

SCU Parking Permit Program

Basic Instructions for Users

How can users apply for a new Parking Permit?

The user will can access the Parking Permit Request form via a Parking Permit Poster or the Property Services > Parking webpage.

1. Scan the QR Code or enter the short URL link into your web browser. This will direct the user to a Microsoft Online Form.
2. Work through the form and sections, entering your details and vehicle characteristics as you go.
 - a. Mandatory fields will be identified by a small red * after the question.
 - b. Subtitles have been included on some questions to help the user understand the question.

NOT ALL the fields will be relevant to you so read the form carefully and only answer what is necessary and relevant to you and your Parking Permit

3. Once you have finished all the questions and sections SUBMIT the form. This will provide your request details to a small administration group who are assigned to the Parking Permits Program.
4. Now, you will need to present to a collection location to be allocated a Parking Permit No. and Sticker – please bring your SCU swipe access card with you for identification purposes.
5. Place your parking permit on the inside of your vehicle windscreen for easy identification.

Where can I collect my Parking Permit?

There are collection points at every Southern Cross University campus. Refer to the below collection location list to find the one nearest to you:

- Lismore: Security Gatehouse Military Road or Student Services Hub X Block
- Gold Coast: Security Office Building A or Student Services Hub Building A
- National Marine Science Centre (NMSC): NMSC Reception
- Coffs Harbour Education Campus (CHEC): Student Services Hub M Block

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Frequently Asked Questions

- Q.** How many Parking Permits am I allowed to collect?
- A.** Only **ONE** Parking Permit per person.
- Q.** What do I need to bring to the collection location to receive my Parking Permit?
- A.** The only item you need is your current SCU ID Card. A print out of your form application is NOT necessary.
- Q.** Do I have to complete the online form or can SCU Staff/Security complete it on my behalf when I arrive?
- A.** No, you must submit this yourself. If you are having issues with the online form then please contact propertyservices@scu.edu.au.
- Q.** The information in my Parking Permit Request was wrong. How do I change it?
- A.** When you attend a collection location to receive your Parking Permit, let the staff know immediately. Alternatively, you can email propertyservices@scu.edu.au and advise what details need to be changed.
- Q.** If I switch between two vehicles, can I transfer my parking permit from one to another?
- A.** Yes, if you provide the other vehicles details. In the Parking Permit Request form you will be asked if you only drive the one vehicle, if you answer 'no', then you will be asked to provide the other vehicles details.
- Q.** How do I change my vehicle details if I buy a new car?
- A.** Email propertyservices@scu.edu.au informing them of the situation and provide the new vehicles details - make, model, colour and registration plate details. Alternatively, present to your nearest collection location and inform the staff/security onsite.
- Q.** Can I give my Parking Permit to a friend for the day?
- A.** No. The Parking Permit is in your name and should only be used by you.
- Q.** Who do I contact if I need help?
- A.** Email propertyservices@scu.edu.au and they will respond as soon as possible. Please do not resend your enquiries if the response is delayed.
- Q.** Where can I find more information on the Parking Permit Program?
- A.** Please visit the Property Services > Parking webpage.