



## Australian Government

### COMCAR

# COMCAR

## Service Charter

Providing a high-quality, secure and confidential car-with-driver service to clients.

## Our staff

COMCAR staff are what sets us apart from other transport providers. We guarantee our staff will:

**be professional** during all interactions with you and your staff.

We will always identify ourselves and be discreet and courteous

**respect** your privacy and confidentiality

**behave** in accordance with the Australian Public Service (APS) Code of Conduct and uphold the APS Values

**have obtained** an Australian Government Security Vetting Agency (AGSVA) Security Clearance

**have undertaken** the appropriate level of training required to perform the role.

Your booking will be supported by a team who is dedicated to providing a seamless, high quality service to you and your travelling party.

## Our fleet

COMCAR vehicles will be in excellent condition, clean and fit for purpose to meet your needs.

COMCAR continually reviews its fleet composition, ensuring it has the best possible fleet available to service your requirements.

Environmental concerns are a priority to COMCAR. Wherever possible, we use recycled water for washing vehicles and E10 fuel in our petrol vehicles.

## What we expect from you

To ensure the best possible travel experience with COMCAR, we ask you to:

- provide sufficient notice of your travel plans
- promptly notify us of changes to your bookings
- ensure you keep your CARS profile up to date, including your contact details.

## Our service guarantee

COMCAR prides itself on outstanding service to clients. COMCAR promises that:

- your safety and security is our priority at all times – all staff are thoroughly trained and security cleared
- you will be driven in a professional and courteous manner
- your driver will travel via the most efficient route possible, unless you advise otherwise
- your comfort is a priority and our drivers will adjust in-car conditions to your preference
- you will be advised promptly of any delays and offered possible alternative solutions
- you will receive assistance with your luggage.

Our vehicles arrive on time for over **99%** of bookings. We are committed to maintaining this excellent service record.

## Managing your bookings

COMCAR will continue to enhance the online booking system to ensure the most up to date features are available for you.

You can create, amend and review past or future bookings, and track your vehicle.

Your account can be accessed through the CARS web portal [maps.finance.gov.au/CARS](https://maps.finance.gov.au/CARS) or via the CARS mobile app (MyLimo247).

COMCAR's National Operations Centre is open 24 hours a day, seven days a week (excluding Good Friday and the period from Christmas Day to the first business day of the New Year).

## We welcome your feedback

COMCAR welcomes all feedback on any aspect of our business to help us provide you with a better service.

If COMCAR's service does not meet your expectations, please advise the Client Liaison Manager. We will promptly investigate and provide you with feedback on the outcome of any matters raised.

**Client Liaison Manager:** 02 6215 1617 | **Email:** [COMCAR@finance.gov.au](mailto:COMCAR@finance.gov.au) | **Mail:** One Canberra Avenue, FORREST ACT 2603