

License Plate Recognition Frequently Asked Questions

1. **How does the CHHHS car parking online account work?**

License Plate Recognition (LPR) was installed in the carpark in 2025 and works by using cameras to capture images of vehicle license plates, allowing for automatic entry and exit without the need for physical tickets.

Your online account allows you the flexibility of adding or changing license plates as required, and paying for your daily parking with your debit / credit card online. It also eliminates the need to visit a pay station and paying at the exit.

2. Upon account setup, you will be charged \$12.50 (administration membership fee) and \$5.30 to ensure your Frequent Parker Contract has credit for your first exit. Your account needs to be in credit \$5.30, so that your exit experience will be faster. You will be debited \$5.30 for each following exit.

3. **Am I charged if I go in and out of the car park multiple times in a day?**

Staff with a CHHHS car parking online account will be charged \$5.30 per exit from the car park in a 23-hour period and \$11.20 for each day after.

4. **What is the parking rate if I don't create a CHHHS car parking online account?**

The tariff for CHHHS staff without a car parking online account is \$4.10 for the first hour up to a maximum of \$11.20 per day (single entry only).

5. **How many accessibility parks are there and where are they?**

There are 24 accessibility car parks reserved. Each floor (levels 1 to 6) has four parks located adjacent to the lifts. If you cannot display a disabled permit, please do not park in an accessibility car park. If you park in these carparks, you will be reported to the Executive team.

6. **What is the height clearance in the car park?**

2.3 metres throughout.

7. **How do I create an online Staff Car Parking Account?**

Follow the below link, there are instructions on the QHEPS car parking home page to guide you <https://fnqfoundationparking.org.au/iPCP/home> instructions can also be found at <https://www.fnqhf.org.au/parking/>

8. **Doctors Online Account – please email carpark@fnqhf.org.au for further instructions**

9. **What happens with the balance on my Store Value P Card?**

The money on your card will be transferred manually after your account is approved. Approval will happen within business hours.

10. **How do I pay for my parking in the new LPR system?**

When creating your account you will be asked to upload card details for either a credit or debit card. When you exit, the camera will read your License Plate and the system will process the transaction,

deducting \$5.30 each time you exit. You will not need to go to the pay station or load money into your account. The pay stations are not linked to your Frequent Parker Contract. If you pay at the pay station, this will not transfer to your Frequent Parker Contract.

11. Will I be charged the full daily rate or can I receive the Staff rate if I do not create an online account?

No account, no staff rate! Unfortunately, if you do not create an online account you will need to pay the daily rate.

12. Why is the exit charging me a different rate to the daily \$5.30 CHHHS parking rate?

If you are asked to pay \$11.20, your license plate has not been read correctly. Please press the telephone help button on the exit terminal and the team can help you. If you are asked to pay an amount under \$5.30, you may have had credit in your account and the system needs you to pay the balance, bringing the total up to \$5.30.

13. You can register multiple licence plates under one account; however, this applies to a single driver only, not multiple drivers. Each CHHHS employee who wishes to access the CHHHS staff parking rate and drives a vehicle is required to have their own individual car park account. Two drivers are not permitted to share one account.

14. If your number plate is misread multiple times, please email us at carpark@fnqhf.org.au with your details, and we can investigate accordingly. LPR cameras have a 96-97% confidence rate in reading your number plate. Occasionally, there may be misreads (e.g; "O" as "0" or "B" as "8"). This is why the boom gate may not lift at the exit. If this occurs, please press the telephone help button.

15. CHHHS tariffs are \$5.30 for the first 23 hours to accommodate double shifts, then \$11.20 per day after that. (If you enter on the 1st and leave on the 5th, you will be charged \$5.30 for the first day then \$11.20 per day after that.)

16. Parking on Level 7

All CHHHS staff are welcome to park on Level 7. Tap your Qld Health Swipe ID on the pole at the entrance to Level 7 to activate the roller door, there are large signs directing you on where to tap. There are 61 car parks on Level 7 that CHHHS staff can access. The general public do not have access to Level 7. If your Qld Health Swipe ID does not activate the roller door, you will need to visit Access Control for your card to be updated. When returning to your car, tap your Qld Health Swipe ID on the black swipe in the lift before pressing 7.

17. QFleet Parking on Level 7

The QFleet parking area on Level 7 is reserved for authorised vehicles only. If the car park is full, please don't request access to this area. While some spaces may appear vacant, they are allocated for the 300+ Fleet vehicles that regularly use the facility.

Further information can be found here <https://www.fnqhf.org.au/parking/>