

# NEW PARKING PERMIT SYSTEM

FACT SHEET



## Brisbane City Council takes real action toward creating balanced on-street parking for everyone in our local area to use, to reduce congestion and get you home quicker and safer.

As part of this commitment, Council will introduce a new digital parking permit system to replace the existing paper-based permit system from **29 October 2018**. This fact sheet provides an overview of key changes, how the new system works and general information about parking permit use in Brisbane.

### Purpose of parking permits and parking permit restrictions

Parking permit areas in Brisbane are designed to ease parking congestion and provide residents with on-street parking resources.

Residents who live within regulated parking permit areas may be eligible to apply for a resident parking permit.

Residents and their visitors that have valid permits are exempt from signed parking restrictions which indicate 'resident permit excepted'.

### When do I have to change to the new parking permit system?

All current parking permit holders were issued with a *Parking Permit Acknowledgement Notice* in mid-2018.

Council's new parking permit system is available from **29 October 2018**, however you are not required to transition to the new system until you receive a personally addressed letter from Council. Once you receive this letter to indicate that your area is being transitioned to the new parking permit system, you must do so by the date provided. After this date, your existing *Parking Permit Acknowledgement Notice* will no longer be valid and you risk receiving an infringement notice.

### Do I have to transition to the new parking permit system?

Yes, you must transition to the new parking permit system by the date outlined in the personally addressed letter you will receive from Council. If you do not transition to the new parking permit system by the relevant date, you could be fined when parking within your permit area.

### How do I apply for a new digital parking permit?

#### **Online (recommended method)**

Visit [brisbaneparkingpermits.com.au](http://brisbaneparkingpermits.com.au) to access the new parking permit system. Once you have created an account, you can instantly apply for permits, update details and make payments.

#### **Email or mail**

Visit [brisbane.qld.gov.au](http://brisbane.qld.gov.au) and search 'apply for a parking permit' to download and complete an application form. Email this form, along with supporting documentation to [applications@brisbaneparkingpermits.com.au](mailto:applications@brisbaneparkingpermits.com.au), or alternatively, mail your application form with copies of supporting documentation to:

Brisbane Parking Permits  
GPO Box 7907  
BRISBANE QLD 4001

#### **Phone**

Call Council's dedicated Brisbane parking permit contact centre on **1300 322 377** between 7am-7pm, Monday to Friday, or Council's contact centre on **3403 8888** all other times. You will be required to mail or email your supporting documents.

#### **Council Regional Business Centres**

You can visit your closest Council Regional Business Centre between 9am-5pm, Monday to Friday for assistance with your permit application or renewal.



*Dedicated to a better Brisbane*

## What documentation do I require?

To apply for a parking permit and help ensure your application is processed as quickly as possible, please ensure you have the correct supporting documentation to submit with your application (copies are sufficient).

To confirm residency details:

- current rates notice **or**
- the first two pages of your tenancy agreement (minimum six months remaining on lease) **or**
- current utility bill for proof of address (gas/water/electricity/telephone) no more than three months since issue date **and** statement from head tenant or property owner verifying you reside at stated address.

To confirm vehicle details:

- current vehicle registration renewal or certificate.

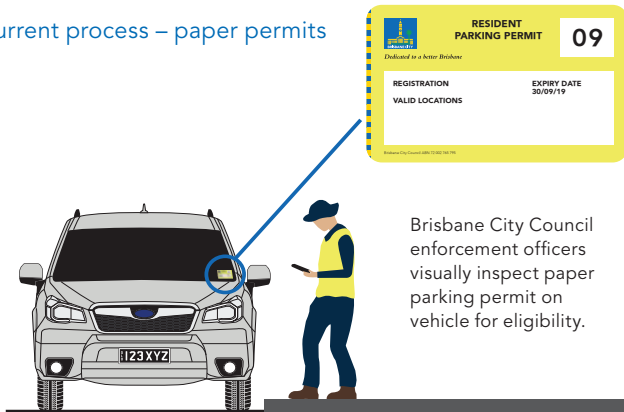
You may be required to provide additional proof of residency or vehicle details, such as Queensland drivers licence or an 18+ card.

## What is different for me?

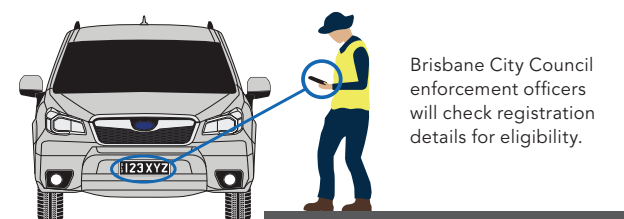
Key benefits of the new digital parking permit system include:

- instant application and activation of permit/s, when applied for online and over the phone
- permits are valid for 12 months from the date of application
- permits are no longer required to be displayed in your vehicle
- once your permit is active in the system, it is linked to your registration plate.

### Current process – paper permits



### New process – digital permits



## New parking permit system – transition schedule

The below table outlines when each parking permit area will be contacted by Council to transition to the new parking permit system. Customers will have six weeks from the date the personally addressed letter is distributed, to transition over to the new system. The specific date and time of this will be communicated by Council in the letter.

Letter to be distributed by Council	Parking permit area
<b>October 2018</b>	Wilston
	Windsor
	Sunnybank
	Robertson/Macgregor
	West End
	Highgate Hill
	Buranda
	Holland Park West
<b>February 2019</b>	Red Hill
	Ballymore
	Herston
	Auchenflower
<b>March 2019</b>	Lang Park
	The Gabba
	St Lucia
<b>April 2019</b>	Taringa
	Teneriffe
	New Farm/Teneriffe Hill
<b>May 2019</b>	Dutton Park
	Queensland Tennis Centre
	Brisbane Central

## How will I be reminded to renew my permit at the end of the 12 months?

If you have created an account in the self-managed online portal, you can log in anytime to check the expiry date of your permit. You will also be notified 30 days prior to the permit expiring, prompting you to renew the permit via your nominated preferred method of communication (SMS, email or mail).

For more information on parking permits, please visit [brisbane.qld.gov.au](http://brisbane.qld.gov.au) and search 'parking permits' or call Council on **3403 8888**.