

Support worker parking permit guide and application

About this form

Use this form to apply for support worker parking permits for use within the City of Sydney and Inner West Council areas.

The permit is issued to the service provider rather than the recipient of the in-home support.

This facilitates more efficient access for the service provider and avoids placing application requirements on residents.

Definitions

- Support worker means an employee of a service provider who provides in-home support to a resident
- Service provider means an organisation or health professional approved by a relevant professional or government body to provide in home support to a resident
- In-home support means support provided by a support worker or health professional
- Health professional means trained professionals including doctors, nurses, chiropractors, occupational therapists, optometrists, osteopaths, pharmacists, podiatrists and psychologists who manage physical or mental health through services that include diagnosis, treatment or rehabilitation

Part A: How this permit works

- A valid permit exempts a vehicle from time restrictions and parking fees only when parked in an areas where signs state 'Permit Holders Excepted'
- Support worker permits are issued for use within the City of Sydney and Inner West Council areas
- Support worker parking permit does not exempt your vehicle from signs such as Clearway, No Stopping, No parking, Bus, Loading, Work, Truck or Disabled Parking zones
- There is no limit to the number of permits issued to service providers who employ support workers. Individuals that operate as a service provider will be issued with one permit



Part B: Eligibility

A permit may be issued to a service provider who:

1. Provides in-home support services
2. Conducts, or expects to conduct, more than 60 home visits per year to residents in the City of Sydney and Inner West council areas
3. Has a vehicle registered in the name of the service provider. If the vehicle is in a private name, the service provider must supply a letter explaining that the permit will be used for the purpose of providing in-home support only
4. Has a vehicle that is under 4.5 tonnes and less than 7.5 metres, unless such vehicle is necessary for the support service provided

Part C: Permit fees

A support worker permit costs \$54 and is valid for 1 year. A replacement permit costs \$27

These fees partially recover our administrative costs for the permit. The pensioner discount does not currently apply to this permit.

This permit is not refundable.

Part D: Plan of management

Support providers who purchase multiple permits for support workers must complete the 'Plan of management' section of the application form. This shows how you will prevent the misuse of the permit. You should include the potential risks for misuse and control measures where appropriate

Part E: Your responsibilities

By applying for a support worker parking permit, you must agree to the following terms and conditions:

1. The support worker parking permit is issued and managed in line with the Roads and Maritime Service's Permit Parking Guidelines and the City's Neighbourhood Parking Policy.
2. The support worker and service provider must comply with the City's Neighbourhood Parking Policy.
3. The permit can only be used by a support worker or service provider whilst providing in-home support.
4. Permits are valid for one year from date of issue. If the permit is no longer in use by the service provider or is not expected to be used for more than three months, the permit must be returned to the City
5. Vehicles must be parked in line with NSW parking regulations.
6. The permit must be displayed on the left side of the front windscreen of the vehicle and be clearly visible from outside the vehicle.
7. If a permit has been lost, destroyed or stolen, the City may issue a replacement permit at no cost to the permit holder if provided with satisfactory evidence of the loss, theft or damage. Evidence may include the relevant police event number, insurance report or the damaged permit.
8. The permit must not be sold. Misuse or fraud may be referred to the police and the City may cancel one or all permits issued to your organisation.
9. If you believe a parking infringement notice was issued by the City in error, you should contact Revenue NSW to request a review.

Part F: How to apply

Service providers must apply for permits on behalf of support worker staff. Check you have all of the supporting documents below before applying.

To apply for a new permit, you will need:

- Current vehicle registration papers. If the vehicle is in a private name, the service provider must supply a letter explaining that the permit will be used for providing in-home support only.

If you are renewing a permit, please do this no later than 10 working days before the current permit expires. To renew an existing permit, you will need:

- Current vehicle registration papers
- Permit licence number (shown on the renewal notice)

Mail: Complete the application form, attach the required documents and post your application to:
City of Sydney
GPO Box 1591
Sydney NSW 2001

You must include either a cheque or money order. Cheques should be made payable to the "City of Sydney Council"

Email: Complete the application form, attach the required documents and email your application to parking@cityofsydney.nsw.gov.au
A customer service officer will contact you to arrange payment.

Once your form and payment are received and if complete, your application will be processed and any permit(s) for which you are eligible will be posted to you within 10 working days.

Part G: Privacy & Personal Information Protection Notice

Purpose of Collection: For the issue of a support worker parking permit
Intended recipients: City of Sydney staff and approved contractors
Supply: The supply of personal information is voluntary. However, a completed application is required for us to process this permit.
Access/Correction: Contact our customer service team to access or correct this information
Storage: City of Sydney, 456 Kent Street, Sydney NSW 2000

More information

For more about this permit and our support worker policy, see cityofsydney.nsw.gov.au/support-worker-parking-permits or email parking@cityofsydney.nsw.gov.au.

Support worker parking permit application

About this form

Use this form to apply for support worker parking permits.

The form must be completed by and signed by the service provider organisation.

How to complete this form

- 1: Read the support worker parking permit guide before completing this form
- 2: Ensure that all fields have been filled out correctly and the form is fully completed. Incomplete forms will be returned to the applicant
- 3: Once completed you can submit this form by email. Please refer to the lodgement details section (Part G in the guide) for further information

Part 1: Application type

Are these new, renewal or replacement permits? New Renewal Replacement ► **see below**

If you apply for a replacement permit, you must either return the damaged permit or provide evidence that your permit was stolen.

Part 2: Applicant details

Applicant name

Applicant position

Care provider organisation

Care provider organisation address

Daytime contact number

Email address

Part 3: Description of support services

Describe the type of in-home care provided

Number of in-home visits provided per week, per vehicle

Do you require the permit for City of Sydney only Inner West Council only Both areas

Other local government areas where in-home support is provided?

Part 4: Vehicle details

	Name of support worker	Contact number	Vehicle registration number	Licence number (Office use only)	Permit number (Office use only)
Permit 1					
Permit 2					
Permit 3					
Permit 4					
Permit 5					
Permit 6					
Permit 7					
Permit 8					
Permit 9					
Permit 10					

Part 5: Plan of management

Support providers who purchase multiple permits for support workers are required to provide a plan of management to prevent the misuse of the permits. Describe the control measures for the potential risks for misuse.

Potential risk of permit misuse within the organisation. Identify potential circumstances where unauthorised permit use may occur	Rate the level of risk - rare, unlikely, likely, almost certain	Method to control this risk. Describe the steps taken to reduce the identified risk	Contact details Provide contact details of the person responsible for implementing and monitoring the risk control mechanism
Theft of permit			
Lost permit			
Personal use of permit			
Incorrect use of permit			
Infringement notice			
Other risk - please specify			

Part 6: Options for payment

Please specify your preference for payment of the car share vehicle permit(s)

- Invoice - this will be posted to you for payment within 30 days
- Credit card - a Customer Service Officer will contact you for payment over the phone
- Cheque - post your application form, supporting documents and a cheque to: City of Sydney, GPO Box 1591, Sydney NSW 2001

Part 7: Options for receipt of permit(s)

Please specify your preference for receiving the permit(s):

- Collect from City of Sydney customer service office location (a customer service officer will contact when the permit is ready)
 - Town Hall
 - Glebe
 - Green Square
 - Kings Cross

- Please post to address in Part 2 or provide a postal address:

Part 8: Applicant declaration

Signing this document binds the service provider in Part 2 of this application form to the terms and conditions of the support worker parking policy and the terms and conditions of the permit

- I am authorised to apply for a support worker permit on behalf of the service provider in Part 2 of this application form
- I have read and understood the City of Sydney support worker permit policy and the support worker vehicle permit terms and conditions and agree to comply with them
- I have read and consent to the privacy and personal information protection notice on this application
- The information I have provided is true and correct in every detail

Applicant signature

Date

Office use only

TRIM application and supporting documentation to folder X021252

PAYMENT

- a. Invoice payments: Complete the Accounts receivable- Invoice request form and quote the TRIM reference number. Accounts to send invoice directly to applicant for payment within 30 days
- b. Credit Card phone payments - arrange for customer to be contacted for payment