

Hospital Car Parking – Patient and Primary Carer Car Parking Concessions

Background

The purpose of this Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy is to improve access to, and affordability of, car parking to eligible patients and/or their primary carers in a transparent manner, on the basis of need and in accordance with the criteria set out in this Policy.

This document is a mandatory requirement under the Queensland Health Service Directive *Hospital Car Parking Provisions*.

Principles

- Car parking concessions will be available to assist eligible patients and/or their primary carers in meeting car parking fees incurred when the eligible patient is accessing clinical services. See [Appendix 1: Car parking criteria](#)
- Car parking concessions may range from free parking to discounted parking based on the need of eligible patients and/or their primary carers.
- The car parking concession arrangements will take into account the cost of onsite commercial car parking options available.
- Metro North will appropriately communicate information regarding car parking concessions to patients, their primary carers, and Metro North 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 Policy.
- Both the Metro North *Hospital Car Parking Concessions Policy* and the *RBWH and TPCH Hospital Car Parking Concessions Procedures* will be available on the Metro North internet and intranet sites.

The following patients and/or their primary carers may be eligible for Metro North car parking concessions in accordance with the criteria set out in this Policy:

- Patients and/or primary carers experiencing financial hardship
- Patients and/or primary carers who need to attend Metro North hospitals for an extended period of time
- Patients and/or primary carers who are required to attend Metro North hospitals frequently
- Patients and/or primary carers with special considerations who require assistance.

Scope and Target Audience

This Policy applies to all Metro North patients, primary carers and staff (permanent, temporary and casual).

Procedure

The Director Commercial Activities will be the central administrative point for oversight and reporting of all car park concessions issued.

The Metro North Patient and Primary Carer Car Parking Concessions Policy will be administered by the Royal Brisbane and Women's Hospital and The Prince Charles Hospital in accordance with the Procedures in place at each Metro North facility.

The Procedures in place at each Metro North facility will state, for eligible patients and/or their primary carers wishing to use paid car parking available at each Metro North facility:

- how a patient or their primary carer can access car parking concessions at that facility;
- the application process and timeframes;
- contact information for assistance; and
- how to access any forms required.

The RBWH and TPCH Facility Service Directors will manage the individual Metro North facility processes for car parking concessions.

The RBWH and TPCH Facility Service Directors will report to the Director Commercial Activities, on a regular basis, on the details of concessions issued.

Information on the number of car parking concessions issued and the cost of these concessions will be included in the Metro North Annual Report.

Complaints

Where a complaint is received by a Metro North facility in relation to the application of the Patient and/or Primary Carer Car Parking Concessions Policy, it is to be directed through to the appropriate Metro North facility complaints process to address.

Consumer engagement

Feedback has been sort from Consumer Representatives at RBWH and TPCH and relevant changes have been incorporated.

Information relating to parking will be readily available to patients, primary carers and staff.

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-HSDSTD-042-2:2017](#)

Hospital and Health Boards Act 2011 (Section 47)

Related Documents

Metro North Car Parking – RBWH Patient and Primary Carer Car Parking Concessions Procedure

Metro North Car Parking – TPCH Patient and Primary Carer Car Parking Concessions Procedure

Relevant Standards



Standard 1 – Clinical Governance



Standard 2 – Partnering with Consumers

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 Policy, is the main individual Carer for a patient. This includes Carers of babies and children.</p>
Eligible Patient and Primary Carers	<p>Include:</p> <ul style="list-style-type: none">• patients and primary carers who are required to attend hospital frequently;• patients and primary carers who need to attend hospital for an extended period of time;• patients and primary carers experiencing financial hardship; and/or• patients and primary carers with special needs who require assistance <p>in accordance with the criteria set out in Appendix 1.</p>
Patient	Any person accessing a Metro North hospital for clinical services.
Staff	Any person employed at a Metro North hospital (permanent, temporary or casual).

Appendix 1 Car parking criteria

The following criteria applies to persons seeking concessional car parking. This includes patients or their primary carer.

Category	Concession Type	Concession Rate	How to Access
<p>Frequent attendees Patient attends for 2 or more visits per week for more than a 2 week period</p>	<ul style="list-style-type: none"> • Patient or Primary Carer eligible for concessional parking after patient has attended for 2 or more appointments per week over 2 weeks • Concession is valid for 60 days from approval • Where a patient continues to have frequent appointments past their 60-day expiry, a new application form will be required to renew their concession approval, and there will be no interruption to the concessional provided. 	<ul style="list-style-type: none"> • 50% discount to commercial parking rate, per exit 	<ul style="list-style-type: none"> • Patients and/or Primary Carers are to make contact with their local hospital to make an application for concessional parking. • Once approved, Patients and/or Primary Carer are able to get their carpark ticket validated at various placed within the hospital complex. • When the Patient and/or Primary Carer returns to the carpark, prior to exit they need to pay their remaining fees at the carpark pay station. Discount will be provided automatically.

<p>Extended stay Patient admitted for 14 days or longer</p>	<ul style="list-style-type: none"> • Primary carer eligible for concessional parking after a patient has been admitted for more than 14 days (day 14 of admission) • Concession is valid for 30 days from approval • Where a patient is admitted (without discharge) for more than 44 days a new application form will be required to renew their concession approval, and there will be no interruption to the concessional provided. 	<ul style="list-style-type: none"> • 50% discount to commercial parking rate, per exit 	<ul style="list-style-type: none"> • Patients and/or Primary Carers are to make contact with their local hospital to make an application for concessional parking. • Once approved, Patients and/or Primary Carer are able to get their carpark ticket validated at various placed within the hospital complex. • When the Patient and/or Primary Carer returns to the carpark, prior to exit they need to pay their remaining fees at the carpark pay station. Discount will be provided automatically.
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<p>Financial Hardship and Special Considerations</p>	<ul style="list-style-type: none"> • Where a patient or primary carer is not eligible for concessional car parking under the extended stay or frequent attendees' criteria they may be able to apply for special circumstances 	<ul style="list-style-type: none"> • 50% discount to commercial parking rate, per exit, or as determined through the special circumstances application process. 	<ul style="list-style-type: none"> • Patients and/or Primary Carers are to make contact with their local hospital to make an application for concessional parking. • Once approved, Patients and/or Primary Carer are able to get their carpark ticket validated at various placed within the hospital complex. • When the Patient and/or Primary Carer returns to the carpark, prior to exit they need to pay their remaining fees (if applicable) at the carpark pay station. Discount will be provided automatically.
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Metro North may, in exceptional cases, provide full concession for car parking costs. Metro North may offer such concessions in its absolute discretion.

Document History

Custodian	Director Commercial Activities MNHHS
Risk rating	Low
Compliance evaluation and audit	Each MN Facility Service Director must report regularly to the Director Commercial Activities on the details of concessions issued. This information will be included in the Metro North Annual Report.
Replaces Document/s	New document
Document replaced	POL051 Hospital Car Parking - Patient and Primary Carer Car Parking Concessions
Key stakeholders	Chief Finance Officer Executive Director – Operations Executive Director – Allied Health General Manager Business Advisory and Commercial Services Director – Commercial Activities Executive Director RBWH Executive Director TPCH Legal Services MNHHS Communication and Engagement Facility Service Director RBWH Facility Service Director TPCH
Marketing Strategy	Marketing through regular emails to all line managers of new and updated policies and procedures; also a notification through Metro North Safety and Quality Units to key stakeholders. The information about the Metro North Hospital Car Parking Concessions Policy and RBWH and TPCH Car Parking Concessions Procedures will be made available on the Metro North internet and intranet sites. Free and easily accessible pamphlets, flyers or signs regarding car parking concessions will be available at appropriate locations throughout Metro North facilities. This may include facility receptions and information desks, wards, or any other relevant clinical or communal areas within Metro North facilities.
Key words	car; parking; MNHHS; allocation; fees; procedure; metro; north; hospital; facility; safety; access; park; carpark; carparking; cost; concession; eligible patient; primary carer; staff; discount; multi storey; patient; free; social work; application; employee; directive; wheelchair; primary carer.

AUTHORISATION

Signature

Date

Chief Executive, Metro North Hospital and Health Service

The signed version is retained by the relevant Safety and Quality area, Metro North Hospital and Health Service.