

# Hospital Car Parking – Patient and Carer Car Parking Concessions 004454



## Policy statement

The Queensland Health Service Directive – Hospital Car Parking Provision requires Metro North Hospital and Health Service (Metro North Health) to establish a Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy.

This policy and the Queensland Health Service Directive is to be considered when Metro North Health undertakes the development and review of the Metro North Health Hospital Car Park Strategy (also a requirement of the Queensland Health Service Directive).

## Purpose and intent

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 carer 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*.

## Scope and target audience

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

## Principles

- Car parking concessions will be available to assist eligible patients and/or their carer (one carer only) 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 carer (one carer only).
- The car parking concession arrangements will consider the cost of onsite commercial car parking options available.
- At Metro North Health operated car parks, the same concessions criteria will apply.

- Metro North Health will appropriately communicate information regarding car parking concessions to patients, their carer, and Metro North Health 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 Health Hospital Car Parking Concessions Policy and the Individual Directorate's Hospital Car Parking Concessions Procedures will be available on the Metro North Health internet and intranet sites.

**The following patients and/or their carer (one carer only) may be eligible for Metro North Health car parking concessions in accordance with the criteria set out in this Policy:**

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

## Procedure

The Car Park Manager will be the central administrative point for oversight and reporting of all car park concessions issued.

The Metro North Health Patient and Primary Carer Car Parking Concessions Policy will be administered by the Individual Directorate's in accordance with the Procedures in place at each Metro North Health facility.

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

- how a patient or their 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, TPCH, STARS, REDH, CABH Facility Service Directors at each Metro North Health Directorate will manage the individual Metro North Health facility processes for car parking concessions in conjunction with Metro North Health Car Park Team.

The Metro North Health Facility Service Directors will report to the Car Park Manager, 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 Health 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 Health facility complaints process to address.

## Partnering with consumers

Information relating to parking will be readily available to patients, 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* (Qld) (Section 47)

*Human Rights Act 2019* (Qld)

## Related Documents

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

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

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

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

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

## Appendix 1 – Definition of terms

Term	Definition
Carer	A person providing unpaid care and support to family members and friends (who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged) who are patients.
Eligible Patient and Carer	Include: <ul style="list-style-type: none"><li>patients and carers (one carer only) who are required to attend hospital frequently;</li><li>patients and carers (one carer only) who need to attend hospital for an extended period of time;</li><li>patients and carers (one carer only) experiencing financial hardship; and/or</li><li>patients and carers (one carer only) with special needs who require assistance</li></ul> in accordance with the criteria set out in Appendix 1.
Patient	Any person accessing a Metro North Health hospital for clinical services.
Staff	Any person employed at a Metro North Health hospital (permanent, temporary, or casual).

## Appendix 2 – Car parking criteria

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

Category	Concession Type	Concession Rate	How to Access
<p><b>Frequent attendees</b> Patient attends for 2 or more visits per week for more than a 2-week period</p>	<ul style="list-style-type: none"> <li>• Patient or Carer (one carer only) eligible for concessional parking after patient has attended for 2 or more appointments per week over 2 weeks</li> <li>• Concession is valid for 60 days from approval.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• 50% discount to commercial parking rate, per exit</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and/or Carers are to make contact with their local hospital to make an application for concessional parking.</li> <li>• Once approved, Patients and/or Carer are able to get their carpark ticket validated at various locations within the hospital complex.</li> <li>• When the Patient and/or 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.</li> </ul>
<p><b>Extended stay</b> Patient admitted for 14 days or longer</p>	<ul style="list-style-type: none"> <li>• Carer (one carer only) eligible for concessional parking after a patient has been admitted for more than 14 days (day 14 of admission)</li> <li>• Concession is valid for 30 days from approval.</li> <li>• Where a patient is admitted (without discharge) for more than 44 days a new application form will be required to renew</li> </ul>	<ul style="list-style-type: none"> <li>• 50% discount to commercial parking rate, per exit</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and/or Carers are to make contact with their local hospital to make an application for concessional parking.</li> <li>• Once approved, Patients and/or Carer are able to get their carpark ticket validated at various locations within the hospital complex.</li> <li>• When the Patient and/or Carer returns to the carpark, prior to</li> </ul>

	<p>their concession approval, and there will be no interruption to the concessional provided.</p>		<p>exit they need to pay their remaining fees at the carpark pay station. Discount will be provided automatically.</p>
<p><b>Financial Hardship and Special Considerations</b></p>	<ul style="list-style-type: none"> <li>Where a patient or 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</li> </ul>	<ul style="list-style-type: none"> <li>50% discount to commercial parking rate, per exit, or as determined through the special circumstances application process.</li> </ul>	<ul style="list-style-type: none"> <li>Patients and/or Carers are to make contact with their local hospital to make an application for concessional parking.</li> <li>Once approved, Patients and/or Carer are able to get their carpark ticket validated at various locations within the hospital complex.</li> <li>When the Patient and/or 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.</li> </ul>

*Metro North Health may, in exceptional cases, provide full concession for car parking costs. Metro North Health may offer such concessions in its absolute discretion*

## Document History

<b>Author</b>	Car Park Manager, Business Advisory and Commercial Services
<b>Custodian</b>	General Manager, Business Advisory and Commercial Services
<b>Risk</b>	<b>Likelihood</b> – Rare <b>Consequence</b> – Moderate <b>Risk Rating</b> – Low (5)
<b>Compliance evaluation and audit</b>	Each Metro North Health Facility Service Director must report regularly to the Car Park Manager on the details of concessions issued. This information will be included in the Metro North Health Annual Report.
<b>Replaces Document/s</b>	Hospital Car Parking – Patient and Primary Carer Car Parking Concessions Policy 004454 Version No: 2.0 Effective date: 01/2019
<b>Changes to practice from previous version</b>	<ol style="list-style-type: none"> <li>1. Minor Review</li> <li>2. Minor practice and/or process change</li> <li>3. Updated to include Redcliffe, Caboolture and STARS</li> </ol>
<b>Education and training to support implementation</b>	NA – minor update only
<b>Consultation</b>	<p><b>Key stakeholders</b></p> <p>Chief Finance and Corporate Officer  Executive Director – Allied Health  General Manager Business Advisory and Commercial Services  Director – Commercial Activities Executive Director RBWH  Executive Director TPCH  Executive Director RBWH  Executive Director REDH  Executive Director STARS  Executive Director CABH  Legal Services Metro North  Communication and Engagement  Facility Service Director RBWH  Facility Service Director TPCH  Facility Service Director REDH  Facility Service Director CABH  Facility Service Director STARS</p> <p><b>Broad Consultation</b> facilitated through the following:  Metro North Aboriginal and Torres Strait Islander Leadership Team  Metro North Clinical Governance Safety, Quality and Risk</p>

	<p>Digital Metro North</p> <p>Metro North Medical Services</p> <p>Metro North Nursing and Midwifery Services</p> <p>Metro North Allied Health</p> <p>Metro North Communication</p> <p>Metro North Finance</p> <p>Metro North Norfolk Island Support Program</p> <p>Metro North People and Culture</p> <p>Metro North Workplace Health and Safety</p> <p>Metro North Legal Unit</p> <p>Metro North Ethical Standards Unit</p> <p>Metro North Risk and Compliance Officer</p> <p>Metro North Clinical Streams</p> <p>Metro North Engage</p> <p>Health Excellence Innovation Unit</p> <p>Clinical Directorate Safety and Quality Units</p> <p>Clinical Skills Development Centre</p>
<b>Marketing Strategy</b>	<p>A Policy, Procedure and Protocol Staff Update will be published online each month to update staff of all new and updated policies, procedures and protocols. This update will be emailed to all Safety and Quality Units in each clinical directorate and a broadcast email sent to all Metro North Health staff with a link to the published update.</p> <p>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.</p> <p>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.</p>
<b>Key words</b>	<p>Car, Parking, 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, 004454.</p>

**Custodian Signature**

**Date**

General Manager, Business Advisory and Commercial Services, Metro North Hospital and Health Service

**Authorising Officer Signature**

**Date**

Chief Finance and Corporate Officer, Metro North Hospital and Health Service

## **AUTHORISATION**

**Signature**

**Date**

Chief Executive, Metro North Hospital and Health Service

The signed version is kept in file at Clinical Governance, Metro North Health.