

# FAQs

## The Application Process

### How do I apply for a disability permit?

Parking permit applications are now managed via an online process on the Accessible Parking Permit website at [accessibleparking.vic.gov.au](https://accessibleparking.vic.gov.au)

1. Start your application online at [accessibleparking.vic.gov.au](https://accessibleparking.vic.gov.au)
2. You will receive an application reference number via SMS\*
3. Take your reference number to your GP or occupational therapist
4. Your GP or occupational therapist will complete an online assessment and submit your application
5. Your local council will review the application
6. If your application is successful, you will receive your permit in the mail.

If your application is unsuccessful, you will receive a letter explaining why your application was declined.

\*A paper-based version of the application is available if you do not have access to a mobile phone or the internet. Please contact our customer service centre if you require a paper form.

### Can I pick up the permit from council?

Yes. When completing your application, you can choose to pick up your permit from our council customer service centres:

Stawell Customer Service  
Stawell Town Hall  
59-69 Main Street  
Stawell VIC 3380

St Arnaud Customer Service  
St Arnaud Town Hall  
40 Napier Street  
ST ARNAUD VIC 3478

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## **How long does it take to get a permit?**

Once your application is approved, your permit will arrive in the mail in approximately seven to ten business days.

These times may vary depending on Australia Post demand.

## **What if I don't have internet access or physically can't complete the online application?**

Your carer, family, a friend, GP or council customer service staff can help you if you require assistance or have no internet access.

## **Can I use a paper form instead?**

A paper-based version of the application is available for people with no access to mobile phones or the internet. However, the online process provides a faster outcome.

A paper application is available from our council customer service centres.

## **Can I or my GP use old application forms to apply for a permit?**

No. As part of disability parking scheme update, clearer assessment questions were developed in consultation with medical practitioners, to allow GPs and occupational therapists to assess mobility issues against the criteria. Some question on old forms are no longer valid or do not align with the new scheme's requirements.

# **Dispute Resolution**

## **I didn't get a permit because I didn't meet the eligibility criteria**

If you believe your GP or occupational therapist has incorrectly assessed your mobility issue or medical condition, you may seek a second opinion from a different GP or occupational therapist.

This is done by starting a new application, with the functional assessment undertaken by a different medical practitioner.

## **I received a double time permit when I wanted an Australia Disability Parking Permit**

Permit type is determined by criteria assessment and not someone's personal preference or request. An applicant's mobility issue is the sole determinant of permit type.



It is important to remember that there is a hierarchy of needs within disability parking. People who require extra space to get out of a vehicle or whose medical condition restricts walking to less than 100m are given priority.

If you believe your GP or occupational therapist has incorrectly assessed your mobility issue or medical condition you may seek a second opinion from a different GP or occupational therapist.

This is done by starting a new application with the functional assessment undertaken by a different medical practitioner.

## **How do I dispute my disability parking permit outcome?**

If you wish to dispute the eligibility criteria of the scheme or scheme operation you can request an explanation of the basis of the eligibility of the criteria and scheme operation from VicRoads. You can contact VicRoads at [acesssibleparking@roads.vic.gov.au](mailto:acesssibleparking@roads.vic.gov.au) or phone **1300 965 677**.

# **Scheme Changes**

## **Why was the scheme changed?**

The Disability Parking Permit (DPP) Scheme in Victoria was last updated in 1995 and does not align with the national Australian Disability Parking Scheme.

The scheme was previously administered by each of the 79 different Victorian councils. Each council interpreted the scheme differently and had individual administration processes. That led to confusion within the community as well as the potential for inequitable outcomes for applicants and opportunity for the misuse of permits.

The updated scheme continues to be administered by the 79 Victorian councils, but the process for applying for and renewing permits is more streamlined. The new APP Online Service provides community members with an easier application process and misuse of permits will be reduced, freeing up disability parking bays for the people who really need them.

## **What are the main differences with the new Scheme?**

The Accessible Parking Permit (APP) project aims to streamline the permit application and renewal processes, clarify eligibility requirements, and introduce systems and tools to improve management of permits across Victoria.

Changes being made include:

- Permit holders who have been medically assessed as having an agreed permanent disability will no longer have to return to their medical practitioner for reassessment as part of the permit renewal process
- The permit duration will be increased from three years to five years for individuals (with non-temporary permits)



- The permit application and renewal processes will be streamlined with applications to be submitted through a new state-wide digitised system
- Permits will adhere to a standard, highly secure permit design rather than 79 variations which currently exist
- The name of the scheme will be changed from 'Disabled Persons Parking Scheme' to 'Accessible Parking Permit Scheme'

The following features will be retained:

- Green Permits/Category 2 Permits will continue to allow a permit holder to park for twice the permissible time in an ordinary parking bay
- Those with significant intellectual disabilities are eligible for a permit.

## **Have the eligibility criteria changed?**

The overarching eligibility criteria has not changed. However, the wording and the process by which a medical practitioner assesses a patient's mobility or medical condition has changed.

## **Do I need to apply for a new permit?**

You will need to apply for a new permit when your permit expires.

## **Can I keep using my existing permit?**

Existing permits can be used until their expiry date.

# **Transitioning to the New Scheme**

## **I was previously told I do not need to see a GP – why do I need to see one now?**

Permit applications were managed by 79 councils and this led to a range of variations in application processes and outcomes, including variations in process for people with permanent disabilities.

The APP Scheme has updated the questions GPs and OTs will use to assess eligibility against the scheme. Every applicant for a permit will need to be assessed at least once by a GP or OT using the new application process and criteria questions.

GPs and OTs will have the ability in this new assessment process to categorise someone as having a permanent disability. This will mean they will no longer require a functional assessment to renew their permit.



## **I was previously eligible for a permit but was not after applying for a renewal. Why?**

As part of disability parking scheme update, clearer assessment questions were developed in consultation with medical practitioners to allow GPs and OTs to assess mobility issues against the criteria.

This related to both space requirements to exit and enter vehicles and the impacts of walking distances may have on an applicant's health. Previously questions were open to a broad interpretation.

They are now more aligned with assessing against the scheme criteria.

## **I used to have a blue permit. Now it is green. Why is this?**

The allocation of Reserved Bay (Blue) and Double Time (Green) permits is determined by outcomes of a mobility assessment.

As part of the disability parking scheme update, clearer assessment questions were developed in consultation with medical practitioners to allow GPs and OTs to assess mobility issues against the criteria. This related to both space requirements to exit and enter vehicles and the impacts of walking distances may have on an applicant's health.

Based on this, the outcome of your application may result in you receiving a Green Double Time permit, rather than an Australian Disability Parking Permit (formerly known as the 'blue permit').

## **I am a parent of a disabled child, why can't my partner and I have a permit for each car?**

The conditions of use for an accessible parking permit only allow for an individual to hold one permit. Permits are assigned to individuals, not vehicles. This was also a condition of the old scheme.

It is recognised that this will create inconvenience and difficulties for some people who share responsibility for caring for someone with mobility issues.

However, this needed to be weighed against the potential for permit misuse that can occur if an individual can be issued with multiple permits.

## **Why can't I get a permit on-the-spot anymore?**

Permit administration, printing and distribution is now managed through one central process, which does not require a visit to your local council to process a form. Once your medical practitioner has undertaken your functional assessment it should take 10-15 days for your application outcome to arrive in the mail.



## **Why does my GP or OT not know the outcome of my assessment?**

Your GP or OT will answer a range of questions that assess eligibility for a permit against the criteria. The answers to these questions determine your eligibility.

Prior to the assessment outcome being known, your local council will check your application against any known duplicate permits or previous cancelled permits. It is only after this assessment step is the outcome of your application determined and you are advised by mail.

## **Why can't my GP or OT decide if I get a green or blue permit?**

Permit type has always been determined by functional assessment against set criteria questions and not personal preference or request. GPs and OTs are required to answer criteria eligibility questions, the responses to which determine permit eligibility and permit type.

