfarmers Ltd) Jason Peterson (Paterson Ord Minnett) Tony Ramage (Paterson Ord Minnett) Greg Wheeler (Grant Thornton) Lynne Cahill (West Australian Newspapers) and Brad Rosenthal (AAPIS).

# AAP Training Helps Street Kids Turn the Corner

**It's only when you meet young people like Jonno Zissler, Linda Ebrahim and Cameron Van-Nierk, and hear what they have achieved, that you realise how much street kids have to offer.**

And how far some have travelled since they were characterised by the chilling term "temporary" Australians, because they once believed they had so little to live for.

Jonno, who has just turned 20, lived in and out of refuges for the homeless for years and at one stage didn't expect to see his 18th birthday. Today he is an engaging,



*Pictured left to right are Jonno Zissler, Linda Ebrahim and Cameron Van-Nierk*

confident young man who has earned the respect of his peers and is well on the way to making his mark as an actor.

The turning point for him came while he was doing some odd-job work with Building Services Manager Bill Glance around the AAP Centre two years ago.

"I owe a lot to the man, Bill Glance," he said. "I wouldn't have stayed in the program if not for

him. If anyone else had been in control, it could have turned out differently."

Linda, a petite 19-year-old, who graduated from AAP's month-long Work Experience for Youth (WEY) program during which she worked as a receptionist, switchboard operator and administrative assistant, is now a textile industry trainee with Body Shop's Speakout program.

"I'm learning machining and sewing, then I'm going on to do a six month TAFE course to learn cutting and I'll work my way up from there," she said.

"Working at AAP introduced me to life in a big office. I'm now living back with my mother until I find a place of my own."

Cameron, a tall, mature 18-year-old who arrived in Australia from Zimbabwe aged 11, has worked weekends at the AAP Centre with Bill and recently spent a month working on a farm at Peak Hill near Dubbo.

"It was hard work but I enjoyed it,"

he said. "I'm now looking for work but I have a unit at Balmain, which is right away from my former life around the Cross. It's a completely different atmosphere."

What the three have in common are their desperate years on the streets of Sydney, in most cases from their early teens, and most have battled drugs and/or prostitution or resorted to petty crime in the battle to survive. All of the street kids who have worked at AAP come from the Salvation Army's OASIS Youth Care Centre where Bill works as a volunteer.

David Fredericks, Vocational Coordinator at OASIS, said, "The interaction they establish with people at AAP who treat them as equals is vital to their rehabilitation. In one afternoon you can teach them more about self worth than we can in a month at the centre."

"It's experiential. They are living what they're learning. Here it is theory."

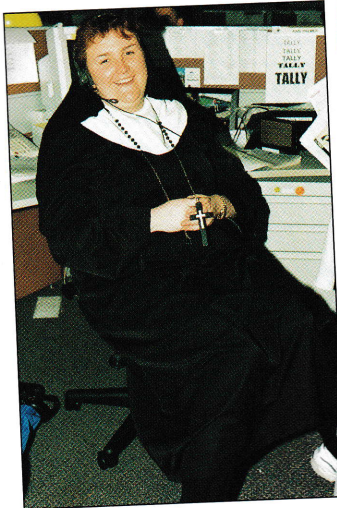
Jonno has already scored acting roles in *Breakers* and *Wildside* and this month won a part in *All Saints*. And there is a good possibility of followup appearances in *Wildside*.

In his spare time he teaches physical education and drama at Father Riley's Youth off the Streets (YOTS) centre near OASIS, with his first play to be staged in three months.

"They are not all success stories," Bill says. "Some emerge from the detoxification clinic with new purpose only to lapse. It can be a vicious circle for street kids, very easy for them to fall back into the old ways."

"But we have had some outstanding successes and the joy that I get from my work at OASIS is hard to put into words."

# Smartchat Birthday Celebrations



**Smartchat, AAPT's long distance service for residential customers, celebrated its first birthday on July 1 with more than 270,000 customers.**

substantial residential customer base in the face of stiff competition. We now account for an estimated seven per cent of the market for long distance calls within Australia and internationally and we are confident this share will continue to grow.



To mark the occasion, staff of the Smartchat call centre in Sydney swapped their normal work gear for fancy dress. Among some remarkable costumes were those worn by (clockwise from right) Michelle Hazewinkel and Lydia Arapovic, Astrid Seck and Ann Palmer. Also competing for pride of place was the birthday cake!

Director Marketing John Matic, who came dressed in full gridiron gear, said the birth of Smartchat coincided with full deregulation of the Australian telecommunications industry on July 1, 1997.

"From a zero start, we have built a



"The next step in the deregulation process is the opening up of the mobile and local call markets."



Manager Smartchat Customer Service Cassandra Peters holds the award the centre won as the best telecommunications call centre in Australia. The award was presented by Teleperformance International which has conducted its Grand Prix Customer Service Awards over 20 countries since 1988. The survey measures the quality of services delivered by businesses over the telephone and seeks to raise awareness of the impact which this has upon their image. Cassandra said that AAPT, entering for the first time, was delighted to be ranked No. 1 in telecommunications in Australia. Teleperformance conduct a series of "mystery telephone calls" to each business using a variety of predetermined scenarios to evaluate the quality of callhandling provided with reference to 10 specific criteria, including: the speed with which each call is answered, the quality of the greeting, the level of product knowledge displayed, the ability to listen effectively, and the overall "warmth of welcome" during the call.

## Something to celebrate!



# A Bradman Triumph at Bowral

**A 33-run win over the Foreign Correspondents at Bowral's historic Bradman Oval just before Christmas was the highlight of the AAP cricket team's 1997-98 season.**

After winning the toss and electing to bat under grey skies, AAP started steadily to reach 2-71 after 20 overs, thanks to an unbeaten 50 from sports desk opening bat Will Swanton.

Then Editor John Coomber (45) and News Editor Mike Osborne (50 no) combined to hit 98 in a better than a run-a-ball partnership to boost AAP to 6-210 after 50 overs.

In reply, the Foreign Correspondents reached 8-177 with two run outs and six AAP bowlers grabbing one wicket each. The win allowed AAP to retain the Duncan Hooper Shield, named after the former AAP General Manager who died in 1990.

Unfortunately the victorious Bowral trip was the team's last win of the season after earlier victories against Writers Bloc, SOCOG and Reuters. Two games were washed out but AAP suffered four losses, including a



*The victorious AAP cricket team which did justice to the hallowed turf at Bradman Oval in Bowral by dispatching the Foreign Correspondents in fine style. Standing (l to r) are Ian Jessup, Richard Davison, Phil Dickson, Will Swanton, Garry Shilson-Josling, Taras Misko, Warren Cox, Andrew Meagher, Geoff Elliott. Kneeling are John Coomber and Mike Osborne with the D.P. Hooper Shield.*

narrow one to SOCOG and three against arch rivals The Wiggles.

(Yes, The Wiggles from children's TV fame. And don't laugh, says Mike Osborne, they have a team filled with former

grade cricketers whose greatest love after Dorothy the Dinosaur has been beating AAP at cricket over the past 10 years or so).

Topping the batting averages for the year were Mike Osborne (40) and Will Swanton (39.25) while Sydney deputy bureau chief Taras Misko was the best bowler with 12 wickets at an average of 6.67, including one haul of 4-13 against SOCOG.

The AAP Cricketer of the Year award went to Equities Editor Geoff Elliott, who took nine wickets at 15.5 including the season's best figures of 4-6 against Writers Bloc. He also took six catches, was the third highest run scorer and was far and away the best BBQ cook.



*AAPT entered a team of 180 competing in 13 sporting events. They were rewarded with two first placings - Cindy King in the women's 10 kilometre road run, and victory to the AAPT Crusaders in the men's volleyball. A second AAPT team, AAPT Titanic, finished fourth in the men's volleyball.*

*Pictured left to right are members of the AAPT swimming team at the Olympic Games Aquatic Centre Alasdair Grant, Joel Gou, Samantha Haines, Aloysius Teo, Ben Gilbert, Ian MacDonald, James Cullen, Claudia Vólpató, Tessa Ritchard and Paul Haddon.*



*While the AAP women's netball team did not manage to win a match, at least they looked the part. Pictured left to right are Rachael Booler, Amanda O'Donnell, Julie Coffey, Angela Alexander, Leanne Williams (C) Sarah Nicolas, Kieran Hamilton and Christina Flick.*