



south bank
corporation

FREQUENTLY ASKED QUESTIONS (FAQs)

About the new ticketless parking system

How does ticketless parking work?	<p>The smart license plate recognition technology eliminates the need for a physical car park ticket, allowing for a contactless entry and exit experience.</p> <p>When you enter the car park, the automatic license plate recognition camera will read your license plate and automatically raise the boom gate, without issuing a ticket.</p> <p>When you are ready to exit the car park, your parking fee will be calculated using your car's license plate and the time you spent in the car park. You will have the option to pay at one of the three paying stations or pay with a debit credit card via payWave directly at the exit gate machine.</p> <p>So, no more scrambling your bag, wallet or pockets to find your car park ticket. No more fees for lost tickets!</p>
How will it differ from my current parking experience?	<p>Physical tickets will no longer be issued when you enter the South Bank Car Park. Simply enter the car park and the automatic license plate recognition camera will read your license plate and automatically raise the boom gate.</p> <p>Even though we are going ticketless, our friendly and helpful Car Park team will still be available to help should you require further assistance.</p> <p>You can visit the team on Level 1 of the car park at the southern entrance, email access@south-bank.net.au or call (07) 3867 2022 within Car Park trading hours (Monday-Sunday, 5am-1am).</p>
How can I pay?	<p>All payments will be cashless. There are three easy ways to pay for parking:</p> <ol style="list-style-type: none">1. You can register online via https://multiscanhub.com/mshubportal/auth/login for ticketless parking in advance of visiting South Bank to avoid pay stations and get home faster after your stay at South Bank. Once registered, you simply drive out and we will automatically charge your parking fee to your nominated credit debit card.2. Pay at one of the three cashless pay stations located in the Level B1 car park. Enter your license plate details, pay with your debit credit card, and proceed to the exit.3. Pay at the exit gate via payWave with your debit credit card. <p>Remember when paying at a pay station, you will need your license plate number.</p> <p>After payment, the exit boom gate will automatically raise.</p>

How do I keep track of how long I have parked?	You can check your entry time at any pay station using your car license plate.
What if I forget my license plate?	You only need your license plate if paying at a pay station, otherwise you can drive to the exit and pay with a debit credit card via payWave at the exit gate machine.
Where are the ticketless pay stations located?	The ticketless pay stations are located as follows: <ul style="list-style-type: none"> • Southern Lift foyer, Level B1, Section C • Main walkway, Level B1, Section I • Northern Lift foyer, Level B1, Section N
Do you have a privacy policy?	Yes, personal details provided by you are secure and in accordance with the South Bank Corporation privacy policy, which can be found here . You can also find the Car Park access Privacy Collection Statement here .
Forgot to pay before leaving the car park?	You can pay at the exit gate with a debit credit card via payWave.
Why have you introduced ticketless parking?	We have introduced ticketless parking to provide you with a more seamless, convenient and contactless parking experience at South Bank. The smart license plate recognition technology eliminates the need for a physical ticket, allowing for a seamless journey and less queuing at entries and exits. The new system will help to improve the flow of traffic in the car park, reduce congestion, and improve overall experience for all customers.
What are the benefits of ticketless parking?	With License Plate Recognition, there is no more scrambling to find your car park ticket. The system captures a picture of your license plate when you enter and exit the car park, allowing for a seamless journey and less queuing at entries and exits. It also eliminates the fees for lost tickets.
How do I register my vehicle?	Once the system is live, you will be able to register online at https://multiscanhub.com/mshubportal/auth/login .
Why should I register my vehicle?	By pre-registering online for ticketless parking, you can avoid pay stations and get home faster. Simply drive out, and if there are any parking fees due, we will automatically charge your card. Pre-registered customers can also preload funds to their accounts, access statements and update personal details online as needed.

	Pre-booking a car park is also easier with online registration.
Who can I contact regarding the ticketless car park system?	<p>For any questions or assistance, you can contact our friendly and helpful Car Park team:</p> <p>Phone: (07) 3867 2022 (during Car Park trading hours: Monday-Sunday, 5am-1am)</p> <p>Email: access@south-bank.net.au</p> <p>Visit: southbankcorporation.com.au/resources-links/parking-and-transport/</p>