

# SSP Christmas and New Year Holidays – 2022/23

## Operating hours and contacts

SSP 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 2023.

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

However, the **SSP Help Desk continues to operate 24/7 for emergency and critical incidents.**

SSP Area	Dates/Times	Contact Details
<b>SSP Help Desk</b>	Operating 24/7 throughout.	<b>Phone:</b> 1800 742 733
<b>SSP Facilities Management requests</b>	Business as usual. Operating 24/7 throughout Christmas/New Year period (including all public holidays).  Please direct all <b>emergency / critical*</b> SSP service delivery requests to the SSP Help desk.  Log all non-emergency or critical SSP office maintenance requests via Corrigo.	<b>Emergency or critical building maintenance Help Desk Phone:</b> 1800 742 733 (option 1)  Non critical - visit: <a href="http://www.ssp.vic.gov.au">www.ssp.vic.gov.au</a>  or directly: <a href="https://jll-vic-govt-au.corrigo.com/">https://jll-vic-govt-au.corrigo.com/</a>
<b>SSP Accommodation Planning and Management Services:</b> <ul style="list-style-type: none"><li>• Space management planning</li><li>• Fit- out projects</li><li>• Office relocations</li></ul>	Operating throughout Christmas/New Year (except public holidays).  Space management requests can be made by completing an enquiry form on the SSP website.	<b>Online enquiry form:</b>  <a href="https://www.ssp.vic.gov.au/get-help">https://www.ssp.vic.gov.au/get-help</a>
<b>SSP Building Security</b>	Please direct all <b>emergency / critical</b> priority building security requests to the SSP Help Desk as outlined above.  Issues / concerns / incident reports will be monitored during the Christmas/New Year period.	<b>Emergency or critical building security needs – contact the Help Desk Phone:</b> 1800 742 733 (option 1)  <b>Email:</b> <a href="mailto:ssp.security@dtf.vic.gov.au">ssp.security@dtf.vic.gov.au</a>
<b>SSP Finance</b>	Operating throughout the Christmas/New Year period (except public holidays) monitoring queries or requests.	<b>Email:</b> <a href="mailto:ssp.finance@dtf.vic.gov.au">ssp.finance@dtf.vic.gov.au</a>

SSP Area	Dates/Times	Contact Details
<b>SSP Car Pool</b>	<p><b>Treasury Reserve</b></p> <p>Operating throughout the Christmas/New Year period (except public holidays), with the following exceptions:</p> <p>From Monday 19 December 2022 to Friday 6 January 2023, the SSP Car Pool will operate from 8.00am – 4.00pm on business days.</p> <p>On Friday 23 December 2022, the SSP Car Pool will operate from 8.00am – 2.00pm (reopening 8.00am Wednesday 28 December 2022).</p> <p>From Monday 9 January 2023, the SSP Car Pool will operate from 7.00am – 5.00pm on business days.</p>	<p><b>Phone:</b> 1800 742 733 (option 3) or directly 03 7005 9255</p> <p><b>Email:</b> <a href="mailto:carbookings@dtf.vic.gov.au">carbookings@dtf.vic.gov.au</a></p> <p><b>Online:</b> <a href="http://www.ssp.vic.gov.au/car-pool-service/car-pool-service">http://www.ssp.vic.gov.au/car-pool-service /car-pool-service</a></p>
<b>SSP Victorian Government Library Service (VGLS)</b>	<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 5.00pm on Thursday 22 December 2022 and reopen at 9.00am on Tuesday 3 January 2023.</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><b>Phone:</b> 1800 742 733 (option 2)</p> <p><b>Email:</b> <a href="mailto:vgls@dtf.vic.gov.au">vgls@dtf.vic.gov.au</a></p> <p><b>Online:</b> Online via the website <a href="http://www.vgls.vic.gov.au">http://www.vgls.vic.gov.au</a></p>
<b>Suburban Hubs</b>	<p>SubHubs will close from Saturday 24 December 2022 and reopen on Tuesday 3 January 2023. Please note, bookings cannot be made during this period.</p> <p>Customer Service Representatives (CSRs) will be responding to online requests throughout the Christmas/New Year period (except public holidays).</p>	<p><b>Online enquiry form:</b> <a href="https://www.ssp.vic.gov.au/get-help">https://www.ssp.vic.gov.au/get-help</a></p> <p><b>Email:</b> <a href="mailto:sspcomms@dtf.vic.gov.au">sspcomms@dtf.vic.gov.au</a></p> <p><b>Complaints:</b> <a href="https://www.ssp.vic.gov.au/contact-us">https://www.ssp.vic.gov.au/contact-us</a></p>
<b>SSP Relationship Managers</b>	<p>SSP Relationship Managers will contact client contacts directly regarding alternative arrangements for when they are on leave.</p>	<p><a href="mailto:josh.richardson@dtf.vic.gov.au">josh.richardson@dtf.vic.gov.au</a></p> <p><a href="mailto:daniel.fogarasy@dtf.vic.gov.au">daniel.fogarasy@dtf.vic.gov.au</a></p>

\* Emergency requests- 15 minutes 1 hour 2 hours Incident that causes major property damage, are life threatening or significantly interrupt business.

Critical- 15 minutes 2 hours 48 hours Incidents that reduce or impact operational efficiency or comfort; and/or cause property damage or injury.