

We're building an  
even better Fairway



**fairway**  
Bayside Aged Care

# Carpark

# FAQs



**We listen.  
We respect.  
We care.**

## Q. How do I enter?

**A.** Residents and representatives can enter by using their code. The code is a 4-digit PIN which changes every season (the PIN will be distributed within the first week of each season via email and physical copies).

## Q. Does the carpark have designated times?

**A.** The carpark is open 24/7.

## Q. Who can use the carpark?

**A.** Only Fairway-related individuals can use the carpark. This includes residents, their representatives, staff, volunteers, doctors, and other visiting allied health practitioners.

## Q. How many spaces are allocated for visitors?

**A.** There are 2 spaces for shorter visits (up to 60 minutes) and 4 spaces for longer visits (up to 2 hours).

## Q. Why do the codes change every three months?

**A.** This is an additional security measure to minimise unauthorised access to the carpark by non-current Fairway-affiliated individuals.

## Q. What do I do if I am unable to enter?

**A.** If you have any issue coming out, please call Fairway Administration at 03 9599 4199.

## Q. If I note that there is something that requires maintenance, how do I inform someone?

**A.** When at Fairway, a staff member can lodge an Action Form on your behalf to alert the relevant department of the required work. Otherwise, you can also send an email to **administration@fairwayagedcare.org.au** for their assistance to facilitate the next steps.

## Q. What safety mechanisms do you have afterhours?

**A.** Fairway has installed adequate lighting and CCTV's within the parking area.

## Q. What is Fairway's liability in terms of damages to our car or belongings in our car in an unfortunate event?

**A.** While Fairway holds a public liability insurance for common grounds, Fairway is not responsible for any damage or loss incurred as a result of parking inside. Parking is at the person's own discretion and risk.

## Q. What happens when the main Fairway expansion works commence?

**A.** While works are in progress, the parking at 195 Bluff Road, Sandringham will stop being operational.

## Q. Do I have other alternatives if the carpark is full?

**A.** There is a one-side unlimited parking area along Spring Street, which will be approximately a 5 minute walk from Fairway.

## Contact us:

 **9599 4199**

 [ceo@fairwayagedcare.org.au](mailto:ceo@fairwayagedcare.org.au)

 [www.fairwayagedcare.org.au](http://www.fairwayagedcare.org.au)

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