

Car parking concessions

Procedure authorisation

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N/A

Purpose

Sunshine Coast Hospital and Health Service provides concessional car parking to eligible patients and carers. Eligibility for concessional car parking must be assessed in a holistic manner that aligns with family-centred care principles and considers financial and social circumstances of eligible patients and families to improve access and affordability of car parking.

This procedure describes the criteria for determining eligibility and identifies the required documentation to ensure concessional car parking access is provided in a transparent manner.

This procedure is supported by Department of Health Standard Hospital Car Parking Health Service [Directive](#) GH-HSDSTD-042-2:2017 and SCHHS [policy](#) Concessional car parking.

Scope/ site specifics

This procedure applies to all SCHHS sites where paid parking for patients and visitors is in operation.

Procedure

Car parking concessions may be approved or issued by specialist areas in the hospital.

However, when car parking concessions are issued by specialist areas, the SCHHS must have appropriate internal administrative processes that advise the single administrative point. This procedure identifies the administrative processes required to meet the standard and to comply with the SCHHS policy.

Concessional parking for specified patients and carers

Eligibility of patients/ and carers experiencing financial hardship

Clinical staff may refer a patient or carer to the social worker attached to that work unit if their payment for parking is becoming a financial impediment to attending either SCUH or NGH.

An appointment with the social worker will only occur during normal business hours. The social worker will undertake an assessment with the patient or carer to establish if criteria for financial hardship is met.

The following criteria are used to guide decision-making by the social worker when assessing eligibility for 100% discounted parking:

- The patient, parent or carer is a government concession card holder or is eligible for Centrelink payments; and/ or
- The financial circumstances of the patient/ their family has been impacted as a result of the patient's hospital admission/ appointments; and/ or
- The carer is a single income household and/ or has a low income; and/ or
- The length of the current inpatient stay for the patient has an impact on the family's financial circumstances; and/ or
- The parent or carer is required to frequently attend appointments; and/ or
- The parent or carer has additional financial stressors (e.g. more than one child who is an inpatient).

Process to determine, record and provide 100% discounted parking

1. Clinical staff are to refer the patient or carer to the social worker attached to that unit.
2. Social worker is to meet with the patient's family to discuss the family's circumstances and situation to determine if there is financial support required.
3. Social worker must:
 - a. Undertake a brief eligibility assessment and determine the duration of concession, (up to a 3 month period) by completing the Financial hardship assessment for patients and carers [form](#) (Appendix 1);
 - b. Retain the completed Appendix 1 form;
 - c. If the patient/carer is deemed eligible for concessional parking, complete, and pass to the patient/carer, Appendix 1, [Part 2](#) Parking concession approval which provides authorisation for validation and written explanation of the process;
 - d. Advise the patient/carer to keep the Parking concession approval and present to reception when seeking to have parking validated; and,
 - e. Provide notification of any supported application by sending an email to car park administration (SC-SCUH-Parking@health.qld.gov.au) with the word – CONCESSION in the title and stating the name of the patient or carer and the duration of the eligibility for free parking. No forms need to accompany the email.
4. The approved applicant will be required to attend the main reception desk at either SCUH or NGH during reception hours, and provide confirmation of identity to have their paper parking ticket validated.
5. Reception staff are to record all occurrences of validations using the Car Park Validation Data Base prior to actioning the validation.
6. Once a ticket has been validated at 100% discount, the patient/carer will insert the validated ticket at the exit boom gate to egress the car park.

Further concessional parking may also be provided for the same admission to another carer if vital to the patients' care.

In circumstances where parents or carers demonstrate **urgent or extraordinary need**, a validation for free parking may be provided. For example:

- The parent, primary carer or family member has no recourse to funds; or
- A child has been admitted in emergency after hours and parent or carer has no immediate access to funds.

For SCUH patients, free parking may also be offered at Frazer Lane Car Park, depending on availability. Refer to Emergent Car Parking Pass [section](#) below.

Patients and carers who need to attend hospital for an extended period of time

Discounted parking may be offered to patients or primary carers attending either SCUH or NGH for extended periods.

A 50% discount will be offered to primary carers attending the hospital to support a patient admitted for an extended period. The concession will be offered on the fourth day of attendance, once confirmation of an extended stay is provided by the nurse unit manager of the ward, or by the social worker attached to that unit. Discounts may be offered to more than one carer, should the situation require it, for example both parents of an admitted child who are not travelling or attending the hospital at the same time.

Refer Appendix 2 Concessional parking [form](#) required from the ward or unit where the patient is admitted for an extended time.

Patients and carers who are required to attend hospital frequently

A 50% discount will be offered to patients and carers on the fourth and subsequent day of attendance in a 7 day period. Continued attendances falling within the following seven days will continue to count for eligibility of the frequency of attendance criteria.

Proof of attendance at clinics or visits to a patient by a primary carer is required. Patients or carers requesting the discount must be able to prove multiple attendances within a 7 day period. Appointment letters; notices from the clinic; or a completed Appendix 2 Concessional parking [form](#) will be sufficient proof.

Concessional parking [form](#) (Appendix 2) may be completed by any senior clinician, social worker, or unit administrator, where the patient is required to attend ongoing treatment of 4 or more days within a week.

If the applicant cannot produce such documentation, staff validating the parking can check appointments and attendances of the patient involved, by accessing Hospital Based Clinical Information System (HBCIS).

Patients and carers falling under this category may also apply under the financial hardship provisions for fully subsidised parking.

Patients and carers with special needs who require assistance

Discounted parking may be offered to patients or primary carers attending either SCUH or NGH and are identified as requiring assistance due to their unique circumstances.

Special needs is based on its common meaning and are assessed on a case by case basis and includes those requiring assistance due to special cognitive, sensory, or physical needs and those with social, emotional, behavioural, or developmental disorders. This may include patients with disabilities.

Notification from a clinician or social worker is sufficient to validate parking. The initial discount will be for 20%, with 50% discounts applying for frequent or extended periods of attendance.

Patients and carers deemed as having special needs may also apply under the financial hardship provisions for free parking.

Patients and carers with certain government concession cards

Patients and carers holding a Health Care Card or a Disability Card Permit (Disability Pension Card) are eligible for the following concessions:

- 20% discount to the parking fees incurred on each visit to SCUH and NGH.
- 50% discount when attending the fourth and subsequent visit within a seven day period or are required to attend the hospital over an extended period.

Presentation of one of the above concession cards and photo identification is sufficient to process the validation for the 20% discount.

The 50% discount is also available to all patients and carers on the fourth and subsequent day of attendance in a 7 day period and for extended periods of attendance, as per the conditions indicated above.

A concession card as specified under the policy can be presented to the main reception desk, along with photo identification to allow patients and carers a 20% discount. Validations will be processed during reception hours only.

Details of the concession are to be entered into the Car Park Validation database prior to validating.

Refer to Summary of [concessions](#) and Appendix 3 – [Car parking fees](#) for SCUH and NGH.

Validation process at SCUH

The paper parking ticket is to be validated in the Exemplar Health Parking HQ portal for the 20%, 50% and 100% discounts. The balance of the parking fees, if any, will be paid by the patient/carer at the ticket payment machines located on the ground and first levels in P1, and at ground level in P2. Validations for on-going attendances require parking tickets issued on entry to the car park, to be presented daily to reception. There are no long term parking passes available.

Validation process at NGH

Reception staff are to place the ticket to be discounted into the validation machine specified to provide the 20%, 50% or 100% discount. A new bar code will be printed the ticket. The balance of the parking fee, if any, is to be paid by the patient/carer at the ticket payment machines located on level 4 of the car park accessed via the link bridge at level 2 of the hospital.

When Reception is not open, or when the validation machine is not available or inoperable, the patient/carer can be issued a NGH Parking Concession Voucher with a sequential number and code.

Concession vouchers will be held by Reception, Protective Services and the After Hours Nurse Manager. After hours the patient/ carer will be instructed to contact Protective Services in the first instance and the After Hours Nurse Manager (only if Protective Services is not available).

The staff member issuing the voucher must ensure the details on the voucher are accurately recorded as these will be collected and reconciled to the car park operators validated parking reports.

The patient/ carer will need to take both their parking ticket and the NGH Parking Concession Voucher to the Parking Cashier Station on level 4 of the car park and press the intercom button to speak to the car park manager call centre. In order to receive a discounted parking fee, the parking ticket entry time and the NGH Parking Concession Voucher number will need to be quoted. The new fee to pay will be displayed on the cashier station and a new parking ticket issued to allow exit from the car park.

SCUH free parking availability

An at-level car park located on Frazer Lane with access from Eccles Boulevard at the southern end of SCUH is available for certain groups who need to attend SCUH frequently for treatment and for emergent use. It is not for general public use. There are 47 spaces (which include the 9 people with disability spaces) available **free of charge** for patients attending:

- Rehabilitation Unit, Paediatrics, Oncology, and Renal transport services who drop patients off requiring dialysis;
- Adem Crosby Centre (Cancer Care). Patients and patient families who meet specific criteria and have appointments in the Adem Crosby Centre, Renal, Maternity, Mortuary etc. will be provided with access to the Frazer Lane Car Park for the duration of their appointments or visits. The relevant departments will manage the allocation of parking passes for this purpose and will also advise the car parking administrator of their criteria and processes.
- Emergency use by mothers in labour. Mothers in labour will have the ability to access the Frazer Lane Car Park, 24 hours, 7 days per week; and
- Other patients/carers or their families who fit hardship criteria.

Emergent car parking pass – Frazer Lane or emergent parking at drop-off area

In addition to facilitating daily validation of parking tickets for hardship cases, the social workers at SCUH can approve a limited number of accesses to Frazer Lane (free parking) or the drop off area at the northern end of the facility. Five (5) car parking passes (north and south end of SCUH) are available for distribution and they will be allocated to social work service streams at SCUH. Social workers should refer to local guidelines for access free parking at Sunshine Coast University Hospital and other parking /transport options for further information.

Only under the following exceptional circumstances will a parking pass be allocated to a patient/ primary carer:

- Unexpected traumatic medical event that is life threatening;
- Patient is palliative with very limited timeframe to live;
- Child is critically unwell;
- Long stay patient's next of kin;
- Patient unable to act on their own behalf, requiring next of kin to be present for medical discussions.

Social workers are to be the driver of assessing and allocating car park passes, ensuring that the most senior social worker within the service group is consulted, where practicable and appropriate.

Social worker is to complete an assessment that includes:

- If the need is one of the priority's as noted above;
- That all other options for securing parking/ transport accommodation on their own behalf have been explored, e.g. family/ friends can drop off/ pick up, street parking, public transport.

Once it has been deemed the patient/ primary carer is eligible for being offered a parking, staff must:

- Issue the parking pass with dates written on. Passes must be issued for no more than 3 days when further review will be required;
- If pass is not to be reissued after 3 days the social worker is to request the pass be returned to them directly or to the ward team leader (if out of social work hours) who will return it to social work the following business day;
- For drop off zone at north end, social worker to advise patient/ NOK they can park for unlimited time and they must display their pass on the dashboard of the car at all times;
- For Frazer Lane, social work are to advise patient/ NOK they must push the button on the intercom and tell them they have a "social work parking pass." This pass must be displayed on the dashboard of the car at all times;
- The senior social worker who approved the issuing of the pass must complete the criteria table with information required;
- Passes will be kept by the senior social worker at a place of their discretion when not in use.

NGH free parking availability

There are 20 free parking passes for use as required for patients and carers attending high need areas of Cancer Care and Renal. These passes are available for issue by the NUMs of these units when parking requirements for patients or carers is required frequently to attend treatments. Wishlist will provide a monthly report detailing all parking accessed using the passes. The SCHHS pays for all parking accessed using parking passes.

Pharmacy bulk fluid pick up

Patients picking up bulk fluids from Pharmacy will have 20 minutes to complete their pickup and exit the car park before incurring charges.

Concession summary

Category	Accessibility	Supporting document	Discount on presentation	Frequent attendance (4+ days)	Extended admissions (4+ days)
Financial hardship	By application to social worker	Confirmed by social worker	100%	100%	100%
Health Care Card/Disability Pension Card	On presentation at reception	Confirmed as carer/patient, health care card and photo ID	20%	50%	50%
Patient/ carers	On presentation at reception	Proof of attendances (may be via HBCIS)		50%	50%
Special needs	On request	Email confirmation provided by clinic/ward	20%	50%	50%

Reporting

The Hospital Car Parking Health Service Directive stipulates that each HHS must implement a single administrative point to provide oversight and central reporting of all car park concessions issued across hospitals and service areas. Within SCHHS the Business Services and Management Support Unit is the central administration point for reporting and concessional car parking administration.

All concessional parking instances are to be recorded in the Car Park Validation database. Information collected will be used for monthly reporting and monitoring to the Executive Director, Finance, Business and Operational Services.

All parking validations at SCUH are invoiced to the SCHHS by Exemplar Health on a fortnightly basis. For validated parking at SCUH, fortnightly reports will be obtained from the database for reconciliation of the invoiced ticketing at SCUH.

Wishlist will provide a monthly report to accompany an invoice to SCHHS for all NGH concessional parking costs incurred under the SCHHS concessional parking policy and procedures.

The SCHHS must report annually, as part of its Annual Report, on the number of car parking concession passes issued and the cost of these concessions.

Definition of key terms

Term	Definition
Patient	A patient is a person that is admitted or attending hospital for a course of treatment.
Carer	A 'carer' is a person who provides unpaid care and support to family members or friends who are patients and have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged. Carer includes foster carer. In most cases, the carer will be the primary carer, although the provision of carer concessions will be assessed on a case by case basis where care is necessary from more than one person.
Financial hardship	Financial hardship is based on its common meaning, and will be assessed on a case by case basis for those who are vulnerable and in need of financial assistance..
Special needs, requiring assistance	Special needs is based on its common meaning and are assessed on a case by case basis and includes those requiring assistance due to special cognitive, sensory, or physical needs and those with social, emotional, behavioural, or developmental disorders. This may include patients with disabilities.

References and further reading

Primary legislation, policy, standards or other authority

Department of Health, Health Service [Directive](#) Hospital Car Parking Provisions QH-HSD-042:2014 Dated 1 July 2017 (the Directive)

Health Service [Standard](#) Hospital Car Parking – Patient and Carer Car Parking Concessions QH-HSDSTD-042-2:2017 Dated 1 July 2017

SCHHS [policy](#) 000612 Car parking concessions

EQuIP National Standards (ACSQHC)

Standard 1 criteria 5 – Patients' rights are respected and their engagement in their care is supported.

Standard 11 criterion 5 –The organisation meets the needs of consumers/ patients and carers with diverse needs and from diverse backgrounds.

Forms and other related or supporting documents

SCHHS factsheets

Patients and Carers Experiencing Financial Hardship Assessment form ([Appendix 1](#))

Patients and Carers Attending Hospital Frequently or For Extended Periods form ([Appendix 2](#))

Fee structure – parking at SCUH and NGH ([Appendix 3](#))

Consultation

Key stakeholders who contributed to and/or reviewed this version include:

Manager, Business Services and Management Support

Executive Director, Allied Health

Professional Lead, Social Work, Allied Health

Business Manager, Finance, Business and Operations

Manager, Wishlist Foundation

Audit/ compliance strategy

At the time of document review evidence will be required to demonstrate effectiveness of and compliance to the procedure.

Level of risk	Low
Audit strategy	Review/ audit of car park database records of all validations charged by car park operator. Fortnightly reporting from car park operators to allow verification of validated tickets and costs.
Audit frequency and reporting	Monthly audits of invoiced amounts and validations recorded.
Key indicators, outcome measures	100% of validated tickets recorded accurately.

Document revision and approval

Version	Prepared by	Endorsed by	Authorised by	Review due
1.0	Project Accountant	Executive Director Finance, Business and Operational Services	Manager BSMS Unit, Finance	28/09/2018

Appendix 1 Concessional parking at SCHHS facilities (part 1)

Financial hardship assessment for patients and carers

This form must be completed by a social worker assessing a patient or carer's eligibility to access free parking. Parking will be paid by SCHHS when, due to financial hardship, a patient or carer cannot meet the cost of parking.

Patient Name _____ **UR#** _____ **Carer's Name:** _____

Is the patient or carer a government concession card holder or eligible for Centrelink payments?

Yes/ No Card type: _____ **CRN** _____

Comments

Has the patient's family's financial circumstances been impacted as a result of the patient's hospital admission/appointments?

Yes/ No Comments _____

Is the carer is a single income household and/or has a low income?

Yes/ No Comments _____

Will the length of the current inpatient stay for the patient have an impact on the family's financial circumstances?

Yes/ No Comments _____

Is the parent or carer required to frequently attend appointments at the hospital?

Yes/ No Comments _____

The parent or carer has additional financial stressors (e.g. more than one child who is an inpatient).

Yes/ No Comments _____

Overall assessment _____

Approved/ Not Approved _____ **Signature** _____ **Name of Social Worker**

Patient/Carer is approved to be offered free parking for the following period: .../.../..... to .../.../.....

Concessional parking at SCHHS facilities (part 2)

Parking concession approval

Patient/ carer name _____

The Sunshine Coast Hospital and Health Services will pay the car park operator for your parking as agreed with the social worker, for the following period:

...../...../..... to/...../.....

In order to have your parking fees paid by the SCHHS please follow these instructions:

1. At the Sunshine Coast University Hospital (SCUH), you can park in one of the three car parks available on the campus. P1 is immediately adjacent to the hospital and parking is available on levels Ground, Mezzanine and Level 1. Parking is also available at P2 (opposite the Private Hospital) and at the open air car park P3, off Bragg Street.
2. At Nambour General Hospital (NGH) the Wishlist car park is accessed from Nambour - Mapleton Road.
3. Retain your ticket that is issued on entry to the car park.
4. Before leaving the hospital, take your ticket to the main reception desk.

Reception hours are:

- SCUH 7:00am to 8:00pm Monday to Friday and 8:00am to 8:00pm on weekends and public holidays;
 - NGH 8:00am to 4:00pm Monday to Friday.
5. Validation of tickets is not available outside these hours. If you plan to be at the hospital after these hours, your ticket can still be validated prior to reception closing.
 6. Parking fees paid cannot be refunded at a later date should you not have your ticket validated prior to leaving the hospital.
 7. Once your ticket has been validated by reception, simply place your paper ticket into the ticket machine at the boom gates when leaving. There is no need to put your ticket into the payment machines located near the lifts prior to going to your vehicle.
 8. Please note: After 5:00pm street parking is free for 2 hours around the Sunshine Coast University Hospital.
 9. Free street parking for up to 2 hours is available on the streets surrounding Nambour General Hospital at all hours.

Please be aware the SCHHS does not own the car parks and is required to pay the operators for your parking. Any efforts to reduce these costs by using alternatives such as street parking, being dropped off by family or friends or using public transport, is appreciated as it reduces the cost to the hospital and allows funds to be directed to providing health services.

.....
Social worker

/ /

Appendix 2 Concessional parking at SCHHS facilities

Patients and carers attending hospital frequently or for extended periods

This form is to be completed when a 50% discount is offered to primary carers attending the hospital to support a patient admitted for an extended period of more than 3 days or to attend more than 3 days in a 7 day period. The concession will be offered on the 4th day of attendance.

Patient name _____ UR# _____ Carer's name: _____

A concession is offered to:

Patient Primary carer

Needing to attend the hospital for an **extended period** and has already attended 3 days and qualifies for concessional parking from/...../20..... to/...../20....

OR

has multiple appointments and has already attended 3 days in the last 7 days. The 4th day of attendance will be on/...../20.... with subsequent appointments until/...../20..... (being within the following 7 days).

..... (Signature required)

NUM / Social worker / (other designation)

Date: / /

Unit or Clinic:

Patient/ carer must present this form to the main reception counter for their parking ticket to be validated.

Appendix 3 Fee structures for parking

SCUH P1, P2, P3

As at 3 July 2017 (fees increase by CPI annually in July)

Parked time	Fees	Fee with 20% concession	Fee with 50% concession
0 - 0.5 hours	\$2.50	\$2.00	\$1.25
0.5 to 1 hour	\$5.00	\$4.00	\$2.50
1 to 1.5 hours	\$7.50	\$6.00	\$3.75
1.5 to 2 hours	\$10.00	\$8.00	\$5.00
2 to 2.5 hours	\$12.50	\$10.00	\$6.25
2.5 to full day	\$14.90	\$11.90	\$7.45

NGH fee structures for parking (NGH Wishlist car park)

As at 1 July 2017 (fees increase by CPI annually in July)

Parked time	Fees	Fee with 20% concession	Fee with 50% concession
0 to 1 hour	\$4.60	\$3.60	\$2.20
1 to 1.5 hours	\$7.00	\$5.60	\$3.40
1.5 to 2 hours	\$9.40	\$7.40	\$4.60
2 to 2.5 hours	\$11.80	\$9.40	\$5.80
2.5 to full day	\$14.40	\$11.40	\$7.20

Refer to SCHHS [policy](#) 000612 Car parking concessions for further details.