



Policy /Procedure

Version 0.6 (15/09/17)

Hospital Car Parking Concessions (Patients and Carers)

1. Purpose

West Moreton Hospital and Health Service (West Moreton) is committed to improving access and affordability of paid car parking spaces to eligible patients and their carers in a transparent manner.

This Policy is to be read in conjunction with Queensland Governments Standard Health Service Directive QH-HSDSTD-042-2:2017 *Hospital Car Parking – Patient and Carer Car Parking Concessions*. The purpose of this policy is to address the needs of vulnerable patients and their carers by:

- Providing car parking concessions at all existing and new hospitals with paid parking to ensure eligible patients and their carers have equitable access to clinical services.
- Providing car parking concessions to eligible patients and their carers.
- Providing car parking concessions to a range of patients and their carers on the basis of need, and in a user friendly and transparent manner.
- Providing car parking concession arrangements to meet the local service and patient needs at each facility.
- Ensuring car parking rates are well publicised and clearly communicated to patients and carers.
- Providing arrangement for patients / carers experiencing financial hardship.

This document outlines West Moreton's commitment to, and the procedures for applying for car park concessions.

2. Scope

This policy applies to Ipswich Hospital paid car parking facilities including P1 and P2.

The following lists the categories of persons who are eligible to apply for concessional rates when parked in designated parking areas (subject to availability):

1. Pre-existing Government Concession Recipients – Pensioner Concession Card, Gold Veterans Affairs Card, Health Care Card, etc
2. Patients and their carers who are required to attend the facility for a course of treatment over a period greater than one week,
3. Financial hardship.

West Moreton is responsible for assessing eligibility and duration for concessional parking rates, in accordance with this Policy, subject to clinical confirmation of the patient's treatment regime if applicable. The fees are subject to review as per the lease agreement with the operator of the car parking facilities.

Patients and carers who are experiencing financial hardship, but do not meet the listed eligibility categories, are also entitled to concessional car parking. There may be circumstances where individuals who are experiencing financial hardship are unable to afford the concessional car parking rate and West Moreton should consider waiving the fee in such circumstances. West Moreton is responsible for determining eligibility for financial hardship based on individual circumstances informed by an assessment by social work units, or other appropriate advice.

The Fleet Coordinators can not issue approvals outside this policy.

The Car Park Fee Concession Schedule (see Appendix) provides explanations of these considerations, including examples of eligible patients, visitors and the applicable concessions for each case. All requests seeking concession for car parking fees must reflect the terms of this Policy and the Car Park Fee Concession Schedule. The Car Parking Concession Form (see Appendix) must be completed by all persons seeking the concession rate. This form must be signed by the applicant, declaring that the information is true and correct.

Once the Concessional Parking form has been accepted, the applicant will be notified to log in to the Ipswich Hospital Foundation (IHF) Parking system to self-register for an online account. The applicant will continue to pay the concessional rate as they leave the car park.

At all West Moreton facilities there are a sufficient number of disabled car park spaces as close as practicable to main public entries and lifts.

3. Statement / Commitment

West Moreton recognises that car parking concessions is important to the West Moreton community, and is accountable for providing such a service.

West Moreton is committed to achieving and maintaining car parking concession obligations by:

- allocating personnel and resources to develop, implement and continuously improve the system.
- establish and implement a robust and proactive approach to managing and monitoring requirements, obligations and risks.
- ensure staff are informed and receive ongoing information to be able to support their patients/clients and carers with concessional parking.

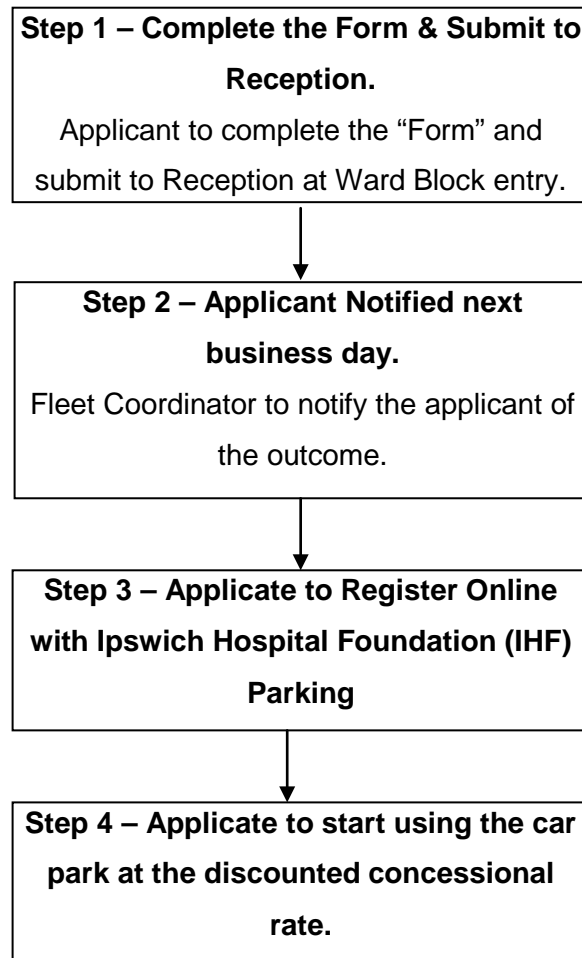
4. Principles

West Moreton's approach to concessional car parking is aligned with Queensland Governments Standards Health Service Directive #QH-HSDSTD-042-2:2017, *Hospital Car Parking – Patient and Carer Car Parking Concessions*. Consideration will be given to all application forms submitted.

The principles includes:

- Complimentary parking register to be compliant with relevant legislation, award, enterprise bargaining or contractual obligations. Eligible staff are required to seek authorisation and consult with Fleet Management for the coordination of the request.
- Concessional parking register to be compliant with Health Service Directives and West Moreton requirements.

5. Process



6. Roles and Responsibilities

Role	Responsibility
Applicant	<ul style="list-style-type: none"> • Patient and/or visitor who is applying for concessional parking.
Authorised Person	<ul style="list-style-type: none"> • An Authorised person has been identified as a Nurse Unit Manager, Social Worker, Treating Clinician and/or Executive Member.
Accountable Person	Person responsible for oversight, including establishment of appropriate systems, processes or resources to ensure compliance with concessional parking.
Responsible Person	Person responsible for monitoring compliance.
IHF	Ipswich Hospital Foundation.

7. Non-Compliance

N/A

8. Definition/s

Term	Definition
Patient	A person admitted as an inpatient, presenting at Emergency or attending an outpatient or diagnostic appointment.
Visitor	Any person attending for the purposes of visiting or transporting a patient. This includes carers and persons listed as Next of Kin (NOK) on the patient record.
NOK	Next of Kin.
Carer	A Carer is a person who provides ongoing support to a family member, neighbour, or friend who needs assistance during the course of their treatment.
Financial Hardship	Financial Hardship is based on its common (ordinary) meaning and should be determined on a case by case basis.

9. Monitoring and Evaluation

What will be monitored	1. Awareness and competence.
How (method)	1. Evaluate awareness of concessional parking. 2. Evaluate usage.
Frequency	Annually
Responsible officer	Fleet Coordinator's in consultation with key stakeholders.
Reporting to	Director Service Support

10. Related West Moreton Documents

Policy and Procedure Documents	<ul style="list-style-type: none"> WMHHS2014219 – Parking at West Moreton Hospital and Health Service Sites.
Clinical Guidelines/Pathways	<ul style="list-style-type: none"> N/A
Other	<ul style="list-style-type: none"> N/A

11. Compliance Requirements and Obligations

Legislation and other compliance requirements	<ul style="list-style-type: none"> Health Service Directive – Standard #QH-HSDSTD-042-2:2017, Hospital Car Parking Health Service Directive, Hospital Car Parking – Patient and Carer Car Parking Concessions.
National Safety and Quality Health Service (NSQHS) Standards	<ul style="list-style-type: none"> Standard 2; Partnering with Consumers
Other Standards	<ul style="list-style-type: none"> N/A

12. References and Resources

N/A

13. Development, Revision and Approval History

ID & Version No.	Approval Date	Effective Date	Review Date	Document Custodian/Author	Endorsing Committee	Approval Authority
NEW		Date of publication, unless specified by approval authority	Three (3) post effective date	Manager Performance Systems	N/A	Director Service Support
Summary of changes						
<input checked="" type="checkbox"/> New (include information/background as to why the document was developed e.g. new treatment for an identified risk) compliance with Health Standard Directive.						

14. Key Words

Concessional, car parking, patient, carer, visitor, NOK, applicant

15. Appendices

- 15.1 Car Parking Concessions Schedule (Patients and Carers).
- 15.2 Car Parking Concession Form (Patients and Carers).

Car Parking Concessions Schedule

(Patients and Carers)

Criteria	Patient Examples	Ipswich Hospital	Ipswich Health Plaza
1. Pre-existing Government Concession Card Holder			
Patients must hold a concessional card.	Pensioner concession card, DVA Gold card, Healthcare card,	\$5.00	\$5.00
2. Frequent Attendees			
2.1 Attends 2 or more times per week for extended period (1-5 weeks).	Oncology Renal Dialysis Palliative Care Out Patients Oncology Wound Clinic Out Patients Long Stay Patients	\$5.00	\$5.00
2.2 Attends 1-2 times per week for an extended period (1-6 months).		\$5.00	\$5.00
2.3 Visits 6-7 times per week for more than 1 month.		\$5.00	\$5.00
2.4 Visits patients who are in care indefinitely. Only available for NOK.		\$5.00	\$5.00
3. Financial Hardship			
Social Worker to submit request to Fleet Coordinator.	Patients and/or Carer's who are experiencing financial hardship and are unable to afford the concessional car parking rate. Request to be submitted via a WMHHS Social Worker.	\$0.00	\$0.00

Disabled parking spaces are available for use by Disabled Persons Permit holders. Disabled Persons Parking holders may apply for concession rates, subject to the eligibility criteria.

Please note that all applicants will need to self-register with the Ipswich Hospital Foundation Parking System.

Car Parking Concession Form

(Patients and Carers)

Name of Applicant:			
Phone:			
Email (if applicable):			
Vehicle Registration No.:		Car Park:	<input type="checkbox"/> Ipswich Hospital <input type="checkbox"/> Ipswich Health Plaza
Start Date:		End Date:	*
Patient Details:	UR:	Patient Name:	

**(Concessions are only issued for a maximum of 3 months).*

Criteria for Concessional Car Parking

<i>Please tick relevant section</i>	<i>Office Use Only</i>
Current holder of a Government Concessional Card i.e. Pension, DVA Gold, Healthcare card, etc (Must provide copies of card).	
Patients and Carers who must attend 2 or more times per week for an extended period (1–5 weeks). i.e. Renal, Oncology, Wound clinic etc.	
Patients who must attend 1-2 times per week for an extended period (1–6 months) i.e. Renal, Oncology, Wound clinic etc.	
Visitors who visit 6-7 times per week for more than 1 month.	
Visitors of patients who are in care indefinitely. (Only available for NOK).	
Financial Hardship. <i>(Conditions Apply)</i>	<i>Refer to Office Use Only</i>

Declaration

I declare that the above information is true and correct.

Name:		
Signature:		Date: ___/___/___

NOTE: *If false or misleading information is supplied, then concession considerations will be removed immediately and further applications for consideration will be declined.*

How to lodge this form

Please return COMPLETED form to Fleet Coordinator by:

1. Submitting paperwork at Reception at Level 6 Chelmsford Avenue, Ward Block Entry.
2. **Forms will be processed the next business day.**

Alternatives to utilising the paid Car Parks

Ipswich Health Plaza

There is 367 car parking bays at the Ipswich Health Plaza, Bell Street, Ipswich which is only a short 15 minute walk from the Ipswich Hospital. Public Transport is also available in Bell Street.

Courtesy Bus

West Moreton operates a free 'Park & Ride' Courtesy Bus for patients, visitors and staff that service both the Ipswich Hospital and Ipswich Health Plaza. The bus is a free service operating Monday to Friday from 6.20am until 11.15pm (excluding Public holidays) from the Limestone Park Public Car Park and Deebing Street (Water tower). Please refer to link for more information:

<https://wmhhs.blob.core.windows.net/media/1008/ipswich-hospital-bus-park-and-ride-flyer.pdf>

Street Parking

There are a number of metered and non-metered parking around the streets surrounding most West Moreton facilities. Please refer to Ipswich City Council Parking

http://www.ipswich.qld.gov.au/residents/laws_regulations/parking

Set down / drop off zones

Set down / drop off zones are located at Ipswich Hospital at the main entry Ward Block Entry (Chelmsford Ave) and the alternative entry Tower Block Entry (East Street).

Public Transport

For assistance in planning public transportation, visit www.translink.com.au or call on 13 12 30.

Travel assistance for patients

If you live in rural and remote areas, and have to travel more than 50km for specialist medical services that are not available locally, you may be eligible for the Patient Travel Subsidy Scheme (PTSS) to help with your travel costs. Please ask your local health care team for the Patient Travel Subsidy Scheme booklet.

Please also see link <https://www.qld.gov.au/health/services/travel/subsidies>

Designated Disabled Parking

There are a number of paid and unpaid street parking spaces designated for Disabled Parking Permit Holders.

Office Use Only

Date Received:		By Who:	
Discount Rate: (Please tick)	<input type="checkbox"/> \$0	<input type="checkbox"/> \$5 per day	<input type="checkbox"/> Other: \$ _____
Financial Hardship:		Signature & Date:	____/____/____
IHF Notified:		Date:	
Applicant notified:	<input type="checkbox"/> Phone <input type="checkbox"/> Email	By Who:	
Register Updated:		Date:	