

# CASE STUDY



## Varsity Lakes Day Hospital

ParQ integrated and managed the car park

- Unauthorised users
- Operational struffles
- High admin burden
- Limited bays



- Optimise capacity
- Management for 500+ authorised
- Seamless access



- Streamlined operations
- Whitelist control
- LPR cameras
- Hardware-agnostic
- Reduced capital expenditure

### Site Condition

Varsity Lakes Day Hospital forms part of Centuria Capital Group's property portfolio. The site experienced significant parking management challenges, with only 82 bays shared between authorised users, hospital visitors, patients, carers, gym members, and casual visitors eligible for three hours of free parking. While a whitelist system was used to reserve 31 bays for hospital staff, the complexity of managing multiple user groups created ongoing operational challenges. The reliance on manual enforcement further compounded these issues, leading to incorrect fines, tenant complaints, and increased administrative workload. Limited parking availability also affected retail tenants by restricting customer access, impacting overall tenant satisfaction and creating potential barriers to leasing opportunities.

### The Brief

The hospital required a flexible parking solution to optimise capacity and efficiently manage access for 500+ authorised users in a limited amount of bays, while simultaneously keeping bays available for casual parking. The system needed to provide seamless authorised access, maintain 3-hour free parking for visitors and patients, automate fee application, and improve administration through enhanced digital management and streamlined remote control.

### The Solution and Outcome

Spaces x Get Parked implemented ParQ, a technology-driven car park management platform that streamlines operations, improves control, and maximises parking efficiency. Tenants can self-manage whitelists and automate vehicle access through rostering integrations. The site was upgraded with boom gates, LPR cameras, and a remote payment kiosk with 24/7 intercom support which enables seamless access, automated payments, and remote management. Asset managers gained real-time visibility over occupancy and user activity, while these analytics improved parking allocation. ParQ reduced capital costs by approximately two thirds compared to competing solutions and achieved a consistent 20% availability within nine months. The solution improved access for 500+ authorised users, increased tenant satisfaction, supported leasing opportunities, and maximised asset value.

28%  
increase

Bay Availability

\$0

Op. Ex.

68%  
decrease

Cap. Ex.

7.8K  
per month

Car Park Sessions

Post-development

