

004308: Parking – Patient and Primary Carer Parking Concessions



2. Partnering with Consumers



1. Clinical Governance

Purpose and intent

This procedure outlines the eligibility criteria and process for patients and their carers to access car parking concessions at the Royal Brisbane and Women's Hospital (RBWH) Herston campus.

Scope and target audience

This document applies to all RBWH staff (permanent, temporary or casual), students on placement within the RBWH and Australian Defence Force (ADF) personnel working at RBWH who will support access to affordable car parking for patients and/or their primary carers attending the RBWH.

Background

The [Queensland Health Service Directive \(QH HSD-042:2014\)](#) and [Standard \(HSDSTD-042-2:2017\)](#) for Hospital Car Parking, outlines the objectives and requirements for the provision of car parking concessions for eligible patients and/or their primary carers to improve access to, and affordability of, car parking across Queensland Health hospital facilities.

Process

- Car parking concessions are available to assist eligible patients and their primary carers in meeting car parking fees incurred when attending for clinical services at the RBWH.
- Car parking concessions take into account the cost of onsite commercial car parking options available at the RBWH Herston campus and apply 50% discount to the commercial parking rate per exit, or as determined through the special circumstances application process.
- The RBWH will communicate information regarding car parking concessions to patients, their primary carers, and RBWH staff to ensure that information relating to RBWH car parking concessions is available to all users.
- Application and approval processes will be transparent and approval processes will be in accordance with the criteria set out in this procedure.

Parking locations (concessional parking)

Location	Fees	Available
Metro Multi Storey Car Park (Butterfield Street)	Paid parking	0500 to 2400, 7 days per week
Cornerstone Multi Storey Car Park (Herston Road)	Paid parking	24 hours, 7 days per week

Eligibility criteria

Patients and primary carers may be eligible for car parking concessions where:

- A patient has an [extended stay](#) requiring treatment as an inpatient for 14 consecutive days or longer i.e. eligible following 14 days stay. The concession is valid for 30 days from the date of approval.
- Frequent clinical treatment attendances requiring two (2) or more attendances per week for more than a two (2) week period i.e. eligible following two (2) weeks of at least twice weekly attendances. The concession is valid for 60 days from the date of approval.
- [Financial hardship and special considerations](#) are applicable.

Extended stay

Process

1. Where the eligibility criteria above have been met the primary carer completes Part A of the RBWH Concessional Car Parking Application Form which is available via the ward administration officer.
2. This is submitted by the primary carer to the Trust Office (Ground Floor Ned Hanlon Building) during business hours, Monday to Friday 0730 to 1600, excluding public holidays, where the application will be reviewed, validated, and the Trust Officer confirms that the application meets the eligibility criteria.
If the application is approved an *RBWH Concessional Car Parking Approval Card* (approval card) will be given to the primary carer.
3. At any stage during the visit the primary carer is to take their approval card, photo ID and the parking ticket to the Trust Office (Monday to Friday 0730 to 1600); Admissions (Monday to Friday 0530 to 2030 and Saturday to Sunday 0700 to 2000), or Admissions Administration Officer (AO) in Triage at the Emergency and Trauma Centre (after hours) for validation.
4. The Trust / Administration Officer is to:
 - review the approval card to ensure it is an original
 - check the person's photo ID to ensure both are the same person
 - copy the approval card and parking ticket and validate the parking ticket
 - return both the approval card and parking ticket to the primary carer.
5. The primary carer provides the validated ticket to the car park attendant or enters the ticket into the pay station where the adjusted fee for exit of the car park is applied.
6. Each time the approved primary carer attends the RBWH they will be required to complete **steps 4 – 5**. If the approval card and photo ID cannot be presented at the time of validation the concessional parking rate cannot be applied.

7. If a patient remains an inpatient and is admitted for more than 44 days then a new application form will be required to renew their concession approval, however there will be no interruption to concessional car parking rates.

Frequent outpatient attendance

Process

The patient/primary carer (the applicant) completes Part A of the *RBWH Concessional Car Parking Application Form*, which is available from the outpatient clinic administration staff.

1. This is then submitted to the Trust Office (ground floor Ned Hanlon Building) during business hours, Monday to Friday 0730 to 1600, excluding public holidays, where the application will be reviewed, validated and the Trust Officer confirms that the application meets the eligibility criteria. If the application is approved a *RBWH* approval card will be given to the patient/primary carer.
2. At any stage during the visit the patient/primary carer is to take their approval card, photo ID and the parking ticket to the Trust Office (Monday to Friday 0730 to 1600); Admissions (Monday to Friday 0530 to 2030 and Saturday to Sunday 0700 to 2000), or Admissions Administration Officer (AO) in Triage at the Emergency and Trauma Centre (after hours) for validation.
3. The Trust/Administration Officer is to:
 - review the approval card to ensure it is an original
 - check the person's photo ID to ensure both are the same person
 - copy the approval card and parking ticket and validate the parking ticket
 - return both the approval card and parking ticket to the primary carer.
4. The patient/primary carer provides the validated ticket to the car park attendant or enters the ticket into the pay station where the adjusted fee for exit of the car park is applied.
5. Each time the approved patient/primary carer attends the RBWH they will be required to complete **steps 4 – 5**. If the approval card and photo ID cannot be presented at the time of validation the concessional parking rate cannot be applied.
6. If a patient continues to have frequent appointments past their 60 day's expiry, a new application form will be required to renew their concession approval, however; there will be no interruption to concessional car parking rates.

Financial hardship and considerations

- Where a patient or primary carer is not eligible for concessional car parking under the extended stay or frequent attendee's criteria, they may be able to apply for special needs.

Application form for concession parking

Application forms for concessional car parking are available from the administration areas/administration officers in all inpatient and outpatient areas of the RBWH.

Consumer feedback

Consumer feedback and complaints are to be managed as per the Metro North Hospital and Health Service (Metro North) [Consumer Feedback Policy](#) which outlines that if a car parking complaint cannot be resolved, it is to be escalated to the RBWH Facility Services Director.

Partnering with consumers

Patients and family members, or if applicable appropriate substitute decision-maker, are to be encouraged and given the opportunity to ask questions, clarify information and identify goals of care during communication processes, including being advised regarding their right to privacy and confidentiality. Staff are responsible for providing information in a way that is understandable and that meets patient's needs and are to use perception checking techniques to ensure patient and family's understanding of discussions. A translator may be booked to promote consumers' cultural right to communicate in a language of their choosing (per sections 27 and 28 of the *Human Rights Act 2019* (Qld) ('Human Rights Act') on the Metro North Intranet [Booking an interpreter](#) page.

Relevant support services include:

- Auslan and Real Time Captioner (RTC) Interpreter requests can be made by contacting 3624 1257; for emergency requests outside business hours Deaf Services Queensland can be contacted on 0455 068 500. See the website [here](#) for more information – please note that bookings can be made in advance online.
- Chaplaincy Services can be accessed for those seeking spiritual or emotional support – please contact 3646 8402, 3646 8405 or 3646 7988 between 8am and 3:30pm Monday to Friday, or Switchboard on extension 9 for urgent or out of hours requests. See the website [here](#) for more information.

Aboriginal and Torres Strait Islander considerations

RBWH is committed to protect the public from harm and to improve the quality of health service provision. The National Safety and Quality Health Service Standards identify six actions specific to the provision of care for Aboriginal and Torres Strait Islander peoples. The attendance to these actions provides assurance that service provision is equitable, and that patient needs drive the level and range of care that can be accessed. See the Australian Commission on Safety and Quality in Health Care for further information:

<https://www.safetyandquality.gov.au/topic/user-guide-aboriginal-and-torres-strait-islander-health>.

RBWH is committed to ensuring our staff have the knowledge and skills to deliver care in culturally capable ways and that our work environments are at all times culturally respectful and supportive of our Aboriginal and Torres Strait Islander staff as guided by the [Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033](#).

The RBWH respects, protects and promotes the cultural rights of Aboriginal and Torres Strait Islander peoples. Please advise Aboriginal and Torres Strait Islander patients, their families and/or substitute decision-makers of the availability of Indigenous Hospital Liaison Officers (IHLO) in recognition of their cultural and language rights under Section 28 of the Human Rights Act. This service can be reached by contacting 3646 4154 during office hours, and 3647 4183 or 0428 861 888 after hours. See the website for more information: <https://qheps.health.qld.gov.au/rbwh/allied-health/atsi-liason>.

Legislation and other authority

Hospital and Health Boards Act 2011 (Section 47)

Human Rights Act 2019 (Qld)

The Carers (Recognition) Act 2008

All staff must respect, protect and promote human rights in their daily practice. Properly consider human rights prior to making any decisions, or taking actions, to ensure your decisions and actions are compatible with upholding the human rights of all people, including staff, patients, and their families*.

A failure to adequately do so may be deemed unlawful under section 58 of the Human Rights Act.

Human Rights considerations relevant to this procedure include:

- Freedom of expression (section 21):
 - right to hold an opinion without interference.
 - right to seek, receive and impart information
- Property rights (section 24)
- Cultural rights – generally (section 27) and specific cultural rights of Aboriginal and Torres Strait Islander peoples (section 28)
- Right to health services (section 37)

***Section 4(b) Human Rights Act.**

Related documents

[Metro North Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy](#)

[Appendix 1 Car parking criteria](#)

[RBWH Poster – Need help with parking costs?](#)

[004582: Parking – Staff, Herston Campus & RBWH Managed Facilities](#)

Hospital Car Parking Provisions Directive #QH-HSD_042:2014

Provision of Staff Parking Guideline # QH-HSDGDL-042-1:2014

Patient and Carer Car Parking Concessions Standard #QH-HSDSTD-042-2:2017

Appendix 1- Definition of terms

Term	Definition
Primary Carer	<p><i>The Carers (Recognition) Act 2008</i> identifies a carer as an individual who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.</p> <p>The definition of Primary Carer, for the purpose of this procedure, is the main individual carer for a patient. This includes carers of babies and children.</p>
Eligible Patient and Primary Carer	<p>Includes:</p> <ul style="list-style-type: none"> • patient / primary carers of patient who is admitted for 14 days or longer • patient / primary carer of patient who is required to attend the hospital for two (2) or more visits per week for more than a two (2) week period • patient and primary carer experiencing financial hardship and/or • patient and primary carer with special needs who require assistance.
Patient	Any person accessing RBWH for clinical services.
Staff	Any person employed at the RBWH (permanent, temporary or casual).

Document history

Author	Director, Facility Services
Custodian	Director, Facility and Support Services
Compliance evaluation and audit	<p>The RBWH Trust Office will maintain a register of concessional parking validation that is provided on a monthly basis via the Facility Service Director to Metro North Commercial Activities and as indicated to the Department of Health.</p> <p>Completed application forms will also be provided on a weekly basis to Metro North Commercial Activities for review.</p> <p>Issues relating to patient parking will be followed up at the local level or escalated as indicated to service line management groups or the Facility Director for further action as indicated.</p>
Consequence rating	Moderate
Replaces Document/s	004308: Parking – Patient and Primary Carer Parking Concessions - Version 3
Changes to practice from previous version	<p>Minor review.</p> <p>Human Rights Compatibility Assessment completed January 2022</p>
Education and training to support implementation	<p>Education and training is provided to relevant staff during their orientation period.</p> <p>The information about the Metro North Hospital Car Parking Concessions Policy and Procedure will be made available on the Metro North internet and intranet sites.</p>
Consultation	<p>Key stakeholders</p> <p>RBWH Manager Administration Services</p> <p>RBWH Trust Officer</p> <p>Broad Consultation</p> <p>RBWH Consumer Advisory Group (CAG)</p> <p>Metro North Patient Services Directors for further dissemination</p> <p>Executive Directors, Nursing/Midwifery/Allied Health Directors for further dissemination</p> <p>Service Line Safety and Quality Officers for further dissemination</p> <p>RBWH Integrated Risk Manager</p> <p>RBWH Workforce Development & Education Unit</p>
Marketing Strategy	<p>RBWH Intranet PPP site “What’s New Site” and local dissemination.</p> <p>Posters/signs regarding concessional car parking and how to apply displayed across the organisation, including at receptions and information desks.</p>
Key words	004308; car; parking; car parking; carpark; allocation; fees; park; cost; concession; eligible patient; carer; Standard 2; S2

Custodian Signature

Date

Director, Facility and Support Services, Royal Brisbane and Women's Hospital

AUTHORISATION

Authorising Officer Signature

Date

Deputy Executive Director, Royal Brisbane and Women's Hospital

The electronic signed version is retained by the RBWH Safety and Implementation Service.