Car parking concessions

1. Purpose

This procedure describes the processes for issuing appropriate parking permits or concession cards in an equitable manner and outlines the circumstances that satisfy Toowoomba Hospital’s criteria for concession rates relating to car parking fees.

2. Scope

This procedure applies to, but is not limited to, all patients, carers and visitors of Toowoomba Hospital.

3. Procedure

Basis of public car park fees

Public parking (other than staff) will be linked to market rates to avoid long term parking by non-hospital users. Concessional parking pricing arrangements are available for eligible users.

Multistorey patient/carer parking fees

The Multistorey car park has 492 car parks available, including 14 disabled parks and six designated pram parks.

Patient/carer parking fees are determined by the Toowoomba Hospital Foundation (THF). See Appendix A.

3.1 On-site concession parking

Concessional fees will be available for eligible patients and carers when parked in a designated parking area outside Cossart House.
3.1.1 Eligibility

**Process for concessional fees and eligibility for patient/carer on-campus parking at Toowoomba Hospital**

Concession tickets can be obtained at the Toowoomba Hospital Foundation office (41 Joyce Street, phone 07 4616 6166) and, after hours, at the Emergency Department, Toowoomba Hospital.

Concession passes can also be given to patients on a case-by-case basis on approval by the Nurse Unit Manager (NUM) of the ward or after hours by the ward Team Leader.

**On-Campus concession pass eligibility**

Concessions for car parking on-campus will be determined considering the following criteria:

- Government Card holders of Pension Card or Healthcare Card
- Patient’s length of stay
- Patients and carers with special needs who require assistance
- The attendance frequency of patients or their carers; and
- Financial hardship.

The following patients are eligible for concessional parking and the issuance of free on campus parking:

- Holders of a Disabled Parking Permit
- Ongoing cancer treatment patients
- Ongoing dialysis patients
- Patients and patient carers attending more frequently than three times weekly; or
- Geriatric Adult Rehabilitation and Stroke Service (GARSS) & Rehabilitation attendees
- Patients with a long term hospitalisation and/or treatment needs.

The following areas have a THF parking book to enable them to offer concessional parking and issue free on campus parking for patients/carers on a case-by-case basis:

- Allied Health, Cossart House
- Mental Health - Acute Mental Health Unit (AMHU), Yannanda, Community Mental Health and Alcohol and Other Drugs (AODS)
- Special Care Nursery (SCN)
- Oral health
- Pulmonary rehabilitation; and
- Heart care.

**Case-by-Case concessions**
Concessions are also available on all inpatient wards for issuance on a case-by-case basis. Concessions require the approval of the ward NUM or after hours ward Team Leader.

### 3.2 Multi-storey car parking
- Patients and carers can access a 5 day pass, the fee as detailed in Appendix A, is valid for any day of the week, including Saturday and Sunday.
- Daily pass, the fee as detailed in Appendix A, for patient transfer appointment parking in the multi-storey car park.

### 4. Primary policy
- Car Parking (2.13)

### 5. Related policies, procedures and work instructions
- Nil

### 6. Supporting documents
- [Health Service Directive: Hospital Car Parking Provisions](#)

### 7. Related standards
- [Standard: Hospital Car Parking - Patient and Carer Car Parking Concessions](#)
- ISO 9001:2015 Quality Management Systems

### 8. Related values
- Compassion
- Integrity
9. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Concession Pass</td>
<td>A pass to access dedicated parking spaces within Toowoomba Hospital at low or no cost.</td>
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<tr>
<td>Patient</td>
<td>A person admitted as an inpatient, presenting at the Emergency department or attending an outpatient or diagnostic appointment.</td>
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<tr>
<td>Carer</td>
<td>Any person attending for the purpose of visiting or transporting a patient. This includes carers and persons listed as Next of Kin (NOK) on the patient record.</td>
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10. Procedure revision and approval history

<table>
<thead>
<tr>
<th>Executive Sponsor</th>
<th>Executive Director Toowoomba Hospital</th>
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<tbody>
<tr>
<td>Author</td>
<td>Executive Director Toowoomba Hospital</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Corporate Services Improvement Committee</td>
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Name: ____________________________

Signature: ____________________________

Chair: Corporate Services Improvement Committee

11. Appendices

- Appendix A – Multi-storey car parking fees
Appendix A – Multi-storey car parking fees

As at 1 July 2017, the public parking base schedule of fees is as follows:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Base Rate (inc. GST)</th>
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<tr>
<td>Less than 30 minutes</td>
<td>$2.80</td>
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<td>30 mins – 1 hour</td>
<td>$5.60</td>
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<td>1.0 - 1.5 hours</td>
<td>$8.40</td>
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<td>1.5 – 2.0 hours</td>
<td>$11.20</td>
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<td>2.0 – 2.5 hours</td>
<td>$14.00</td>
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<tr>
<td>2.5 hours or more</td>
<td>$15.00</td>
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<tr>
<td>5 day pass</td>
<td>$22.00</td>
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<tr>
<td>Concessional daily pass</td>
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