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Car parking concessions policy

Policy statement

The provision of car parking concessions at the Sunshine Coast Hospital and Health Service (SCHHS) is intended to improve access and affordability of car parking spaces to eligible patients and their carers in a transparent manner.

Purpose

The objective of this policy is to stipulate consistent criteria for providing concessions for car parking at SCHHS campuses, where paid parking is administered.

Scope

This policy applies to SCHHS sites where paid parking is accessed by patients and carers attending the relevant hospital. Concessions are available to patients and their carers in the following categories:

- Patients and carers experiencing financial hardship;
- Patients and carers who need to attend hospital for an extended period of time;
- Patients and carers who are required to attend hospital frequently;
- Patients and carers with special needs who require assistance; and
- Patients and primary carers with government concession cards listed in this policy.

Objectives

The SCHHS Car parking concessions policy and procedures are consistent with, and advance, the following objectives:

1. Car parking concessions will be available at all campuses with paid parking to ensure eligible patients and their carers have equitable access to clinical services.
2. Car parking concessions will be available to eligible patients and their carers.
3. Car parking concessions will be applied to a range of patients and their carers on the basis of need, and in a user-friendly and transparent manner.
4. The car parking concession arrangements will be provided to meet the local service and patient needs at each hospital.
5. Car parking concessions will provide both free and discounted hospital car parking.

Outcomes

- A fair and equitable system of providing accessible and affordable car parking for patients, their carers and visitors at SCHHS campuses.

Car park operations

Within the SCHHS, both Nambour General Hospital (NGH) and the Sunshine Coast University Hospital (SCUH) have paid parking facilities utilised by staff and members of the public.

At both locations, the car park operators will receive the full ticketed value of the parking utilised by members of the public, with the SCHHS paying any discounted amount.

Parking at SCUH

Under the SCUH Public Private Partnership (PPP) arrangement, Exemplar Health is responsible for the operation and management of car parking facilities on that campus. Under the arrangement, the SCHHS is responsible for the payment of all staff and public validated parking costs. Public parking rates at SCUH are determined by the car park operator under the terms of the Project Deed, Schedule 15. Rates are adjusted annually on the first business day of each year, in line with the consumer price index multiplier. A paper ticketing system is in place at SCUH, requiring payment via a ticket machine.

There are four main car parks located at SCUH. They are known as P1, P2, P3 and the Frazer Lane Car Park.

The location and usage of each is described below:

P1 – This is the main car park for SCUH and is adjacent to the hospital on Hollows Lane with access from Fenner Street and off Hollows Lane. There are 2762 spaces available. P1 is for use by the general public on levels Ground, Mezzanine and 1 with staff parking on levels 2 through to 7.

There is a free time allowance of 20 minutes for persons collecting items from pharmacy. There is also a parking space on level 1 for the use of patients participating in rehabilitation transfer training from their vehicles.

P2 – Located adjacent to the Sunshine Coast University Private Hospital (SCUPH), this is the main carpark for the private hospital but is available to all people parking on the campus. It is accessed from Bullwinkle Lane. There are 591 spaces available. P2 is for use by the general public on levels Ground and 1 with staff parking on levels 2 through to 5. P2 is also available to SCUH staff for overflow parking (on levels 2 to 5) when staff parking in P1 is full.

P3 – This is the at-grade car park located to the north of SCUPH accessed from Bragg Street. There are 114 spaces available. Car park P3 is for use by the general public but is also available to SCUH and SCUPH staff for overflow parking when staff parking in P1 and P2 is full. P3 is also available for vehicles that are over the height limit for P1 and P2 (2.2m).

Frazer Lane Car Park – This is an at-level car park located on Frazer Lane with access from Eccles Boulevard at the southern end of SCUH. It is not for general public use.

Parking at NGH

The Sunshine Coast Wishlist Foundation oversees the NGH Car Park which is administered by Point Parking and is responsible for the operation and management of car parking facilities on that campus. A secure multi-storey car park is located on the hospital grounds, accessed from Nambour Mapleton Road. All proceeds support the Wishlist Foundation.

Free, three-hour parking is located along Hospital Rd, Nambour Mapleton Rd, surrounding streets and in the carpark behind the retail precinct on Hospital Road.

Free disabled parking is available on site, near the main entrance (next to the Red Cross Blood Bank) and in front of the Emergency Department.

Concession eligibility

Concessional fees will be available for eligible patients and carers when parked in a designated parking area at SCUH and NGH.

At SCUH, car parks P1, P2 and P3, all of which are located on the SCUH campus have designated car parking for members of the public attending the hospital. Privately operated car parks, not on the hospital campus are not eligible for concessional parking.

At NGH, the designated parking eligible for concessional parking is the Wishlist multi-story car park, located on the hospital grounds, accessed from Nambour Mapleton Road.

Concessions will be offered to patients and carers upon presentation of appropriate identification or documentation on the following basis:

1. Holders of a Health Care Card or Disability Pension Card

- 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.

2. Patients or carers experiencing financial hardship

Patients needing to attend either SCUH or NGH and are experiencing financial hardship, may be offered free parking (100% discount). Discounted parking may also be offered to primary carers attending either SCUH or NGH in support of a patient. On referral to a SCHHS social worker, a determination will be made as to whether an offer of fully discounted parking is justifiable. Once approved, a document providing the patient's or carer's name and period over which the discount is to be granted is to be presented to the main reception staff for validation of parking. (Photo identification will be required to confirm identity).

3. Patients and carers attending hospital frequently or for extended periods

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

- A 50% discount will be offered to patients and carers on the fourth and subsequent day of attendance in a 7 day period. Proof of attendance at clinics or visits to a patient by a primary carer will be required. Continued attendances falling within the following seven days will continue to count for eligibility of the frequency of attendance criteria.
- 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.

4. Patients and carers with special needs

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.

Summary of Concessions

Category	Accessibility	Supporting Document	Discount on presentation	Frequent attendance (4+ days)	Extended admissions (4+ days)
Financial Hardship	By application to Social Worker	Confirmation provided by SW	100%	100%	100%
Health Care Card/Disability Pension Card	On presentation at Reception	Confirmed as carer or 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%

Designated free parking areas

SCUH Frazer Lane parking availability

This is an at-level car park located on Frazer Lane with access from Eccles Boulevard at the southern end of SCUH. 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.

Exemplar Health manages and monitor the Frazer Lane Car Park 24 hours per day. The use of the Fraser Lane Car Park spaces will be determined by the relevant departments and will be subject to regular review by the SCHHS car park administrator.

NGH free parking availability

The SCHHS makes available 20 free parking passes for use as required by high need areas, currently Cancer Care and Renal. Passes are issued by the NUMs of these units when parking requirements for patients or carers is required frequently to attend treatments.

SCUH Fee structures for parking – as at 3 July 2017 (Fees increase by CPI annually in July)

SCUH P1, P2, P3

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 – as at 1 July 2017 (Fees increase by CPI annually in July)

NGH Wishlist Car Park

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

Process for validation of parking tickets

Tickets can be validated at the main reception at the entrance to SCUH and NGH during reception business hours. Once a ticket has been validated to the eligible discounted amount, the ticket holder will need to pay the balance at any of the ticket payment machines located on each of the public parking floors of the multi-storey carparks, prior to returning to their vehicle.

Validations of 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. The social worker will undertake an assessment with the patient or carer to establish financial hardship. Once this process is completed and a case for discounted parking is supported, the social worker will make arrangements for discounted or free parking. Applications will only be dealt with during business hours.

At SCUH, notification of any supported application will be emailed to the SCUH Car Park Administrator. The approved applicant will be required to attend the main reception desk at SCUH main entrance, and provide confirmation of identity to have their paper parking ticket validated. Once a ticket has been validated to the eligible discounted amount, the ticket holder will need to pay the balance, if any, at any of the ticket payment

machines located on each of the public parking floors of the multi-storey car parks, prior to returning to their vehicle. Free parking may also be offered at Frazer Lane Car Park, depending on availability.

At NGH, the approved applicant will be provided with a parking ticket allowing exit without payment that will be valid for a pre-determined period of time.

Procedures to be followed in implementing this policy are detailed in the SCHHS Concessional Parking Procedures.

Concession verification

Health Care Card holders will be required to present their government issued concession card and provide photo identification, as well as evidence of a legitimate reason to attend SCUH, either as an outpatient, inpatient or bona fide carer.

Legislation or other authority

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

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

Supporting documents

SCHHS [procedure](#) 000391 Concessional Car Parking

SCHHS [procedure](#) 001399 Car parking procedure, Sunshine Coast University Hospital

Sunshine Coast University Hospital Project Deed Schedule 15 – Car Parking Schedule

Business area contact

Manager, Business Systems and Management Support Unit will implement a single administrative point to provide oversight and central reporting of all car park concessions issued across SCHHS hospitals and service areas

Supersedes

New Policy

Policy custodian

Financial Controller, Sunshine Coast Hospital and Health Service

Responsible Executive Leadership Team member

Executive Director, Finance, Business and Operational Services, Sunshine Coast Hospital and Health Service

Approval

Executive Leadership Team

Version control

Version	Date	Prepared by	Comments
1.0	28/9/2017	Project Accountant	

Definitions of terms used in this policy

Term	Definition
Patient	A Patient is a person that is admitted or attending hospital for a course of treatment.
Carer	<p>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.</p> <p>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.</p>
Financial Hardship	Financial Hardship is based on its common meaning and will be considered on case by case basis for those who are financially necessitous or vulnerable and will be based on individual assessments.
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.