

# parking@deakin

## Frequently Asked Questions (FAQ)

### 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>

### 2. What types of parking permits are available?

<b>STUDENT PERMIT OPTIONS</b>	Permit fee including GST
<b>UPFRONT PAYMENT (no refunds) – valid from date of purchase</b>	
General 120 day permit (NOT VALID AT WATERFRONT CAMPUS)	\$ 162.50
General 365 day permit (NOT VALID AT WATERFRONT CAMPUS)	\$ 365.00

<b>STAFF PERMIT OPTIONS</b>	Permit fee including GST
<b>UPFRONT PAYMENT (no refunds) – valid from date of purchase</b>	
General 120 day permit	\$ 220.00
General 365 day permit	\$ 484.00
Orange 120 day permit	\$ 484.00
Orange 365 day permit	\$ 968.00
<b>SALARY SACRIFICE CONTINUOUS FORTNIGHTLY DEDUCTION - available to continuing and fixed term staff only</b>	Permit fee per pay ex GST
Ongoing General permit	\$ 16.87
Ongoing Orange permit	\$ 33.75

<b>CONTRACTOR/TENANT PERMIT OPTIONS</b>	Permit fee including GST
<b>UPFRONT PAYMENT (no refunds) – valid from date of purchase</b>	
General 120 day permit	\$ 220.00
General 365 day permit	\$ 484.00
Orange 120 day permit	\$ 484.00
Orange 365 day permit	\$ 968.00

<b>CASUAL DAILY PARKING FEE</b>	Permit fee including GST
General parking permit zones	\$1.60 per hour, maximum \$6.40 per day

**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)). CellOPark permits are only valid in General permit zones (white bays). 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 or the Greenwood Park site at the Melbourne Burwood Campus.

Long term virtual permits can now be purchased from vPermit – [www.vpermit.com.au/deakin](http://www.vpermit.com.au/deakin). 120 and 365 day permits are available but please note that student vPermits are no longer valid at the Geelong Waterfront Campus. Up to three vehicles can be recorded on a vPermit, with only one vehicle being active at any given time. Credit card payment is required.

### **4. I am a student – where can I park?**

vPermits, CellOPark permits and permits purchased via permit machines are only valid in General permit zones (white bays). Please note that student vPermits are not valid at the Waterfront Campus.

### **5. 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 Waurin Ponds Campus and require a valid debit or credit card. Care must be taken to enter your vehicle registration correctly and purchase sufficient time to cover the duration of your stay.

### **6. Why am I having trouble adding my ID number to my CellOPark account?**

If you are a current student or staff member, the only reason this would happen is if you have previously set up a CellOPark account for a different mobile number. The system will not allow you to use your ID number on multiple accounts. Please remove your ID number from your previous account and you will then be able to enter it in your current account. If you require assistance, please email [support@cellopark.com.au](mailto:support@cellopark.com.au).

### **7. Why is my vPermit in a pending status and what do I need to do?**

Your session may have timed out or you may have hit the back button. Please email [parking@deakin.edu.au](mailto:parking@deakin.edu.au) to request a system reset to enable you to reapply and purchase your vPermit.

### **8. 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 vPermits. 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 vPermit or to operate a CellOPark account.

### **9. I am a Deakin College student – how do I purchase a vPermit?**

Deakin College students have two ID numbers. When applying for a vPermit, Deakin College students must use their Deakin University ID number and Deakin University email address (not their Deakin College ID and email).

## **10. 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 then 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.

## **11. I don't have a smartphone. How do I start a parking session?**

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

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

Long term permits (vPermits) for students and staff are valid from the date of purchase for the duration of the permit term i.e. 120 or 365 days. Please note that student vPermits are not valid at the Waterfront Campus.

## **13. 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](http://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](mailto: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.

## **14. 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](http://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.

## **15. 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](http://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.

## 16. 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](http://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.

## 17. 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.

## 18. 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](mailto: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.

## 19. I don't need my Permit anymore. Can I get a refund?

Deakin University does not refund Parking Permit fees.

## 20. 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.

## 21. 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](mailto: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.

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

Faculties, Institutes and Other Areas wishing to issue visitor permits must request appropriate access to vPermit by emailing [parking@deakin.edu.au](mailto: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.

## 23. I am a contractor – how can I obtain a permit?

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

## 24. 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)

## 25. 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.btainfringements.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)

## 26. If 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](mailto:parking@deakin.edu.au).