



Australian Government

Department of Finance

Ministerial and Parliamentary Services

Facilities Helpdesk



Office.maintenance@cushwake.com



1300 652 114

URGENT or EMERGENCY property-related requests should always be logged by telephone.

Urgent or emergency property-related requests include any fault that poses a risk to the safety, security or well-being of people on premises.

NON-URGENT and **ROUTINE** facilities related requests may be logged by email at office.maintenance@cushwake.com.

When contacting the Facilities Helpdesk via Phone:

- Please provide your name, parliamentarian's office name and address, location of fault and description of the issue or fault
- You will be asked to confirm on-site contact name, email and phone number
- The helpdesk will email a confirmation of your work request and a Work Order number

To query the status of an URGENT and EMERGENCY fault, or to escalate any service delivery issues:

Please contact helpdesk on **1300 652 114**

Services may include:

- Heating and air conditioning
- Doors, including automatic or motorised
- Electrical repairs and maintenance
- General repairs, such as carpet and floor coverings, walls, window furnishings, carpentry, painting and all other internal maintenance issues.
- Plumbing and hydraulic systems
- Lighting
- Cleaning
- Waste Services

A comprehensive list can be found on the [MaPS website](#).

This is a dedicated 24/7 help desk for you to report property issues at any time.

Additional information

For more information on how Cushman & Wakefield can assist you, please visit the [MaPS website](#).

Your [MaPS state or territory office](#) can also assist you with any questions or concerns you may have on repairs or maintenance issues in your office.