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1. PURPOSE

The purpose of this Policy is to provide a framework for issuing Residential Parking Permits and implementing parking controls in residential streets where individual residential parking needs compete with broader community access requirements.

The Policy seeks to achieve a fair and equitable balance between resident access, community access to services, business vitality, employee access to workplaces, and the efficient use of public parking resources for the benefit of the Greater Bendigo community.

This Policy establishes:

- Eligibility requirements for Residential Parking Permits;
- Permit allocation methodology;
- Permit conditions;
- Fee arrangements;
- Permit administration processes; and
- The framework used to manage residential parking restrictions.

2. BACKGROUND

The City of Greater Bendigo adopted the Bendigo City Centre Parking Futures Action Plan 2020 (Action Plan), which establishes the strategic direction for the future provision and management of parking across the municipality.

The Action Plan recognises that public parking is a finite community resource and provides a framework to guide parking-related decisions that support accessibility, economic activity and community wellbeing.

The Residential Parking Permit Scheme is one of several parking management tools used to implement the objectives of the Action Plan.

Changes in work practices, including increased opportunities for flexible and remote working arrangements, have influenced travel and parking demand patterns within the municipality. Maintaining convenient access to workplaces, businesses, services and activity centres remains important to supporting economic activity, workforce participation and the long-term prosperity of Greater Bendigo.

Residential Parking Permit Schemes assist in managing competing parking demands but are not intended to replace the responsibility of property owners, developers or occupiers to provide adequate parking associated with their properties in accordance with planning requirements.

3. SCOPE

This Policy applies to:

- City of Greater Bendigo staff responsible for assessing and issuing Residential Parking Permits.
- City of Greater Bendigo staff responsible for assessing, planning and implementing parking controls within residential areas.
- Occupants of residential properties within the municipality.

The Policy is primarily intended for areas where residential land uses are the dominant land use and where parking management measures are required to balance the needs of residents with broader community access and economic activity objectives.

4. DEFINITIONS

City: Means the City of Greater Bendigo.
Commercially Zoned Areas: Land zoned for commercial or business purposes under the Greater Bendigo Planning Scheme, including Commercial1 Zones and Commercial 2 Zones.

Mixed use Development: a development containing both residential and non-residential land uses within the same building or development site.
Occupant: A person who lawfully resides at a residential property as an owner, tenant or resident.
On-Site Parking: any off-street area located within the boundaries of a property which can be used for the parking of vehicles.
Permit Area: The section of road or roads identified by the City and specified on a Residential Parking Permit where the permit may be used.
Principal Place of Residence: The residential address at which a person ordinarily resides on a permanent basis, and which is used as their primary residential address.
Residential Parking Permit: A permit issued by the City which provides exemption from specified parking time restrictions within a designated Permit Area in accordance with this policy.
Residential property: A property primarily used for residential accommodation and lawfully occupied as a dwelling.
Residential street: A street where residential use is the predominant adjoining land use as determined by the City.
Short Term Accommodation: Accommodation made available for temporary occupation including holiday accommodation, serviced apartments and short stay rental accommodation.
Time Restriction: A parking restriction installed in line with the *Road Safety Road Rules 2017 Rule 205*, limiting the period for which a vehicle may be parked on the length of road or area permissive parking signs apply to.

5. PRINCIPLES

The City will manage Residential Parking Permits and parking controls in accordance with the following principles.

5.1 Support Economic Prosperity

Parking management decisions will support access to employment, services, businesses and activity centres.

5.2 Balance Community Needs

Public parking resources will be managed fairly and equitably to balance the needs of residents, workers, businesses, customers, visitors, service providers and other road users.

5.3 Efficient and Transparent Management

Public parking is a finite community resource. Parking controls and permit schemes will be administered transparently and designed to maximise community benefit and the efficient use of available parking resources.

6. POLICY

6.1 Residential Parking Permit Overview

- Does not reserve or guarantee a parking space;
- Does not provide exclusive use of any parking space; and
- Is valid only within the approved Permit Area and subject to parking availability.

Eligible residents may apply using the prescribed application process. Permits are issued at the discretion of the City.

6.2 Property Eligibility

6.2.1 Properties located within the following zones are not eligible:

- Commercial 1 Zone
- Mixed Use Zone
- Special Use Zones
- Commercial 2 Zone
- Industrial Zone
- Other non-residential Zones

6.2.2 Residents of the following property types are not eligible:

- High Density Residential Developments
- Mixed Use Developments
- Motels
- Boarding Houses
- Short-Term Accommodation
- Apartments and apartment complexes
- Hotels
- Hostels
- Rooming Houses
- Holiday Accommodation

6.2.3 Essential Service Access Areas

The City may designate Essential Service Access Areas where maintaining access to hospitals, health services, emergency services and other critical community infrastructure takes precedence over residential parking demand.

Residents of properties within Essential Service Access Areas are not eligible for a Residential Parking Permit, as these streets are essential for community access to the City's hospitals and other essential services.

Below is the base list of Essential Service Access Areas. The City may amend the below list from time to time where required to support community access to significant health, emergency or public service facilities.

Ineligible Streets Near Bendigo Hospital:

- Stewart St between Arnold and Bayne St
- Barnard St between Park Rd and Arnold St
- Drought St between Arnold and Frederick St
- Lucan St between Arnold and Bayne St
- Hope St
- Arnold St between Grattan and Bridge St

Ineligible Streets Near St John of God Hospital:

- Thistle St between Chum and Rowan St
- Chum St between Thistle and Lily St
- Rowan St between Thistle and Lily St
- Lily St between Rowan and Chum St

6.2.4 Post October 2008 Developments

Occupiers of properties with alterations or subdivisions approved after October 2008, that resulted in no parking or reduced parking availability on the property, are not eligible for a Permit.

6.2.5 Property with onsite Capacity to park Vehicles

A property which has capacity to park one or more vehicles on site is not eligible.

Eligibility is based upon the parking capacity of the property and not the dimensions of any individual vehicle owned by an occupant.

A property is deemed to have onsite parking where it contains a parking space accessible from the street which is at least 4.9 metres long and 2.6 metres wide.

6.3 Resident Eligibility

The applicant must:

- Be the intended permit user;
- Occupy the property as their Principal Place of Residence;
- Provide evidence of residency acceptable to the City.

Applicants must provide:

- A Victorian Driver Licence showing the eligible address; and
- Supporting evidence of occupancy.

6.4 Vehicle eligibility

Vehicle registration documents must confirm:

- Current Victorian registration;
- Registration in the applicant's name;
- Registration address matching the property address.

Eligible vehicles must fit within a single standard parking bay measuring:

- 5.5 metres long; and
- 2.6 metres wide.

Club permit vehicles, motorcycles, buses, caravans and trailers are ineligible vehicles.

6.5 Permit Operation

Residential Parking Permits remain the property of the City.

A Residential Parking Permit:

- Is only valid for the approved permit holder, approved vehicle and approved Permit Area.
- Provides an exemption from specified parking time restrictions within the designated Permit Area only.
- Does not provide an exemption from other parking restrictions
- Does not reserve, guarantee or allocate an individual parking space.
- Must not be altered, copied, reproduced or otherwise duplicated.

Permit holders must:

- Continue to satisfy all eligibility requirements throughout the permit period;
- Notify the City within fourteen days of any change affecting eligibility;
- Maintain current vehicle registration;
- Ensure all information provided to the City remains accurate and current; and
- Produce evidence of eligibility when requested by an authorised officer.

The City may conduct audits, inspections or verification checks at any time to confirm ongoing eligibility.

6.6 Permit Fees

Permit fees are intended to ensure a user pays model of cost recovery covering the administration costs of issuing the permit, managing the permit scheme, and encourage motorists to manage private vehicle storage within their own property boundary, reducing demand for on street parking and traffic congestion.

- Permit fees are set in the Fees and Charges Schedule adopted in the Council Budget, the fee applied is the 'Local Law Permit Processing Permit Applications / Issuing Permits – Commercial'.
- Fees are charged upon application and must be paid before a permit will be granted
- Fees are payable annually prior to the expiry date, permits will not be renewed until the fee is paid.
- Permits are not valid without payment
- Fees for new permits are charged on a pro-rata basis to cater for the common expiry date of 30 September. The pro-rata fees for new permits follows the below table.

Pro-rata fee application	
1 October – 31 December	100% of the applicable permit fee
1 January – 31 March	75% of the applicable permit fee
1 April – 30 June	50% of the applicable permit fee
1 July – 30 September	25% of the applicable permit fee

6.7 Permit Compliance, Suspension and Cancellation

The City may suspend, cancel or refuse future permits where a permit holder:

- Ceases to satisfy eligibility requirements;
- Provides false, misleading or fraudulent information;
- Uses a permit contrary to this Policy;
- Duplicates, transfers, sells, assigns, loans or otherwise misuses a permit;
- Fails to comply with permit conditions; or
- Engages in conduct identified under the permit misuse provisions of this Policy.

The City may require a cancelled permit to be surrendered immediately.

Where a permit holder voluntarily surrenders a permit because they are no longer eligible and promptly advise the City, a pro-rata refund may be provided in accordance with this Policy.

No refund will be provided where a permit is cancelled due to misuse, non-compliance or failure to advise the City of a change affecting eligibility.

The permit holder can cancel their permit at any time and is eligible for a pro rata refund based on this table.

Pro-rata fee refund	
1 October – 31 December	100% of the fee paid
1 January – 31 March	75% of the fee paid
1 April – 30 June	50% of the fee paid
1 July – 30 September	0% of the fee paid

Replacement Permits

- Permit holders must notify the City as soon as practicable if a permit is lost, damaged or requires replacement:
- Replacement permits will incur an administrative fee equal to 25% of the full annual permit fee specified in 6.6

6.8 Managing Parking Restrictions for residential access

6.8.1 Essential Service Access Areas

Parking restrictions will not be installed to support resident access within Essential Service Access Areas (6.2.3) where the restriction may impact access to the associated services.

6.8.2 Objectives of Residential Parking Restrictions

The City may install, modify or remove parking time restrictions in residential streets where parking management measures are required.

The objectives of residential parking restrictions are to:

- Improve reasonable access to on-street parking for residents experiencing sustained parking demand;
- Balance the needs of residents, businesses, workers, visitors and service providers;
- Support access to employment precincts, activity centres, health services, educational institutions and community facilities;
- Promote efficient utilisation of public parking spaces; and
- Improve parking availability through evidence-based parking management.

Parking restrictions are intended to improve overall parking availability within an area and do not guarantee parking for any individual resident, property or permit holder.

6.8.3 Assessment Methodology

The City may investigate requests for the installation, amendment or removal of parking restrictions intended to improve residential parking access.

Assessments will be evidence-based and may consider:

- Parking occupancy levels.
- Parking turnover rates.
- The availability of unrestricted parking within the surrounding area.
- Existing and projected parking demand.
- The availability on-site parking.
- Land use characteristics and zoning.
- Traffic operation and road safety considerations.
- Access requirements for businesses, customers, employees and community facilities.
- The potential displacement of parking demand to surrounding streets.
- Alignment with Council policies, strategies and operational objectives.

6.8.4 Occupancy Surveys

Parking occupancy surveys will generally be undertaken over a representative minimum two-week period.

Surveys will not normally be undertaken during:

- School holiday periods;
- Public holidays;
- The period commencing one week prior to Christmas Day;
- The month of January; or
- Other periods considered unrepresentative of normal parking conditions.

The City will assess average parking occupancy across the survey period rather than isolated instances of parking unavailability.

Individual reports of difficulty obtaining parking will not, in isolation, justify the installation or modification of parking restrictions.

6.8.5 Consultation Requirements

Prior to installing, removing or substantially altering parking restrictions intended to improve residential parking access, the City may undertake consultation with affected property owners and occupiers.

Consultation may include:

- Written notification
- Surveys or feedback forms
- Site inspections
- Consideration of written submissions

Where a request relates to a small, localised section of road, the City may require the applicant to demonstrate support from surrounding residents before a detailed assessment is undertaken.

Consultation outcomes will be considered as part of the assessment process. Final decisions remain at the discretion of the City and will be made having regard to broader community interests and the objectives of this Policy.

6.8.6 Restriction Progression

Where parking restrictions are considered necessary, the City will generally adopt a staged and proportionate approach.

Restrictions will ordinarily commence with longer-duration parking limits before more restrictive controls are considered.

The City will generally:

- Assess existing parking occupancy and turnover.
- Introduce longer-duration time restrictions where appropriate.
- Monitor outcomes following implementation.
- Progressively reduce parking durations where evidence demonstrates that desired parking availability outcomes have not been achieved through current restrictions and enforcement.

As a guide, restrictions will progress from unrestricted parking to four-hour parking limits before progressively reducing in one-hour increments, where justified by observed parking demand. With minimum time restriction of 1 hour.

6.8.7 Design Principles

When designing parking restrictions intended to support residential access, the City will seek to:

- Maximise the efficient use of public parking;

- Minimise adverse impacts on surrounding residents, businesses and community facilities;
- Maintain equitable access for all users of the public road network;
- Provide broad neighbourhood benefits rather than benefits to individual properties; and
- Ensure restrictions are practical to understand, administer and enforce.

Residential parking restrictions:

- Will not be allocated to or reserved for individual properties;
- Will generally operate as shared parking opportunities within a street or locality;
- Should be located away from business frontages where practical; and
- Should utilise sections of roadway that maximise community benefit where practical.

6.8.8 Limitation Provisions

The City will not normally install or modify parking restrictions where:

- Parking demand is predominantly generated by residents competing with other residents for limited parking supply;
- Parking issues arise primarily from insufficient private parking associated with existing development;
- Restrictions are unlikely to materially improve parking availability;
- Restrictions would create unreasonable impacts on nearby businesses, community facilities or essential services.

Residential Parking Permits and parking restrictions are not intended to compensate for:

- Inadequate private parking provision associated with development;
- The loss of private parking spaces; or
- Vehicle ownership levels that exceed a property's parking capacity.

Parking restrictions are unlikely to be supported where evidence indicates that parking issues arise primarily from insufficient residential parking supply rather than competing external demand.

7. ROLES AND RESPONSIBILITIES

7.1 Manager Safe Environments

- Has authority to approve, refuse, suspend, or cancel Residential Parking Permits in accordance with this Policy.
- Reviews recommendations relating to permit misuse, non-compliance and determines appropriate actions.

7.2 Coordinator Parking and Administration Services

- Has delegated authority to approve or refuse Residential Parking Permit applications in accordance with this Policy.
- Provides guidance on the administration and implementation of the Residential Parking Permit Scheme.
- Reviews evidence of permit misuse or non-compliance and makes recommendations regarding permit suspension or cancellation to the Manager Safe Environments where required.

7.3 Parking Officers

- Assess Residential Parking Permit applications against the eligibility criteria outlined in this Policy.
- Collect and verify information and supporting evidence required to determine eligibility.
- Monitor compliance with permit conditions through routine enforcement activities.
- Investigate suspected permit misuse, fraud, or non-compliance and report findings to the Coordinator Parking and Administration Services and/or the Manager Safe Environments.
- Gather and document supporting evidence for enforcement action, permit suspension, or permit cancellation where appropriate.

7.4 Applicants and Permit Holders

- Must Provide accurate information;
- Comply with all permit conditions;
- Notify the City of changes affecting eligibility;
- Use permits only in accordance with this Policy; and
- Apply for renewal prior to the common expiry of 30 September where continued eligibility exists

8. RELATED DOCUMENTS

Readers are encouraged to access relevant documents and/or resources which are available as per the below.

These include:

- Council Plan Mir Wimbul 2025 - 2029
- Bendigo City Centre Plan 2020
- Bendigo City Centre Parking Futures Action Plan 2020
- Greater Bendigo Residential Strategy 2014
- Integrated Transport and Land Use Strategy (ITLUS) 2015
- Transforming the City Centre Action Plan 2018-2023
- Bendigo CBD Parking Strategy 2008
- Community Engagement Policy 2024

Further information or advice on this policy should be directed to Safe Environments

9. HUMAN RIGHTS COMPATIBILITY

The implications of this policy have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.

10. ADMINISTRATIVE UPDATES

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this policy, such a change may be made administratively. Examples include a change to the name of a City unit, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be made through consultation with the staff Consultative Committee and with the approval of the Executive Leadership Team or where required, resolution of Council.

11. DOCUMENT HISTORY

Date Approved	Responsible Officer	Unit	Change Type	Version	Next Review Date
June 2009	*N.Z.*	*Parking and Animal Services*	*Develop*	*Version 1*	*2015*
October 2015	*J.H.*	*Parking and Animal Services*	*Review (administrative)*	*Version 2*	*2019*
May 2022	*J.S.*	*Safe and Healthy Environments*	*Review (administrative)*	*Version 3*	*2024*
November 2026	*B.C.*	*Safe Environments*	*Review (significant)*	*Version 4*	*2030*