

SG Fleet VIP Service

Your PPV is leased from SG Fleet, the Whole-of-Australian Government fleet provider.

It is serviced, maintained, and fuelled at Australian Government expense, through Ministerial & Parliamentary Services, and may be used for family and private purposes, but not for commercial purposes.

The guidelines for PPVs can be found on the www.maps.finance.gov.au website. Queries about these guidelines should be addressed to your Ministerial & Parliamentary Services State Manager.

Who can drive?

Anyone can drive your PPV with your permission, but it is your responsibility to ensure that they have the appropriate licence and do not use it for commercial purposes.

Filling up with fuel

- Fuel cards are issued by SG Fleet and provided with your vehicle for diesel, unleaded petrol and car washing services, but NOT for premium unleaded (unless specified by the manufacturer). You must enter the odometer reading every time you fill up.
- Each fuel card is set with a PIN for security (please follow the instructions in the Fuel Card Fact Sheet, emailed to you with your delivery confirmation)
- For lost or stolen fuel cards, please ring our 24-hour hotline on 1800 009 082 (option 3).
- For PIN resets please email crm@sgfleet.com or call (02 6250 2030) (PIN resets can only be actioned during standard business hours)
- If you are unable to use your fuel card (for example, there is a technical failure) – please download our reimbursement form from our website: <https://www.sgfleet.com/au/driver-support/fleet-drivers/guides-and-forms> and return with your receipt and odometer reading.

Electric Vehicle - Public Charging

Electric Vehicles will be provided with Radio Frequency Identification (RFID) cards to enable charging at public networks for:

- [Chargefox](#)
- [Exploren](#)

* Tesla drivers will have access to the Tesla supercharging network, via SG Fleet Tesla for Business.

Avoiding 'Unfair Wear and Tear' Charges

Returning a vehicle at end of lease in a sound, serviceable condition assists in ensuring that the Commonwealth does not incur additional charges for excess wear and tear (that appear on the IPEA monthly management reports) and achieves the best possible sale price when the vehicle is sold.

Regular Vehicle Checks

For reliable operation of your PPV, the following checks should be performed on a regular basis:

- Oil and coolant levels (refer to service manual)
- Tyre condition and pressure
- Windscreen washer fluid level
- Operation of lights

Parking

Whenever possible, your PPV should be parked under cover to avoid extreme weather conditions and hail damage (which could increase the likelihood of an unfair wear and tear charge).

Cleaning

It is a requirement of the lease that the vehicle is cleaned regularly to maintain its appearance. For example, bird droppings will cause damage to the vehicle paintwork and will cause a disproportionate loss of value to the vehicle.

Standard Car wash services can be purchased using the fuel cards provided (please note: car valeting is not allowable as a government expense and therefore not reimbursable by Ministerial and Parliamentary Services).

Driver Guide

Private Plated Vehicles (PPV)



Scheduled Servicing

On your windscreen you will find a sticker showing the due date for your next service. It is your responsibility to ensure that your PPV is serviced in line with the manufacturer's recommendation to ensure the warranty remains valid. Please organise this directly with your local SG Fleet associated service agent:

<https://www.sgfleet.com/au/driver-support/fleet-drivers/service-locator>

Breakdown

Please ring our 24-hour hotline on

1800 009 082 (option 2) for:

- Roadside assistance
- Punctures
- Faulty batteries
- Broken windscreens

Please note: all repairs are paid for by SG Fleet.

Accidents, Theft and Malicious Damage

Accident step-by-step guide:

- Turn off the engine and turn hazard lights on
- Check for hazards and ensure the safety of everyone involved
- Call the police/ambulance/fire service on 000 for serious damage or injury
- Note the driver's vehicle registration, name, address and licence number
- Note the name and contact details of any witnesses
- Provide your details if asked, but do not admit any liability
- Call the SG Fleet 24-hour hotline on 1800 009 082 (option 1)

Where the accident involves an insurance claim, SG Fleet liaises with the Australian Government insurer, Comcover (through SG Fleet's management contractor, DingGo), and the excess is paid at government expense by Ministerial and Parliamentary Services.

All damage to your PPV, however minor, must be reported and repaired promptly. Please call our 24-hour hotline on 1800 009 082 (option 1).

Theft and malicious damage must also be reported to the police.

Loan Vehicles

If you need a loan vehicle while your PPV is being repaired, please let us know on 1800 009 082 (option 1). Loan vehicles are either funded through insurance or at Government expense via Ministerial and Parliamentary Services.

Tolls and Infringements

You are personally responsible for any traffic or parking fines or tolls in relation to your PPV.

For every individual infringement received for your PPV, Ministerial and Parliamentary Services is charged a \$15 excl. GST admin fee, which is listed on monthly reports and which you will be invoiced for personal reimbursement.

To avoid toll infringements and admin fees, please supply a personal e-tag for your PPV (please note: these are not provided or reimbursable by Ministerial & Parliamentary Services).

VIP Fleet Manager

Your SG Fleet representative, Natasha Mulligan is available during business hours –

Phone: 02 6250 2030

Email: crm@sgfleet.com