



**Australian Government**  
**COMCAR**

**CLIENT  
NEWSLETTER  
December 2018**

**Key Points:**

- *In line with decreased client demand, COMCAR proposes to reduce its usual hours of operation over the Christmas holiday period.*
- *During January and February 2019, COMCAR will trial possible replacement vehicles in Sydney and Melbourne as part of the process of identifying future fleet options.*

**All COMCAR Clients**– on behalf of all COMCAR staff, we wish all our clients the very best for the festive season.

**2018-2019 Christmas holiday period**

Due to the decreased demand over this period, COMCAR will reduce the hours of operation of its National Operations Centre between Sunday 24 December 2018 and Wednesday 27 December 2018 only. A full list of the operating hours during this period is attached, with all times listed in AEST.

If you require car-with-driver services during this period, where possible, please make your reservations well in advance, to ensure availability of vehicles and drivers. If you are making a reservation for a time where COMCAR is closed, your reservation will be allocated to a third party service provider.

Any costs associated with reservations allocated to a third party service provider during the period that COMCAR is closed, will be passed on to the client.

**The National Operations Centre will be closed Christmas Day and Boxing Day only.**

**Key Contacts**

Client Liaison Manager      Chris Gavel  
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Postal Address      COMCAR - Department of Finance  
One Canberra Avenue, Forrest ACT 2603

The National Operations Centre can be contacted throughout Australia on 131 847

## COMCAR NATIONAL OPERATIONS CENTRE

### HOURS OF OPERATION FOR 2018-2019 CHRISTMAS HOLIDAY PERIOD

<b>Australian Eastern Standard Summer Time</b>	
Sunday 24 December 2018	<b>Close at 2100</b>
Monday 25 December 2018 - Christmas Day	<b>Closed</b>
Tuesday 26 December 2018 – Boxing Day	<b>Closed</b>
Wednesday 27 December 2018	<b>Resume normal operations from 0600</b>

Normal Operating Hours (24 hours a day, 7 days a week) apply to all other days leading up to Christmas and upon resuming normal operations.

The National Operations Centre can be contacted throughout Australia on 131 847.

#### **COMCAR Fleet replacement trial**

During January and February 2019, COMCAR will commence trialling a range of new vehicles to assess their suitability to replace the Holden Caprice sedan, in order for COMCAR to continue to provide high quality, secure car-with-driver services.

As a part of the trial, these vehicles will be tested in a variety of different driving conditions to assess overall suitability for COMCAR use. Sydney and Melbourne will be the primary locations used during the trial.

Clients who travel in the trial vehicles will be asked whether they are willing to participate in an optional quick assessment of the vehicle, with any feedback received used to assist in COMCAR's evaluation. If any client does not wish to be included in the trial or does not wish to provide feedback, please contact Client Liaison at [COMCAR@finance.gov.au](mailto:COMCAR@finance.gov.au).

Further information will be provided to clients following the trial and evaluation period.