

Getting Around

By car: from the M1 to Stanley Street or the William Jolly Bridge through the South Bank Precinct.

By bus: Mater Hill Bus Stop is on the Southern Busway. Buses run every 10 minutes to and from the city. The stop is on Stanley Street.

By train: Mater is a short walk up Stanley Street from South Bank Station.

By taxi: There are several taxi ranks on campus.

For Assistance

There is an intercom icon ⓘ on all devices which will call directly through to a car parking attendant or security guard.

While the car parks operate 24 hours a day, the Customer Service Centres are staffed from 6 am – 8 pm Monday to Friday and 9 am – 5 pm on weekends and public holidays.

If you require further information or have a query, complaint, request or suggestion, please contact the car park attendant on duty. If you wish to discuss an issue with management, please contact:

Car Parking Management

Mater Group
South Brisbane

Phone: 07 3163 6925

Email: carpark.management@mater.org.au

www.mater.org.au

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Mater Car Parking and Transport Information

Frequently Asked Questions

Do I need the correct change for the Auto Pay Stations?

No, coins (except 5c), notes and/or credit cards may be used. All Auto Pay Stations are also equipped with Tap & Go readers, ATMs are located adjacent to booths at Mater Hill and Hancock Street Carparks.

Are multi day passes available for purchase?

You can purchase a weekly parking ticket from a Car Park Customer Service Centre located at Level 4, Mater Hill West Car Park and Level 1, Hancock St Car Park. Tickets are valid in all car parks.

What do I do if the Auto Pay Station or exit gate cannot read my ticket?

Press the intercom button at the pay station or gate for assistance.

What should I do if I lose my ticket?

You will need to attend a Car Park Customer Service Booth where your ticket will be replaced, and the maximum daily rate will be charged.

Disabled access

For those patrons utilising prams, patients and visitors in wheelchairs or people that require assistance with mobility, we recommend using Mater Hill Car Park for convenient accessibility to all hospitals.

All of Mater's multi-storey car parks have clearly marked designated disabled parking bays, conveniently located near the lifts and walkways.

In addition to Mater Hill Car Park, there are several disabled car parking bays located on Stanley Street in front of the Salmon Building.

Parking fees in multi-storey car parks

All patients and visitors using one of Mater's multi-storey car parks are required to pay before exiting at pay stations situated in all car parks or by purchasing a pre-paid ticket from an attendant at the Car Parks Customer Service Centre at the following locations:

- Level 1, Hancock Street Car Park
- Level 4, Mater Hill Car Park

Please note: the following heights are the maximum vehicle clearance within each carpark:

- Hancock Street Car Park - 2.25m
- Mater Hill West Car Park - 2.1m
- Mater Hill East Car Park - 2.3m
- Mater Medical Centre Car Park - 2.0m
- Lady Cilento Children's Hospital - 2.2m.

If I have received a follow up ticket, how do I use it?

At the Auto Pay Station, insert your car parking ticket to see your car parking amount appear on the screen, then insert your follow up ticket into the machine. You will see the amount change on the screen – this is the amount due. Once paid, your ticket will be returned to you to exit the car park.

How to use the Auto Pay Station

