



ST VINCENT'S  
PRIVATE HOSPITAL  
TOOWOOMBA



# ST VINCENT'S PRIVATE HOSPITAL TOOWOOMBA

## Parking Information Booklet



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## INTRODUCTION

### Improved Parking Availability at St Vincent's Private Hospital, Toowoomba

As from **Monday 23 May 2016**, the St Vincent's Private Hospital, Toowoomba car parks will be managed by Care Park Pty Ltd.

As you may be aware, Toowoomba Regional Council has implemented time limited parking (3 hour limit) to the street parking around the Hospital. This will put additional pressure on the Hospital car park with non-staff and patients using the parking facilities for all day parking and restricting availability for staff, patients and visitors of the hospital. Care Park's management of the hospital car parks will aim to increase the availability of parking for hospital staff and patients and visitors.

The new parking conditions will allow staff parking in a dedicated zone / area along with dedicated areas for patients, visitors and doctor parking which are highlighted on page 4 of this document. The hospital has also committed to resurfacing and line marking the staff car park to create additional parking spaces.

Care Park utilises the latest state of the art technology systems to ensure parking operations run effectively. In addition to purchasing your parking by coin or credit card, you will also be able to purchase parking through the ticketless Parki pay by phone smart phone application.

This information booklet is designed to provide a comprehensive guide to the new system, including the new parking conditions and information on how to use the car parks and parking options.

## PARKING ZONES

Each parking zone will be clearly signposted with entrance signage and peripheral signage detailing the parking conditions that apply to that parking area.

Parking conditions will be enforced by Care Park, who may issue a Payment Notice for any breach of the parking conditions, for example, public parking in a staff permit zone.

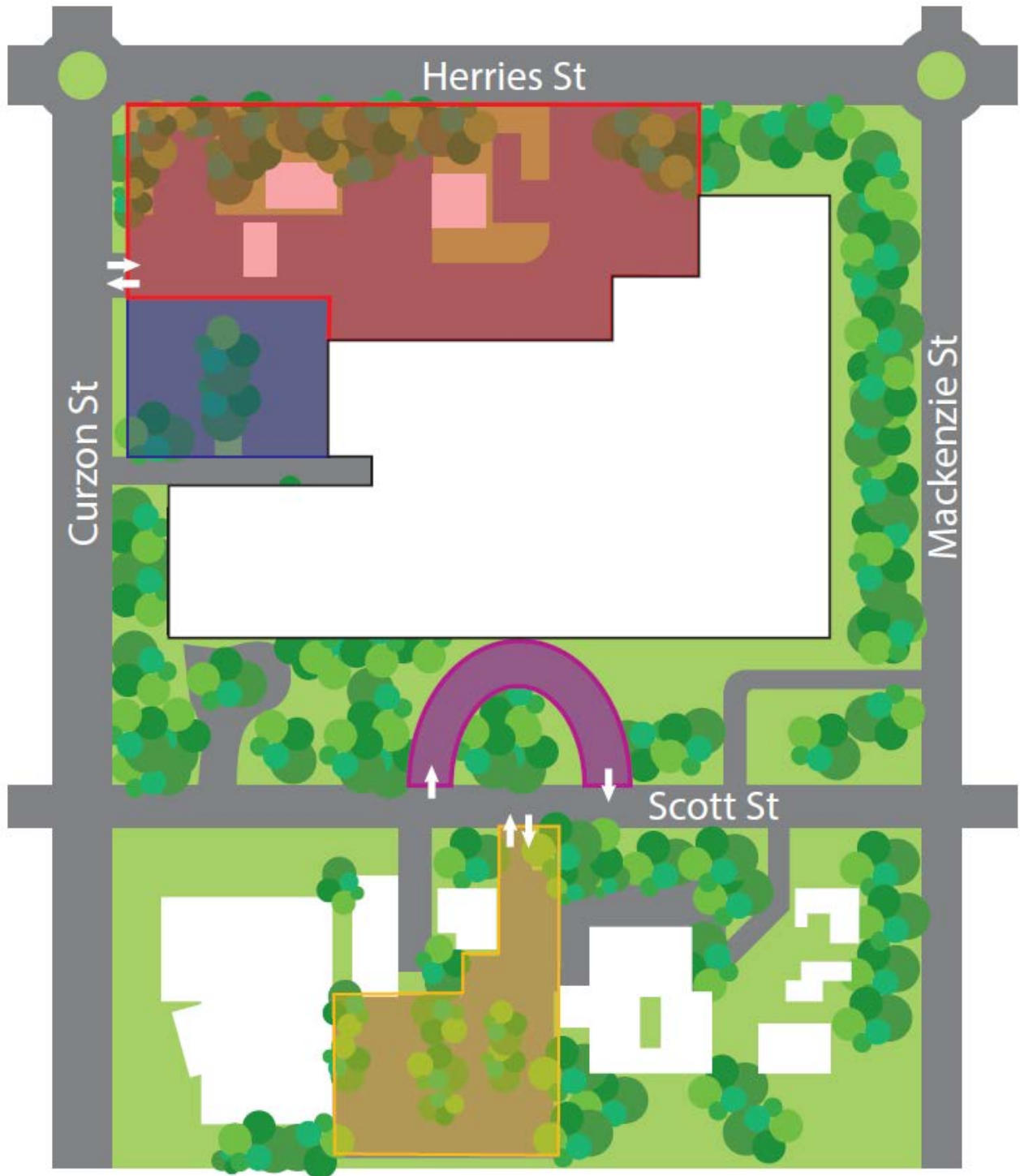


A grey rectangular sign with a white square icon in the top left corner. To the right of the icon is the word "HOSPITAL" in large, white, sans-serif capital letters. Below this, there are four colored squares, each followed by text describing a parking zone and its rates. The zones are: Staff Area (red square), Permit Parking (purple square), All Day Visitor and Patient Parking (yellow square), and Out Patients Parking Area (blue square). Each zone lists specific parking rates and durations.

**HOSPITAL**

- STAFF AREA,**  
\$4.00 Flat rate 12 hours parking
- PERMIT PARKING**  
Doctors parking
- ALL DAY VISITOR AND PATIENT PARKING**  
0 - 2 Hours \$4.00  
2 - 3 Hours \$6.00  
3 + Hours \$8.00 12 Hours Parking
- OUT PATIENTS PARKING AREA**  
0 - 2 Hours \$4.00  
2 - 3 Hours \$6.00  
3 + Hours \$8.00 12 Hours Parking

## CAR PARK LOCATION PLAN



## PARKING TERMS AND CONDITIONS

Below is a copy of the new terms and conditions that apply for parking at the St Vincent's Private, Toowoomba paid car parks.

The terms and conditions will be displayed upon prominent signage at the entry points to and throughout each car park within the St Vincent's Private Hospital, Toowoomba.

# YOU ARE ENTERING INTO A CONTRACT

## CONTRACTUAL TERMS AND CONDITIONS

By entering and allowing your vehicle to remain in this car park you enter into a contract with Care Park upon these terms and conditions. If you do not accept these terms and conditions, you must immediately remove your vehicle from the car park.

<p><b>1. You must</b></p> <ul style="list-style-type: none"><li>*** obtain a valid ticket or pass and display it on the dashboard of the vehicle while parked so that it is clearly visible to a person standing next to and facing the front passenger side of the windscreen of your vehicle. A ticket or pass is valid if it is issued by or on behalf of Care Park and if the date and time of expiry of the ticket or pass is legible on it and it is not defaced, mutilated altered or obscured in any way</li><li>*** park only in marked bays or as directed by Care Park and comply with parking signs</li><li>*** not park in a disabled bay without displaying on the dashboard of your vehicle while parked a current disability permit and a valid ticket or pass so that both the permit and the ticket or pass are clearly visible to a person standing next to and facing the front passenger side of the windscreen of your vehicle.</li></ul> <p><b>2.</b> If you fail to comply with item 1 of these terms and conditions, or if your vehicle remains in this car park after the ticket or pass displayed on the dashboard of your vehicle expires, <b>you agree to pay liquidated damages of \$66.00</b> to Care Park. You further agree that Care Park's claim for liquidated damages is given sufficiently by it affixing a Payment Notice to your vehicle and <b>you give your express consent to any such Payment Notice being affixed by Care Park to your vehicle.</b></p> <p><b>3.</b> Provided payment of the liquidated damages referred to in item 2 of these terms and conditions is made within 14 days, Care Park will accept \$33.00 in settlement. If the liquidated damages remain unpaid for 42 or more days, you agree to also pay \$77.00 legal costs for our lawyers to demand payment.</p>	<p><b>4.</b> Care Park may enter, move or tow away your vehicle for operational or safety reasons.</p> <p><b>5.</b> Care Park may at its discretion revoke your licence to use its car parks and/or prohibit you from using any of its car parks by notice affixed to your vehicle or posted to the registered owner and <b>you give your express consent to any such notice being affixed by Care Park to your vehicle.</b></p> <p><b>6.</b> The services provided by Care Park will be rendered with due care and skill to the extent required by Subdivision B of Division 1 of Part 3-2 of the Australian Consumer Law and applicable similar State legislation.</p> <p><b>7.</b> Apart from the statutory liability referred to in item 6 of these terms and conditions, Care Park will not under any circumstances be liable or responsible for any damage or loss, whether arising in tort, contract, bailment, or howsoever otherwise; and all injury loss or damage to person or property is at the risk of persons entering on and/or leaving their vehicles in this car park.</p> <p><b>8.</b> You agree to indemnify Care Park against any loss or damage it may suffer arising out of your negligence or breach of these terms and conditions.</p> <p><b>9.</b> No person other than the Managing Director of Care Park has authority to vary, waive or excuse compliance with any of these terms and conditions.</p> <p><b>10.</b> In these terms and conditions 'Care Park' means Care Park Pty Ltd, ABN 47 083 921 215 of Level 5, 370 St Kilda Road, Melbourne, Victoria, and its assigns and includes its employees and contractors.</p>
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[carepark.com.au](http://carepark.com.au)

## STAFF PERMITS AND PAYMENT OPTIONS

All hospital staff will be issued with a staff permit which will need to be displayed on the windscreen of your vehicle and alongside a valid Pay and Display ticket or a registered Pay by Phone payment whilst parking in the designated staff parking area.

**Staff vehicles must display a valid permit while parked at all times.**

Staff are able to purchase parking by the following methods;

1. From any of the pay and display machines in the designated staff parking area
2. Using the ticketless Parki pay by phone application
3. Pre-paid Multi Day Pass (provides parking for 20 days). Refer to purchase instructions below.

### **Pre-Paid Multi Day Pass**

Staff are able to purchase Pre-Paid parking of a multi-day pass for 20 days parking from Care Park.

Passes cost \$80 each (20 days parking x \$4 per day). Simply complete the order form attached on page 13 and send it to Care Park for processing.

Note: Pre-paid passes are only available through a direct order from Care Park. Please refer to the order form for more information.

### **Lost or Damaged Staff Permits**

Should you lose or damage the staff permit issued to you for your exclusive use while employed at the St Vincent's Private Hospital, Toowoomba and require a replacement, you will incur a replacement permit fee of \$30.00 + GST.

You will be required to contact the Care Park sales team at [cpsales@carepark.com.au](mailto:cpsales@carepark.com.au) to request replacement permits. Payment is required prior to the permit being issued.



# HOW TO USE A TICKET MACHINE

## Using Coins



**Step 1**  
Insert \$4.00 in coins  
(machine does not give change)

**Step 2**  
Press the green button for  
a ticket

**Step 4**  
Collect your ticket and display  
clearly on your dashboard



## HOW TO USE A TICKET MACHINE

### Using Credit Card

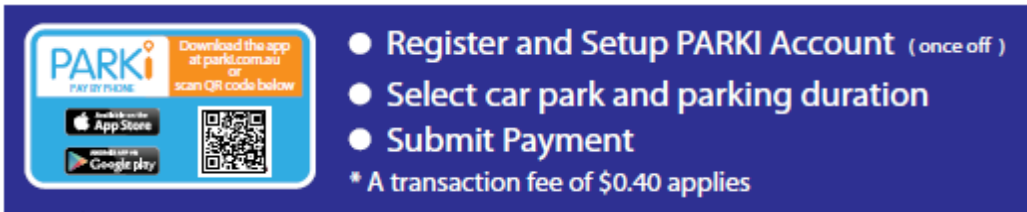
**Step 2**  
Insert and remove your credit card  
(a \$0.40 transaction fee applies on all credit card payments)

**Step 1**  
Push the UP button for credit card payment

**Step 3**  
Collect your ticket and display clearly on your dashboard



## HOW TO USE PARKi SMART PHONE APP



The image shows a dark blue banner with white text and graphics. On the left, there is a graphic for the PARKi app, including the text 'PARKi PAY BY PHONE', 'Download the app at parki.com.au or scan QR code below', and logos for the App Store and Google Play. To the right of the graphic, there are three bullet points: '● Register and Setup PARKi Account (once off)', '● Select car park and parking duration', and '● Submit Payment'. Below these bullet points, there is a note: '\* A transaction fee of \$0.40 applies'.

Download the Parki smart phone application and create your user account (once off). A valid credit card must be nominated as part of setting up your account. Multiple vehicles may be added to your account.

To purchase parking, simply logon to the Parki App and follow the prompts

Staff Parking options via Parki may be purchased for single day or multiple days

- Purchase single days – select zone, confirm payment
- Purchase multi days - this is a cost effective option where staff can select a date range. This is only provided as consecutive days i.e. Monday - Friday

## FREQUENTLY ASKED QUESTIONS

### **Why are these changes being introduced?**

With the introduction of time restricted on-street parking around the Hospital, additional pressure has been placed on the parking supply at the Hospital. It has become more important than ever to ensure that the Hospital car parks are accessible for staff, doctors, patients and visitors.

### **Are there separate car parks for patients/visitors and staff members?**

Yes – the Scott Street car park is for patients and visitors and there is allocated parking for staff members on the Herries Street side of the facility.

### **Will staff be issued with a dashboard display ticket?**

All staff will be issued with a dashboard display ticket prior to May 23, 2016. This will be issued through Unit Managers.

### **Why should staff pay for car parking?**

The changes to car parking at St Vincent's Private Hospital, Toowoomba are designed to ensure that public and staff are able to easily obtain a parking space upon arrival with the recent changes to on-street parking.

### **Can I park anywhere with my Staff Parking Permit?**

Holders of a staff parking permit can only park in the area specifically allocated for staff as outlined in the map on page 4. This will ensure the allocated parking areas service each specific user group.

### **How will unauthorised or inappropriate parking be managed?**

Vehicles that are unauthorised or parked inappropriately will be issued with a Payment Notice by a Care Park Officer.

### **Do on-call staff who attend an emergency at the hospital, have to pay car parking fees?**

**No** – a staff member who is on-call will be required to sign out a parking on-call pass to have access to the hospital after hours or on weekends. On-call staff should liaise with their Nurse Unit Manager or After Hours Nurse Manager about this.

### **Will there be any free car parks available for staff?**

No.

### **Are we charged for parking during periods of personal leave?**

No.

### **If I am working part-time, do I have to pay for a full days parking?**

Yes – the staff discounted parking rate is a flat fee per entry. It has been designed to accommodate all shift variables.

### **Will the hospital pay for damage or theft if I am paying for parking?**

No - the hospital nor Care Park is responsible for any damage or theft whilst parked in the car park. All vehicles are parked at the owner's risk. Please refer to the Terms and Conditions of parking.

### **If I am visiting the hospital out of work hours do I have to pay for parking?**

Yes – Staff **not** on shift are required to park in the Scott Street Patients and Visitors Car Park if visiting the hospital on personal matters. This ensures all staff parking is available for staff on shift.



### **Is there any time of day where parking is free?**

No – parking fees apply to all users 24 hours 7 days (with the exception of Doctors parked in their Permit Zone)

### **If I am an employee of a St Vincent's Private Hospital Toowoomba lessee do I pay for parking?**

Yes – but you will receive the staff discount rate. Lessee staff will be issued with a dashboard display ticket through their place of work.

### **I have some questions and concerns, who do I call?**

You can call St Vincent's Private Hospital Toowoomba on (07) 4690 4000 about parking or if you have general enquiries about Care Park please call 1300 011 888.

### **Why are Payment Notices issued?**

Payment notices are a management tool, issued to those who have not complied with the parking Terms and Conditions, i.e. not displaying a valid ticket or staff permit in the staff parking area. Payment notices provide a considerable disincentive for unauthorised parkers taking up valuable parking space from staff and/or patients and visitors.

### **Who is Care Park?**

Care Park is one of Australia largest parking organisations, presently operating over 350 parking and related service contracts across Australia, New Zealand, Malaysia and Singapore. Care Park operates a number of high profile car parks including:

- Melbourne Cricket Ground (MCG) 5000 bays
- Victoria Gardens Shopping Centre, Richmond 3000 bays
- New Quay, Docklands 1500 bays
- Queen Victoria Market 1000 bays
- Cabrini Hospital 2500 bays
- Launceston General Hospital 800 bays
- North West Regional Hospital 500 bays
- Sydney Corporate Park 1600 bays
- Peninsula Private Hospital 400 bays
- Kiaora Lands 450 bays

## CARE PARK CONTACT DETAILS

Level 1, 530 Lonsdale Street  
MELBOURNE VIC 3004

PO Box 3090  
SOUTH MELBOURNE VIC 3205

*General Enquiries*

PH: 03 9682 1733

FAX: 03 9682 1766

[enquiries@carepark.com.au](mailto:enquiries@carepark.com.au)

*Ticket Machine Faults*

PH: 03 9926 6670

*Payment Notice Enquiries*

PH: 1300 011 888

FAX: 1300 011 999

[disputes@carepark.com.au](mailto:disputes@carepark.com.au)

# St Vincent's Private Hospital, Toowoomba

## Staff Multi-Day Parking Pass Order Form

Please return your completed form to **Care Park Pty Ltd**



**POST:** PO Box 3090

SOUTH MELBOURNE VIC 3205

**EMAIL:** cpsales@carepark.com.au

**FAX:** 03 9926 6662

### Your Details

Full name:

Payroll Number:

Billing Address:

State:

Postcode:

Phone:

Email:

Number of Passes

x

**\$80.00 including GST per pass** (\$4.00 per day for 20 days)

### Delivery Instructions

Standard Post

No additional charge.

Please allow 5-7 working days for delivery

Express Post

Please add \$6.00 to your order for express postage costs

Credit Card (3% surcharge)

Cheque (made out to Care Park Pty Ltd)

Direct Deposit (details will be provided on receipt of order)

Credit Card Number

Expiry

Cardholder Signature

Amount to be charged

### Terms and Conditions

#### Payment Terms and Conditions

1. Payment of Staff One Day Parking Permits is strictly **Payment in Advance**. Payments can be made in the form of direct deposit, credit card or cheque and must be submitted at the time of order. **Staff One Day Parking Permits will only be available to the customer once funds have cleared.**
2. Care Park will only accept credit card payments and cheque payments submitted at the time of order. Credit card payments will incur a 3% surcharge. Cheques should be made out to Care Park Pty Ltd.
3. Care Park will provide banking details for direct deposit if required and a reference order number will be supplied to the customer for our records.
4. Please allow up to five (5) working days for completion of order.
5. Care Park will use standard post to send orders (at no additional charge) unless express post is selected. If express post is selected, please add \$6.00 to the total cost of the order. Please allow up to five (5) working days for delivery of order unless express post is used.
6. Staff One Day Parking Permits are not refundable, redeemable for cash or transferrable.

#### Usage Terms and Conditions

1. Staff One Day Parking Permits are only valid for six (6) months after date of purchase.
2. This permit is valid for up to one calendar day (or a 12 hour period over 2 days) for parking at SVPH if the weekday, date and month on which you are using the permit are legibly written in one of the panels in the format 'weekday, date, month', i.e. MON 1 JULY 2013
3. Display other (front) side up on the dashboard of the vehicle so the date of use is clearly visible from outside the vehicle and also display your SVPH staff windscreen parking sticker.
4. Parking and use of this permit is subject to the contractual terms and condition displayed on signage at the car park and parking using this permit indicates your agreement to those terms.
5. This permit, completed correctly, together with your SVPH staff sticker comprises a 'permit' within the meaning of paragraph 1 of those terms.
6. The permit card is valid for up to 20 individual days and each day must be completed with ink pen to be valid.
7. You acknowledge that failure to comply with the terms and conditions on this permit and on signage at the car park will result in the issue of a Payment Notice in respect of each day on which the breach occurs. You agree that Care Park is entitled to issue a payment notice and receive payment of the \$66.00 specified in the contractual terms and conditions in the event of a breach.

### OFFICE USE ONLY Form must be authorised by an authorised hospital staff member before it is issued

Authorised Officer Name

Authorised Officer Signature

Date