

Parking – Patient and Primary Carer Parking Concessions 005989



1. Clinical Governance



2. Partnering with Consumers



6. Communicating for safety

Purpose and intent

The Health Service Directive ([QH HSD-042:2014](#)) and Standard ([QH-HSDIMP-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's public hospitals. Hospitals and Health Services must adhere to the directives where paid parking is administered.

The purpose of this procedure is to describe the process to evaluate and, if required, provide a car parking concession for eligible patients and/or their primary carers.

Scope and target audience

This procedure applies to Surgical, Treatment and Rehabilitation Services (STARS) patients, primary carers and staff (permanent, temporary and casual).

Principles

Car parking concession will be available to assist eligible patients or their primary carers in meeting car parking fees incurred when the eligible patient is accessing clinical services. See [Metro North Policy 004454: Hospital Car Parking - Patient and Primary Carer Parking Concessions](#).

- Car parking concession may be discounted parking based on the need of eligible patients or their primary carers.
- The car parking concession arrangements will take into account the cost and availability of onsite commercial car parking options.
- STARS will appropriately communicate information regarding car parking concessions to patients, their primary carers, and staff to ensure that information relating to facility car parking 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.

Eligibility Criteria

The following patients or their primary carers may be eligible for car parking concessions:

- Patients and/or primary carers experiencing significant financial hardship.
- Patients and/or primary carers who are required to attend STARS frequently or for an extended period of time.
- Patients and/or primary carers with special needs who require additional assistance.

Financial Hardship

- Patients and/or primary carers experiencing financial hardship need to hold a valid healthcare card, pensioner concession card or veteran's card.

Procedure/process

Patient/ Primary Carer initiated application for Car Parking Concession

Concession parking application forms will be available in all Inpatient and in Outpatient areas. Posters and flyers will also be available.

Inpatient

1. Once a treatment plan for the patient is complete, Nurse Unit Managers (NUM's), Allied Health Directors, Medical Officers (MO) or their delegate/s will confirm the applicant's eligibility by completing the form with details of the treatment plan and authorisation of eligibility.
2. The authorised form is presented to the Ground Floor Trust Office for processing and validation of their car park ticket with a printed car parking concession bar code.
3. The Trust officer records issue/validation of the car parking concession on the record sheet.

Outpatient

Patients and/or the primary carer of patients required to attend appointments more than twice weekly or frequently visit over a longer period of time may request to be assessed for eligibility for car parking concession. Their eligibility will be assessed on a case by case basis.

1. Once a treatment plan for the patient is complete, Outpatient Department NUM's, Allied Health Directors, MO's or their delegate/s will confirm the applicant's eligibility by completing the form with details of the treatment plan and authorisation of eligibility.
2. The authorised form is presented to the Trust Office for processing and validation of their printed car park ticket with a concession bar code.
3. The Trust officer records issue/validation of the car parking concession on the record sheet.

Research and Clinical Trials

Pharmaceutical companies and research programs often fund car parking concessions for patients who are participating in clinical trials. This assessment is conducted as part of the recruitment phase of the trial. Clinical research staff provide these passes to patients or their primary carers on a case by case basis.

General Concession

Point Parking offer a variety of concession parking rates to the general public. These passes can be purchased at the parking office accessible from the ground Floor of STARS. STARS does not influence the management of these passes and they are at the discretion of Point Parking.

Parking Locations

Location	Fees	Available
STARS Car Park – Operated by Point Parking	Paid Parking/ Concession Parking	24 Hours, 7 days per week

Consumer feedback

Consumer feedback and complaints are to be managed as per the [Metro North Policy 002045: Consumer Feedback](#) which outlines that if a car parking complaint cannot be resolved, it is to be escalated to the STARS Facility Services Director.

Partnering with consumers

Patients and family members are to be encouraged and given the opportunity to ask questions, clarify information and identify goals of improving access to, and affordability of, car parking for eligible patients and/or their primary carers. Staff are responsible for providing information in a way that is understandable and that meets their needs and are to check consumer'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) 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

STARS is committed to protect the public from harm and to improve the quality of health service provision. The National Safety and Quality Health 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/publications-and-resources/resource-library/nsqhs-standards-user-guide-aboriginal-and-torres-strait-islander-health>

Surgical Treatment and Rehabilitation Service (STARS)

Aboriginal and Torres Strait Islander people have a strong connection to their community, and it is important to discuss their treatment choices not just in the hospital, but also outside of the hospital environment in a culturally safe way. This may be with the patient or consumers' family or community where prior consent from the patient or consumer has been obtained to speak to that person.

When working with patients' who identify as being of Aboriginal and/or Torres Strait Islander origin, the Aboriginal and Indigenous Health Service Team can provide Cultural support and advocacy to strengthen the communication between person, their family and/or substitute decision makers and hospital staff.

We must consider, respect, protect and promote an Aboriginal and/or Torres Strait Islander persons cultural and language rights in every decision and/or action as per section 28 of the Human Rights Act 2019 (Qld).

This service can be reached by contacting: 3647 76044 or 3647 76043 during office hours.

Legislation and other authority

Health Service Directive *Hospital Car Parking Provisions*: Directive #QH-HSD_042:2014

Guideline *Hospital Car Parking – Provision of Staff Parking*: Guideline # QH-HSDGDL-042-1:2014

Standard *Hospital Car Parking – Patient and Carer Car Parking Concessions*: Standard #QH-HSDIMP-042-2:2017

Hospital and Health Boards Act 2011 (Section 47)

Human Rights Act 2019 (Qld)

Powers of Attorney Act 1998 (Qld)

Guardianship and Administration Act 2000 (Qld)

Australian Charter of Healthcare Rights

National Safety and Quality Health Standards

Related documents

[Metro North Policy 004454: Hospital Car Parking – Patient and Primary Carer Car Parking Concessions](#)

RBWH Procedure 004308: Parking– Patient and Primary Carer Parking Concessions

Appendix 1- Definition of terms

Term	Definition
Primary Carer	<p>The Carers (Recognition) Act 2008 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 2 or more visits per week for more than a 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 STARS for clinical services.
Staff	Any person employed at the STARS (permanent, temporary or casual).

Document history

Author	Facility Services Director, STARS
Custodian	Facility Services Director, STARS
Risk rating	Low (2)
Compliance evaluation and audit	Performance against Department of Health Key Performance indicators provided to the Director Commercial Activities This information will be included in the Metro North Annual Report
Replaces Document/s	Parking- Patient and Primary Carer Parking Concessions procedure 005989 v1.0
Changes to practice from previous version	Scheduled Review - Minor <ul style="list-style-type: none"> • Marketing Strategy • Update links for new reference documents • Addition of Aboriginal and Torres Strait Islander considerations, Partnering with Consumers and accompanying Legislation and other authority • Human Rights considered as per legislative obligations under s 58 of the <i>Human Rights Act 2019 (QLD)</i>
Education and training to support implementation	Communication of this procedure/protocol/guideline at unit/ward meetings is sufficient. Staff undertaking Trust Officer role are trained and follow written procedures which align to this procedure.
Consultation	Key Stakeholders Facility Services Director – STARS STARS Consumer Advisory Group MNHHS Patient Services Directors for further dissemination STARS Manager Administration Services Director of Social Work Trust Officer
Marketing Strategy	A STARS Policy, Procedure and Protocol Staff Update will be published online each month to update staff of all new and updated policies, procedures, protocols, guidelines, work instructions and standing orders. This update will be distributed via the STARS staff bulletin and emailed to line managers with a link to the published update.

Key words	car; parking; MNHHS; allocation; fees; procedure; metro; north; hospital; safety; access; park; carpark; car parking; cost; concession; eligible patient; carer; staff; discount; visitor; multi storey; patient; free; social work; application; employee; directive; wheelchair
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Custodian Signature

Date

Facility Services Director

Surgical Treatment and Rehabilitation Service (STARS), Metro North Hospital and Health Service

AUTHORISATION

Authorising Officer Signature

Date

Executive Director

Surgical Treatment and Rehabilitation Service (STARS), Metro North Hospital and Health Service

The signed version is kept in file at Safety & Quality unit, STARS, Metro North.