

Accommodation, Carpool and Library Services Christmas and New Year Holidays – 2024/25

Operating hours and contacts

Accommodation, Carpool and Library Services and our partners in accommodation service delivery JLL, wish you a very happy and safe holiday season and look forward to catching up with you in 2025.

ACLS is operating throughout the Christmas/New Year period, except for the public holidays.

ACLS Help Desk continues to operate 24/7 for emergency and critical* incidents.

ACLS Area	Dates/Times	Contact Details
ACLS Help Desk	Operating 24/7 throughout.	Phone: 1800 742 733
ACLS Facilities Management requests	<p>Business as usual. Operating 24/7 throughout Christmas/New Year period (including all public holidays).</p> <p>Please direct all emergency / critical* priority ACLS service delivery requests to the ACLS Help desk.</p> <p>Please log all non-emergency or non-critical ACLS office maintenance work order requests via Corrigo.</p>	<p>Emergency or critical building maintenance, contact the ACLS Help Desk phone: 1800 742 733 (option 1)</p> <p>Non-critical requests visit: www.acls.vic.gov.au or directly: jll-vic-govt- au.corrigo.com</p>
ACLS Accommodation Planning and Management Services: Space management planning Fit - out projects Accommodation relocations	<p>Operating throughout Christmas/New Year (except public holidays).</p> <p>Space management requests can be made by completing an enquiry form on the ACLS website.</p>	Online enquiry form: www.acls.vic.gov.au/get- help
ACLS Building Security	<p>Please direct all emergency / critical* priority building security work order requests to the ACLS Help Desk as outlined above.</p> <p>Issues / concerns / incident reports will be monitored during the Christmas/New Year period.</p>	<p>Emergency or critical building security needs – contact the ACLS Help Desk phone: 1800 742 733 (option 1)</p> <p>Email: aclssecurity@dgs.vic.gov.au</p>

ACLS Area	Dates/Times	Contact Details
ACLS Carpool	<p>Operating throughout the Christmas/New Year period, (except public holidays) with the following exceptions:</p> <ul style="list-style-type: none"> From Monday 16 December 2024 to Friday 10 January 2025 Carpool will operate from 8am to 4pm on business days. On Tuesday 24 December 2024 – from 8am to 2pm. From Monday 13 January 2025, Carpool will revert to the regular operating hours from 7am to 5pm on business days. 	<p>Phone: 03 7005 9255</p> <p>Email: carbookings@dgs.vic.gov.au</p> <p>Online: www.acls.vic.gov.au/car-pool-service</p>
Victorian Government Library Service (VGLS)	<p>Responding to information requests throughout the Christmas/New Year period (except public holidays).</p> <p>The Knowledge Resource Centre (KRC –Werribee) will close at 5pm on Tuesday 24 December 2024 and reopen at 9am on Thursday 2 January 2025.</p> <p>Please contact the VGLS for further details and alternatives for accessing materials if they are required during the KRC closure times.</p>	<p>Phone: 1800 742 733 (option 2)</p> <p>Email: vgls@dgs.vic.gov.au</p> <p>Online: Online via the website www.vgls.vic.gov.au</p>
Gov Hubs	<p>Customer Service Representatives (CSRs) will be responding to online requests throughout the Christmas/New Year period (except public holidays).</p> <p>A CSR will be on site at level 27 121 Exhibition Street Melbourne from 9am to 5pm during the Christmas period to assist where required.</p>	<p>Online enquiry form: www.acls.vic.gov.au/get-help</p> <p>Email: aclscomms@dgs.vic.gov.au</p> <p>Complaints: www.acls.vic.gov.au/contact-us</p>
ACLS Senior Relationship Managers	<p>ACLS Senior Relationship Managers will contact client contacts directly regarding alternative arrangements for when they are on leave.</p>	<p>daniel.fogarasy@dgs.vic.gov.au</p> <p>jonathan.herman@dgs.vic.gov.au</p>
ACLS Finance	<p>Operating throughout the Christmas/New Year period (except public holidays) monitoring queries or requests.</p>	<p>Email: aclsfinance@dgs.vic.gov.au</p>

* **Emergency** requests: incidents that cause major property damage; are life threatening; or significantly interrupt business. Resolution time – 2 hours.

Critical requests: incidents that reduce or impact operational efficiency or comfort; and/or cause property damage or injury. Resolution time – 48 hours.