**FREQUENTLY ASKED QUESTIONS   
CAR PARKING AT NORTHERN HEALTH**

**1. Question:** Where do I collect a copy of the form to be completed for access to car parking across the various campuses?   
**Answer:** Collect from HR office (TNH) or the Facilities Management intranet page by clicking on [this link](http://intranet.nh.org.au/www/382/1001127/displayarticle/1001777.html?pub=1&pagemode=2&objectid=1006487).   
 **2. Question:** Who do I contact if I have any issues or concerns regarding car park access failure?  
**Answer:** If you can’t gain access to one of the car parks, contact Facilities Management Coordinator at TNH Campus. For other campuses, contact the relevant Facilities Manager. TNH 84058338, BHS 83455807, BECC/CHS 94953237  
  
**3. Question:** Can I scan or fax completed forms to HR or do I have to physically drop it off?  
**Answer:** Once all aspects of the forms are completed including your employee number and approved by the relevant manager, forms can scanned or faxed to HR or dropped off. This applies to all NH campuses. Note that car parking access is linked to the staff ID badge. A staff photo needs to be taken at the relevant site to be printed on the staff ID/Car parking card.   
  
**4. Question:** I am on Auto pay at TNH why can’t I have access to BHS for my shifts here?  
**Answer:** We currently do not have the infrastructure for auto pay payment system at BHS. Payments are made via payroll deduction or casual.   
  
**5. Question:** If I lose my car parking access card, who do I contact?  
**Answer:** Car parking access card also includes security access. Loss of card needs to be urgently reported to Security first and then to Facilities Management Coordinator at TNH. Then you will need to re-apply through HR. Security TNH 84058488, BHS 83455807, BECC/CHS 94953237

**6. Question:** Will I have to pay for lost card if I’ve lost it more than once?  
**Answer:** First re-issuance of new card replacement is at no cost to owner. Subsequent card replacements may attract additional cost from owner.  
  
**7. Question:** Why doesn’t the pay machine issue ticket receipts sometimes?  
**Answer:** All machines issue tickets. For cards payments, receipts are issued automatically. For cash transactions, receipt has to be requested by user.  
  
**8. Question:** Why doesn’t the Auto Pay machine take more than $50 payment at a time?  
**Answer:** Multiple $50 transactions can be made but it is preferred that not more than $50 payment is made in one transaction.   
  
**9. Question:** What do I do if my working hours has increased and I need access on more days?   
**Answer:** If your employment conditions change, you will need to complete an amendment car parking form to reflect your employment changes.   
  
**10. Question:** Who has access to car park payroll deductions?  
**Answer:** All full time staff and part-time staff that work set days.  
  
**11. Question:** Who has access to Autopay – pay as you go?  
**Answer:** All staff that work at TNH and CHS. If you use your NEAP card you get the advantage of pre-tax payments.