1. Where do I find information about parking at Deakin?

General information about parking at Deakin University is detailed at: [http://www.deakin.edu.au/students/your-campus/parking](http://www.deakin.edu.au/students/your-campus/parking)

2. What types of parking permits are available?

<table>
<thead>
<tr>
<th>STUDENT PERMIT OPTIONS - UPFRONT PAYMENT (no refunds)</th>
<th>Permit fee inc. GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>General four month permit - valid for 120 days from date of purchase</td>
<td>$ 137.50</td>
</tr>
<tr>
<td>General annual permit – valid for 365 days from date of purchase</td>
<td>$ 275.00</td>
</tr>
<tr>
<td>Orange four month permit – valid for 120 days from date of purchase</td>
<td>$ 440.00</td>
</tr>
<tr>
<td>Orange annual permit – valid for 365 days from date of purchase</td>
<td>$ 880.00</td>
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</tbody>
</table>

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<thead>
<tr>
<th>STAFF PERMIT OPTIONS - UPFRONT PAYMENT (no refunds)</th>
<th>Permit fee inc. GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>General four month permit – valid for 120 days from date of purchase</td>
<td>$ 220.00</td>
</tr>
<tr>
<td>General annual permit – valid for 365 days from date of purchase</td>
<td>$ 440.00</td>
</tr>
<tr>
<td>Orange four month permit – valid for 120 days from date of purchase</td>
<td>$ 440.00</td>
</tr>
<tr>
<td>Orange annual permit – valid for 365 days from date of purchase</td>
<td>$ 880.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SALARY SACRIFICE CONTINUOUS FORTNIGHTLY DEDUCTION - available to continuing and fixed term staff only</th>
<th>Permit fee per pay ex GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing General permit</td>
<td>$ 15.34</td>
</tr>
<tr>
<td>Ongoing Orange permit</td>
<td>$ 30.68</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTRACTOR/TENANT PERMIT OPTIONS - UPFRONT PAYMENT (no refunds)</th>
<th>Permit fee inc. GST</th>
</tr>
</thead>
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<tr>
<td>General four month permit - valid for 120 days from date of purchase</td>
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<tr>
<th>CASUAL DAILY PARKING FEE</th>
<th>Permit fee inc. GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>General parking permit zones</td>
<td>$1.50 per hour, maximum $6.00 per day</td>
</tr>
</tbody>
</table>

Purchasing a permit to park a vehicle at any Deakin University Campus car park does not guarantee that a parking bay will be available.
3. **What can you tell me about the on-line parking permit system?**

Deakin’s on-line parking permit system is based on vehicle registrations - physical permits are not required.

Deakin’s pay-by-app provider for casual hourly/daily parking is CellOPark ([www.cellopark.com.au](http://www.cellopark.com.au)). To establish an account with CellOPark, a valid debit or credit card (Visa or Mastercard) is required. Once registered, parking sessions can be commenced and then ceased whenever it suits you, meaning you only pay for the time you park. A current Deakin student or staff ID number is required if you wish to park at the Geelong Waterfront Campus.

Long term virtual permits can now be purchased from vPermit – [www.vpermit.com.au/deakin](http://www.vpermit.com.au/deakin). Four month and 12 month permits (General & Orange) are available. Up to three vehicles can be recorded on your permit, with only one vehicle being active at any given time. Please note: credit card payment is required for long term student permits.

4. **Can I still pay for my parking using a parking permit machine?**

Cashless, pay by plate (vehicle registration) machines are located on the Melbourne Burwood Campus and the Geelong Waurn Ponds Campus and require a valid debit or credit card. Care must be taken to enter vehicle registration correctly and purchase sufficient time to cover the duration of your stay.

5. **I am a student wishing to purchase a long term permit but I don’t have a credit card – what are my options?**

Credit card payment is required for long term student permits. You may wish to consider purchasing a prepaid Visa debit card from Australia Post or a major supermarket. These cards can be used to purchase a long term permit or to operate a CellOPark account.

6. **I want to pay cash for my parking. Is this still possible?**

Deakin University is now a cashless University so paying cash for your parking is no longer possible. You may wish to consider purchasing a prepaid Visa debit card from Australia Post or a major supermarket. These cards can be used to purchase a long term permit or to operate a CellOPark account. CellOPark prepaid cards are also available for purchase from Deakin Central. Prepaid cards are available in the following denominations - $5, $10, $20 and $50. These prepaid cards can only be used to re-charge a CellOPark account.

7. **I don’t have a smartphone. How do I start a parking session?**

You can simply log into your online personal account with CellOPark ([www.cellopark.com.au](http://www.cellopark.com.au)) to activate or terminate your parking sessions from any internet connected device or call 9111 1799 (must have caller ID activated).

8. **When is my long term parking permit valid from?**

Long term permits (vPermits) for students and staff are now valid from the date of purchase for the duration of the permit term i.e. 120 or 365 days.
9. Is salary sacrifice still a payment option available to staff?

Eligible staff are able to salary sacrifice their parking permit, with payments deducted fortnightly from their salary. To register and purchase a salary sacrifice permit, please visit www.vpermit.com.au/deakin and select the Ongoing fortnightly deduction salary sacrifice permit option of your choice. An Ongoing permit remains in place until such time as it is cancelled when the permit is no longer required (to request a cancellation, email parking@deakin.edu.au). Renewing annual permits will no longer be required and the only time you will need to confirm the continuation of your ongoing permit will be if parking permit fees increase. Please note that you must ensure the correct vehicle is active on your vPermit at all times.

10. How do I check which vehicle is active on my long term parking permit?

To check which vehicle you have active on your vPermit, log into www.vpermit.com.au/deakin using your email address and vPermit password. Click on ‘My Vehicles’ tab to display vehicles listed on your permit. The active vehicle will appear in Green. To make a change, click on another listed vehicle – once it displays in Green, it is the active vehicle on your vPermit. If you need to add or remove vehicles from your vPermit, click on ‘Edit Vehicles’. Alternatively, you can install the free vPermit app on your smartphone – once registered, vehicles listed on your vPermit will display when you next open the app. To make a different vehicle active on your permit, simply touch the registration of another listed vehicle and once it appears in Green, it is the active vehicle on your vPermit.

11. I have brought a different car to campus today. What do I need to do?

If you have a long term vPermit, you no longer have to worry about moving a physical permit from one vehicle to another. Now all you need to do is update vPermit when you bring a different vehicle to campus. This will ensure you don’t incur a parking infringement. To do this, log into www.vpermit.com.au/deakin using your email address and vPermit password. Click on the ‘My Vehicles’ tab and the vehicle currently active will display in Green. If you wish to switch to make another vehicle active, click on another listed vehicle registration and it will then display in Green. Alternatively, you can install the free vPermit app on your smartphone – once registered, vehicles listed on your permit will display when you next open the app. To make a different vehicle active on your permit, simply select another listed vehicle and once it appears in Green, it is the active vehicle on your vPermit.

12. I want to add (or remove) a vehicle to my long term permit. What do I need to do?

To manage vehicles on your vPermit, log into www.vpermit.com.au/deakin using your email address and vPermit password. Click on the ‘My Vehicles’ tab and click on the ‘Edit Vehicles’ button to add (or remove) vehicles. Only one vehicle can be active on your permit at a time, so please remember to update vPermit when you bring a different vehicle to campus.

13. How easy is it to get a car park?

Please be aware that for the first six weeks of Trimester 1, available parking can be extremely difficult to find as students compete for limited car spaces. Wherever possible, alternative travel options should be considered such as using public transport, carpooling or active transport such as riding a bike, walking, etc. For further information about bike hubs and end of trip facilities, please click on this link - http://www.deakin.edu.au/life-at-deakin/get-to-deakin/walking-and-cycling-to-deakin/cycling-to-deakin

Purchasing a permit to park a vehicle at any Deakin University Campus car park does not guarantee that a parking bay will be available.
14. The Parking Permit Machine isn’t working. What can I do?

Please use CellOPark to pay-by-app or alternatively try another permit machine. Please report malfunctioning machines by emailing parking@deakin.edu.au or call the number on the machine’s faceplate. A malfunction in a parking permit machine cannot be used as an excuse for not purchasing a valid parking permit.

15. I don’t need my Permit anymore. Can I get a refund?

Deakin University does not refund Parking Permit fees.

16. I have a disability. What do I need to know?

Persons with a disability and in possession of a Category 1 Disabled Persons Parking Permit may park in a bay specially marked for drivers with a disability. **No other permit is required.** The Category 1 Disabled Persons Parking Permit must be valid and clearly displayed when parking a vehicle in a Deakin Car Park. If all bays specially marked for drivers with a disability are occupied, a holder of a Category 1 Disabled Persons Parking Permit may park in a General Parking Permit Zone without having to purchase any other permit.

17. I have a temporary disability. Can I park in a bay specially marked for drivers with a disability?

Requests for temporary disabled authorities are to be submitted to parking@deakin.edu.au, together with a supporting letter supplied by a GP, Specialist or the Disability Resource Centre. A valid Deakin Parking Permit is also required. Temporary disabled authorities are valid for up to six weeks.

18. How can I buy a permit for a University visitor or guest?

Orange Daily Scratch Permits are no longer available. Faculties, Institutes and Other Areas wishing to issue visitor permits must request appropriate access to vPermit by emailing parking@deakin.edu.au and providing a valid account code for the costs of all visitor permits issued each month. Please note: University funds cannot be used to purchase parking permits for students or staff, this includes visitor permits.

19. I am a contractor – how can I obtain a permit?

To request a parking permit, contractors are required to email parking@deakin.edu.au. Once approved, instructions will be emailed explaining the process to apply for a vPermit.

20. How can I pay a parking fine?

Contact Bartels Taylor and Associates.

Telephone: 97479569
Internet Payment: https://webbank.advam.com/infringements - (Use Authority code 02)
Mail: Deakin University – Payments
PO BOX 577
MELTON VIC 3337
Phone Enquiries: 97479569 (9:00 am to 5:00 pm, Monday to Friday, excluding Public Holidays)
21. How do I contest a parking fine?

All requests for review are handled by Bartels, Taylor & Associates on behalf of Deakin University.

To lodge an appeal for internal review, visit https://www.bt infringements.com/appeals and include Deakin University as the Agency Name.

Written requests are also accepted and must include full particulars of the infringement, your name and address and are to be sent to:

Deakin University – Contesting
PO BOX 577
MELTON VIC 3337

Phone Enquiries: 97479569 - (9:00 am to 5:00 pm, Monday to Friday, excluding Public Holidays)

22. I have a question, complaint or need parking advice. Who can I contact?

Please check this FAQ and the parking webpage http://www.deakin.edu.au/students/your-campus/parking. If you can’t find the answer to your question, please email parking@deakin.edu.au.