

# True Blue

Keeping permit holders up to date with information and advice

Autumn / Winter 2009

## Welcome

Hello and welcome to the ACROD Parking Program newsletter, True Blue, featuring a range of information and advice about easy access parking.



The ACROD Parking Program has been running for over 20 years and there are approximately 59,000 permit holders. During 2009 we are working towards a number of exciting initiatives that will improve the ACROD parking program and enhance your access to the community. These initiatives include:

- expanding the Ambassadors Program (see article overleaf);
- developing closer relationships and liaising regularly with local government and shopping centre management; and
- establishing a new database, which will require us to gather further information from some permit holders.

National Disability Services (NDS) WA manages the ACROD Parking Program as well as the Companion Card Program. If you haven't already looked into becoming a companion card member, it is worthwhile visiting [wa.companioncard.org.au](http://wa.companioncard.org.au) for further information including benefits and eligibility criteria.

Kind Regards,



**Helen Granville**  
Manager, ACROD Parking Program

## Displaying your ACROD Permit

To ensure that Rangers and Parking Inspectors can identify the validity of your permit, please ensure your permit is displayed on the front dashboard of your vehicle with the permit number and expiry date clearly visible. If your permit is not displayed clearly, you may receive a fine.



## New look ACROD Permits

ACROD Permits have changed design to better reflect the different users of accessible / easy-access parking in Western Australia and to assist staff and local council rangers monitoring car bays.

**Blue-grey permits** are issued for people with permanent mobility impairment.

**Green permits** are allocated to services supporting people with disabilities, the aged care sector, community groups and other related services.

**Red permits** are issued for people with temporary mobility impairment.

A foil image of the International Access Symbol is now on all permits. This new security feature will discourage photocopying of permits, as the foil image will turn black when photocopied.



## Tips for keeping your permit safe

- The plastic sleeve that protects your permit has a hole for tying a lanyard or ribbon so you can find it easily.
- Always take your permit with you if your car is going in for smash repairs, tune-ups or is being borrowed by somebody else... then you always know it's safe because it's with you.

## Lost Permits

If you lose your parking permit or it has been stolen please contact us on 9242 5544 so we can issue you with a new permit. A statutory declaration form will need to be completed and a replacement fee of \$11.00 will be charged.

## Tips for preventing theft of your Permit from your letterbox:

The ACROD Parking Program does all we can to ensure your permit is delivered safely to your letterbox. With identity theft on the rise it's more important than ever to protect your personal details, and therefore your mail.

- Have a lock and key on your letterbox/ post office box.
- Make sure your letterbox is large enough to accept and hold, mail in the quantity and size you normally receive.
- Make sure you regularly clear your mailbox.
- If you are going away, get a trusted friend to collect your mail or arrange with Australia Post to hold your mail for you.

## Permit Renewals

A renewal invoice is forwarded to holders of two-year renewable (blue-grey) permits approximately 6-8 weeks prior to the permit expiry date. Permit renewals and applications take approximately 10 working days to process, except over holiday periods when processing delays may occur.

Holders of temporary (red) permits are required to phone the ACROD Parking Program on 9242 5544 to discuss the process for an extension or to complete a new application form.

## No Permit, No Parking!

The Parking Ambassador Program continues to grow and is now up and running at Westfield Innaloo, Westfield Whitford City, Westfield Carousel, Warwick Centro, Maddington Centro and Kwinana Hub Shopping Centre's.

Ambassadors are a contact point for permit holders and provide information in the community. The response to the program from permit holders and non-permit holders has been extremely positive.

If you know someone who would like to be a part of the Parking Ambassador team please contact ACROD on 9242 5544.



Parking Ambassadors -  
Melissa (staff) and John (volunteer)

## Planning a Holiday?

WA permit holders can use ACROD permits in all states and territories in Australia. Ensure your permit is valid and not due to expire if you are travelling east! Interstate visitors can use their parking permits while in WA. The permit must be valid and displayed clearly when parked.

## Keep up to date with our Website

Visit [app.org.au](http://app.org.au) to keep up to date with the latest news and information about easy access parking. A handy feature of our website is a comprehensive listing of WA local council parking information and regulations. True Blue is updated four times per year and the latest edition can be downloaded from our website.