



Key Points:

- *Operating Procedures for Car-with-Driver Services in Canberra*

All Senators and Members

Operating Procedures for Car-with-Driver Services in Canberra

A Parliamentary Shuttle service operates in sitting weeks and is managed by the Transport Offices of each House Department using COMCAR resources. The shuttle will only operate when the Transport Offices are open, with the officers of the relevant House Department able to advise you of these times.

Should you wish to make a reservation for the shuttle (outside of Transport Office opening hours), please phone COMCAR's National Operations Centre on 131 847. These reservations will then be allocated to the relevant Transport Office on your behalf, for servicing with a shuttle vehicle.

All shuttle reservations should be for point-to-point journeys only. Under the provision of services provided to you as a Parliamentarian, a break in journey is permitted, provided the break is for no longer than 30 minutes' duration. If the break in journey is greater than 30 minutes, the vehicle must be released and a new reservation made for the next journey.

COMCAR operates with a casual driving workforce who are engaged on an as required basis relative to the number of reservations for the following day. Whilst we make every effort to utilise COMCAR drivers and vehicles to meet all reservations, there may be instances where we do not have the vehicle capacity and therefore, in line with normal practice, some reservations may be allocated to third party service providers.

Please note that for reservations made at short notice, i.e. with less than four hours' notice, or made after 8pm in the evening, it may not be possible to allocate a COMCAR resource and a hire car or taxi may need to be allocated.

In the event of there being greater demand than COMCAR resources can accommodate, the Commonwealth Order of Precedence is used to determine which clients are assigned COMCAR vehicles in the first instance.

COMCAR's Client Liaison Manager is based in Canberra and is available to meet with you or your staff to answer any questions you may have regarding COMCAR operations. Please telephone or email to arrange a suitable time.

Key Contacts

Client Liaison Manager Donna Fiveash 02 6215 1617 0413 994 182

Postal Address COMCAR - Department of Finance
One Canberra Avenue
Forrest ACT 2603
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The National Reservation Centre can be contacted throughout Australia on 131 847