

Highways revisited in road company plan

Andrew West
TRANSPORT

A DAY after the State Government announced proposals for a big expansion of the M5 tollway and motorway in Sydney's south-west, the Minister for Transport has revealed his office is studying a radical plan to create a mega-company that would run all the city's tollways.

and Peck, which puts back on the agenda several controversial roads, including a \$12 billion tunnel from Port Botany in the south-east to the M2 in North Ryde.

with all the stuff we receive," the spokeswoman said.

The Bureau of Infrastructure, Transport and Regional Economics records in its latest yearbook that Sydney experienced the first

at the University of Technology Sydney told the Herald: "Increasing the number of lanes on the M5 is misguided and not

ing rail services to new growth areas in the south-west which currently don't have public transport options would be smarter."

rail and they are never fast or effective at carrying large numbers of people to key employment centres. They add to congestion and shift bottlenecks to other points in the network."

"To put this in perspective, the M7 is the costliest motorway project to date, which in today's money is valued at \$1.7 billion. This proposal is more than 10 times as expensive," he said.

Traffic experts say it will not relieve congestion in the long-term.

ever fall in the total number of passenger kilometres in private cars in 2007-08.

in the best interests of the people living in the south-west.

"Urban motorways are lousy at reducing congestion. They don't have as much capacity as

All in step as tiny twins prove to be against-the-odds winners

Nick Miller

The neurosurgeon Virginia Maixner was inspired to do a little "chicken dance" when brain scans revealed that her team's surgery on the Bangladeshi twins Trishna and Krishna had been an against-the-odds success.

The 16-strong team gathered yesterday to celebrate their work and report that Trishna was already awake and talking in her intensive care bed, less than two days after marathon surgery to separate the pair who were born joined at the head.

Krishna was improving more slowly. Last night staff were still waiting for the right time to wake her, unless they decided to let her sleep through the night.

Scans had shown no signs of brain injury from the surgery, said Dr Maixner, who before the operation rated this ideal result as only a one-in-four chance.

"We always get really worried at the end of an operation because the real test of any child's coming through surgery is how they wake up," she said.

"Trishna we allowed to wake overnight and she looks brilliant. She is talking, she is being Trishna, she is behaving like she always has. She's fantastic. I'm really proud."

Krishna faced a much bigger adjustment, with a new circulatory system and blood pressure. She might still have "stormy" times, Dr Maixner said.

But the brains of both twins "look fantastic" on the scans. "I believe the girls will come out really good."

When she saw a preview of the scans on Wednesday, Dr Maixner said, "I think I did the chicken dance, or a very short version of it."

"There was not one moment during the surgery when things became critical."

"These girls had smooth sailing the whole way and that is because of the [anaesthetic] staff," she said.

Trishna has already given her guardian, Moira Kelly, a cuddle, spoken to a speech therapist and at one stage reacted as if she was wondering where her missing twin had gone.

Dr Maixner said the girls still had to adjust to not having a child next to them, learning their new centre of balance and how to walk and function independently.



"They will always be a part of my life" ... Moira Kelly, with Trishna, left, and Krishna at the Royal Children's Hospital in Melbourne. Photo: Robert Reilmair

SOFT AND SAVVY: MOIRA GOES INTO BAT FOR DESPERATE CHILDREN

Jennie Curtin

SHE'S passionate, genuine, gentle, insistent and unpredictable. She can front up to politicians, cajole bureaucrats, convince hospital administrators and sweet-talk leading surgeons.

Moira Kelly, 45, is the woman whose charitable foundation brought Krishna and Trishna from their Bangladesh orphanage to Australia in a long-shot bid to save their lives. But the twins are not the first

children she has tended; Ms Kelly has devoted a lifetime to working with the most desperate, in Bosnia, India, the Bronx, Iraq, Africa and all points in between.

The Melbourne-born Ms Kelly had her first contact with disadvantaged children when in primary school, said Margaret Smith, the chief executive of Kelly's Children First Foundation.

Ms Kelly would reportedly jump the fence which separated her Carlton school from the next door to help feed the mentally

impaired children who went there. She left school after year 10 and told her mother that she was going to work in Mother Teresa's orphanage, Ms Smith said.

"[A few years later] she just arrived in Calcutta, knocked on the door and said, 'Here I am.' And there she stayed, working in orphanages, with the dying and in leper colonies.

She then travelled the world, always drawn to children who could so easily slip through the system; those with disfiguring

tumours, horrendous burns, cleft palates, club feet and more.

In the late 1990s she returned to Australia, Ms Smith said. "She set up the foundation, which has been going for 10 years. Three hundred and fifty kids have had life-changing or life-saving operations since."

Children are referred by aid workers, church groups or Australian doctors working in developing countries. Most of the treatment in Australia is done in private hospitals which donate the beds,

and by surgeons and anaesthetists who donate their services.

Her work has been recognised with honours including an AO, the Prime Minister's Award for outstanding community service and the Sir Edward Dunlop Award for humanitarian service.

Ms Kelly has cared for the twins full-time for two years. The journey has made her "a lot softer", she told the Melbourne broadcaster Neil Mitchell last week. "I just know that my life isn't the same because of them

... They will always be a part of my life, whatever happens."

Mitchell said yesterday: "I've known her for 15 years and I still don't understand her ... She can take on and fight governments at the highest level for her kids and then she can cry over the slightest injury."

"She's the most insistent person I've ever met - not on her own behalf, but on behalf of her kids ... I think we'll look back at Moira as being one of the great Australians."

Advertisers find a new voice in historic campaign

Julian Lee
MARKETING EDITOR

AUSTRALIAN advertising history will be made tonight with the screening of a television commercial featuring an indigenous language voiceover with English subtitles.

The 30-second ad promoting greater literacy levels among indigenous children features the voice of an elder from Tennant Creek, a remote community in the Central Desert, speaking in Warumungu language.

Judy Nakkamarra Nixon speaks for most of the ad, revealing that only one in five children in remote indigenous communities is able to read to a minimum standard by

year 9. The ad's screening marks the start of an appeal mounted by the Australian Literacy and Numeracy Foundation - of which the Herald is a media partner - to change that.

It also represents a milestone in advertising for an industry that until recently has largely ignored indigenous Australians.

The recent reworking of the Qantas *I Still Call Australia Home* ad, featuring members of the Gondwana National Indigenous Children's Choir singing in a Torres Strait Islands dialect, Kala Lagaw Ya, has gone some way to rectifying that.

Tonight's ad goes a step further in featuring an indigenous language spoken for most of it.



Hands up who wants to help?

Indigenous language voiceover ... a still from the literacy ad.

Jonathan McCauley, the director of Eleven Communications, the ad agency that made the clip, said he hoped the ad and the language used would grab the atten-

tion of viewers. "This isn't an issue that is top of mind for most people so we needed to jolt people into thinking about it," he said.

Media & Marketing Business Day - Pages 10, 11 smh.com.au Watch the advertisement

Sympathy for the operator

Kirsty Needham
WORKPLACE

SPARE a thought for the person on the line before you next hang up in frustration on a call-centre operator.

Constantly watched as managers pace up and down behind them, they take 16 million calls a day - 77 per cent of all customer interactions. But a study has found stress levels are rising.

Managers are "cold, target-driven zombies", said one call-centre operator paid \$19 an hour to make 80 calls in a four-hour shift to keep her job.

"We are treated like school children in a monitored 24/7 environment," another said.

The study by Dr Ruth Barton, a lecturer in management at RMIT University, found lack of work variety (34 per cent) and excessive monitoring (32 per cent) were the biggest gripes in an industry with a high turnover of staff.

Unrealistic "key performance indicators" were resented by a third of workers. Some said their indicators gave them just 30 seconds for each call, and barely enough time to take a breath before the next line dropped in.

The Australian Services Union, which commissioned the survey, said stress levels had increased significantly since its last survey 10 years ago. This was driven by job insecurity as more call centres went overseas, more monitoring, fewer breaks and bad ergonomics, the union said.

Not all banks are the same

No monthly fees, no strings

Only one of the major banks can truly say it has recently abolished monthly account fees altogether: NAB. Whilst other major banks have reduced fees or require minimum deposits, with a NAB Classic Banking account there are no strings attached. Plus, we're doubling the size of our ATM network with rediATM, so you avoid direct charge ATM fees in more places. Change your bank. We are.

Visit nab.com.au/change or your nearest NAB branch

Feature	NAB Classic Banking	CBA Complete Access	Westpac Choice	St George Complete Freedom	ANZ Access Advantage
Monthly account fee	\$0 (from 22 Jan '10)	\$6	\$5	\$5	\$6 (up from \$5 15 Dec '09)
Conditions to avoid monthly fee	None	Conditions apply	Conditions apply	Conditions apply	Conditions apply
Overdrawn reference fee	\$0	\$10	\$9	\$9	\$6 daily (from 15 Dec '09)
Free unlimited own bank transactions	✓	✓	✓	✓	✓
Visa Debit/MasterCard Debit card included	✓	✓	✓	✓	X

The monthly account fee is based on standard full banking access transaction accounts on sale by the bank (exclusive of fee waivers based on certain conditions: e.g. spectators, minimum deposits, students, retirees and concession card holders). All information accurate as at 23 October 2009 and obtained from CANSTAR CANXEN.

