

Frequently Asked Questions (FAQs) – University Carshare Service (Flexicar)

1. General Information

Q1. What is the university's new carshare service?

The carshare service provides access to vehicles fully owned and operated by Flexicar (a Hertz company), available for university staff, students, and the local community. Vehicles can be booked on demand via the Flexicar mobile app or website. Vehicles can be picked up on campus or from other areas where Flexicar vehicles are located. Refer to the [Flexicar Website](#) for more information.

Q2. Why is the university moving to a carshare model?

The change aims to:

- *Improve fleet efficiency and reduce costs*
- *Support sustainability goals through shared resources and lower emissions*
- *Provide a better user experience with 24/7 self-service access*
- *Reduce administrative responsibilities related to fuel, maintenance, and infringements*

Q3. Who operates the carshare service?

The service is provided by Flexicar, a fully owned subsidiary of Hertz, responsible for all vehicle operations, maintenance, and support.

2. Access and Eligibility

Q4. Who can use the carshare vehicles?

- *University staff for official work-related travel*
- *Students for personal or academic use*
- *Members of the local community who register with Flexicar*

Q5. Will there be vehicles exclusively available for staff?

Yes. At each campus, at least one vehicle will always be reserved exclusively for staff bookings to ensure reliable access for university business.

Q6. How do I register for the service?

A [Registration of Interest form](#) has been issued along with the COO's message issued to all staff on Thursday 6 November 2025. These staff will be sent invites from P&I to register into the Flexicar System. Staff can also email Property and Infrastructure office on PropertyInfrastructure@federation.edu.au to register your interest in Flexicar and will be issued an invite accordingly.

A valid driver's licence and completion of Flexicar's onboarding process, once P&I have sent you the invite, are required. Students and members of the community can register directly through Flexicar's online portal.

3. Booking and Usage

Q7. How do I book a vehicle?

Bookings are made through the Flexicar mobile app or website. You can view available vehicles, select your time slot, and confirm your booking in real time.

Q8. Can drivers with a Probationary license book Flexicar vehicles?

Flexicar accepts Probationary License holders if they are over 18 years of age and display their P-Plates in the vehicle when using it.

Q9. How do I access the vehicle?

Vehicles can be locked and unlocked using the Flexicar app—no physical keys are required. Refer to the following video link : <https://www.flexicar.com.au/how-it-works>

Q10. What do I do if my mobile phone runs out of battery during use and what measures do I take to prevent this from occurring?

If your phone battery runs out, you won't be able to lock, unlock, or end your booking via the app.

To prevent this:

- *Always ensure your phone is fully charged before collecting the vehicle.*
- *Carry a **portable charger or charging cable** (vehicles are equipped with USB charging ports).*
- *Avoid using the app or navigation for prolonged periods without charging.*

*If your phone dies and you are unable to access the vehicle, contact **Flexicar Support (24/7)** for assistance on 1300 363 780. They can remotely lock or unlock the car and help manage your booking.*

Q11. Can I book multiple vehicles under one driver at the same time?

No. Multiple vehicles cannot be booked under one driver if the times are the same or overlap.

Q12. What is the earliest and latest time I can book vehicles in advance?

Bookings can be made up to 1 year in advance and within 15 minutes of the desired start time (Depending on availability)

Q13. Can I book a vehicle on behalf of another person?

No. Bookings cannot be made on behalf of another driver. Drivers must make their bookings themselves, either via the app or the website. Drivers then access the vehicles via their smartphone when renting the vehicle.

Q14. Can I use the carshare vehicles after hours or on weekends?

Yes. Vehicles are accessible 24/7, including weekends and public holidays.

Q15. Where do I return the vehicle?

Vehicles must be returned to their designated parking bay on the same campus where they were collected. If vehicles are collected from an outside location, they should be returned to the same location.

Q16. Can users pick up vehicles from one location and leave them in another location (either within or outside the campus) without returning them to the pick-up point?

No. Vehicles must be returned to the same location from which they were collected, within the booked time. This ensures vehicles remain available and reliable for other users and maintains accurate tracking and utilisation across campuses.

Q17. What happens if a vehicle user does not return a car in time for my booking or does not take proper care of the vehicle (leaving it damaged, dirty, or with lost property)?

Users are required to return vehicles on time and in good condition. Late returns, damage, or cleanliness issues are monitored by Flexicar. Penalties and cleaning fees apply for users who breach conditions. Flexicar also has a support team to handle incidents of lost property and can reallocate vehicles when availability is affected.

Q18. What do I do if I find out a staff member is hiring a car under the university profile, at a cost to the university, but is instead using it for personal use?

Any suspected misuse should be reported to the Property & Infrastructure (P&I) Department. Misuse of the university profile may be subject to disciplinary action under university policy.

Q19. Where do I park my personal vehicle when I am picking up a Flexicar from campus?

Personal vehicles must not be parked in the Flexicar Pods. When picking up Flexicar for university business use (not for personal use) from relevant campuses, the following outlines where personal vehicles can be parked:

- At Mt Helen, Churchill and Horsham campuses, staff personal vehicles can be left in the parking bays adjacent to the Flexicar bays.
- At SMB campus, staff personal vehicles can be left in the identified parking bays adjacent to the Flexicar bays.
- At Berwick campus, the current practice is to continue i.e. staff can park their personal vehicles in bays adjacent to the Flexicar bays but ensure they have relevant parking permits for their personal vehicles.

4. Costs and Billing

Q20. How are costs handled for official university travel?

Official work-related bookings will be charged directly to a designated university cost centre through arrangements coordinated by P&I.

- Q21.** Can staff use the vehicles for personal use?
Yes, but personal bookings must be made under the user's personal Flexicar account and paid personally.
- Q22.** Are fuel costs included?
Yes. Fuel is included in the carshare service cost. Each vehicle includes a fuel card for refuelling when needed.
Users are required to ensure that the fuel tank is full when returning the car.
- Q23.** How are tolls and infringements managed?
For vehicles booked under university profile, Flexicar manages tolls, speeding, and parking infringements. All infringements will be charged directly to the relevant staff members by Flexicar, and the University will not be covering this cost.

5. Vehicle Management and Condition

- Q24.** What types of vehicles are available?
A mix of small sedans, SUVs and Utes suited to staff and student travel needs. The exact mix will be adjusted based on demand across campuses.
- Q25.** Who maintains and cleans the vehicles?
Flexicar manages all cleaning, servicing, maintenance, and registration of vehicles.
- Q26.** What should I do if the vehicle is damaged or dirty when I collect it?
Report the issue immediately via the Flexicar app before starting your trip. Flexicar will assess the situation and take appropriate action.
- Q27.** What happens in the event of a breakdown or accident?
24/7 roadside assistance and accident management are included. Users should contact Flexicar's support line through the app.

6. Demand and Access Management

- Q28.** What happens if demand is higher than expected and I can't access a vehicle for work-related travel, especially with students and the public also using them?
Flexicar and the university will monitor booking data closely. During Semester 1, 2026, Flexicar will adjust the number of vehicles ("ramp up or down") within a short period (one week) to meet demand. Vehicle usage and demand will be continuously monitored, and the number of vehicles will be adjusted as required to ensure optimal availability and efficiency.
- Q29.** What will happen to the university's existing fleet?
Yes. Most of the current university-owned pool vehicles will be retired as part of the transition. However, buses and 4WD specialist vehicles will remain

university-owned and can continue to be booked via P&I for specific needs. The department allocated vehicles will remain as existing and will not be impacted by this transition.

7. Sustainability and Reporting

Q30. How does the carshare model support sustainability?

- *Reduces the total number of vehicles owned and operated by the University.*
- *Lowers emissions through use of hybrid vehicles.*
- *Decreases underutilized university assets, ensuring optimal number of vehicles.*
- *Supports the university's goal of becoming a strong and sustainable institution*
- *Facilitates a smoother transition to electric vehicles (EVs) in the future without requiring the university to invest in asset procurement.*

Q31. Will emissions and fuel use be monitored?

Yes. Flexicar will provide the university with monthly and annual reports on vehicle utilisation, fuel consumption, emissions, and costs associated with staff use.

8. Implementation and Timeline

Q32. When will the new carshare model begin?

*The new service is planned to commence on **1 January 2026**, replacing the existing university-owned pool vehicle system.*

Q33. What happens to the existing booking system?

The current fleet booking system contract ends on 31 December 2025. Staff communications and training on the new Flexicar system will be implemented before the transition.

Q34. Will there be training or drop-in sessions for staff?

Yes. P&I will coordinate online information sessions during November 2025, to familiarise staff with the new booking and access process. Staff can register their interest for information sessions [here](#).

9. Support and Contact

Q35. Who do I contact for support or issues?

- *Flexicar Customer Support (24/7) through the app or 1300 363 780: for vehicle, booking, or app-related issues*
- *Property & Infrastructure (P&I): for policy, billing, or university-specific enquiries*