



**Senator Sue Boyce**  
Queensland

**MEDIA RELEASE**

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**QANTAS NEEDS TO EXPLAIN ITS CARBON OFFSET PROGRAM**

Qantas needs to explain why its carbon offset program is channelling voluntary payments made by environmentally conscientious passengers to a major company with an annual revenue of almost \$800 million, Queensland Liberal Senator Sue Boyce said today.

Speaking in the Senate, Senator Boyce said according to the Qantas website, Fieldforce had been appointed in August 2008 as the supplier of carbon credits for Qantas.

She said Fieldforce, founded in 1993 in New South Wales, was now operating in every State except Tasmania and in 2004 had joined the UXC group of companies which had an annual income of almost \$800 million.

“According to the Qantas website, all payments other than the GST made by passengers who decide to pay the extra for the voluntary carbon offset program on their tickets are used to acquire abatement approved carbon offset projects,” Senator Boyce said.

“The Qantas website once – and I stress ‘once’ – stated, and I quote: *In August 2008, Qantas announced that Fieldforce, a Greenhouse Friendly accredited provider, will supply the next group of carbon credits for the Qantas carbon offset program. Fieldforce operates across Australia and generates carbon offsets by providing energy efficient light bulbs and water saving showerheads to eligible homes and businesses. You can register at fieldforce.net.au for a free home energy assessment and, if eligible, receive the free installation of the energy efficient light bulbs and showerheads,*” she said.

Senator Boyce said she had written to Qantas CEO Alan Joyce on January 29 after failing to find any way to register for the advertised free home energy assessment. There had been no reply but since that letter had been sent, the second paragraph advising how to register for the Fieldforce service had been erased from the Qantas website.

She said the Brisbane office of Fieldforce advised a member of her staff who asked about any free service to call 13 20 40 which was the number for the Queensland Government’s Climate Smart Home Service. The operator at that number advised this service was provided by Fieldforce under contract by the Queensland Government.

“Thus it would seem that environment conscientious Qantas passengers happily paying the voluntary carbon offset when they purchase their tickets are ultimately having that money channelled to a commercial operation which, in Queensland at least, is being paid by the State Government to provide this service. This Queensland Government service, unlike the elusive one once allegedly provided free of charge by Fieldforce according to Qantas, costs homeowners \$50.”

Senator Boyce said she had asked both the Qantas CEO and Fieldforce to explain what, if any free services, were provided and what the relationship was between the companies.

“Qantas has removed all reference to this allegedly free service provided by Fieldforce but the Department of Climate Change still lists the company on its website as providing such a free service,” she said, outside of the Senate

“The Department of Climate Change lists Fieldforce Services Pty Ltd in its list of Abatement Providers as providing what is called an “Enviro Saver Program” which provides, *“Free of charge residential CFL and low flow showerhead installation/giveaways.”*

Senator Boyce said the Qantas Annual Report made no mention of Fieldforce and the Fieldforce website made no mention of its relationship with Qantas.

“A reasonable assumption would be that it is proud of this association and the success it is having with greenhouse gas abatement work on behalf of generous and public spirited Qantas passengers.”

Senator Boyce said serious questions needed to be answered including why the relationship between the two companies was being kept so deliberately low key by both, how much money had been provided to Fieldforce by Qantas from its passengers and exactly what Fieldforce did with that money.

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