

Car Parking Concessions Policy

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Executive sponsor	Alan Fletcher, Chief Finance Officer			Effective date	01/10/2017
Author/custodian	Facilities Management			Review date	01/06/2020
Supercedes	n/a				
Applicable to	Eligible consumers of Queensland Children's Hospital				
Authorisation	Executive Director Hospital Services				

Policy Statement

This policy outlines the arrangements for concessional parking for eligible consumers of Queensland Children's Hospital (QCH) that are consistent with the Children's Health Queensland Hospital and Health Service (CHQ) core values and principles as well as the Department of Health's Directive for Hospital Car Parking – Patient and Carer Car Parking Concessions Standard (*QH-HSDSTD-042-2:2017*)

Intent of Policy

To provide consistent and transparent guidance for the allocation of concessional parking for eligible consumers of services at Queensland Children's Hospital.

Scope

This policy applies to all eligible consumers (patients and their carers) of the Queensland Children's Hospital who access outpatient and inpatient services. This policy applies to the utilisation of the car park in the basement of QCH.

Principles

- **Family centred:** Car parking is affordable and accessible for patients and their carers, and the process of determining eligibility for concessional parking is considerate of the patient experience.
- **Efficient:** Concessional parking is assessed and provided in a standardised and consistent way. A process of continuous improvement is in place to evaluate and respond to QCH consumers' accessibility requirements.
- **Transparent:** Information about parking costs, eligibility criteria and the process for accessing concessional parking are actively and pre-emptively provided to consumers.

Eligibility

CHQ applies a tiered approach to the allocation of parking concessions for those experiencing financial hardship and social acuity. A range of circumstances are considered including

Eligibility to **concessional car parking** is assessed in a holistic manner that aligns with family centred care principles and takes into consideration the financial and social circumstances of each patient and family.

The following criteria are used as a decision making guide by the Department of Social Work and Welfare's Allied Health Assistant and Welfare Workers when determining eligibility for discounted car parking:

- The patient's family's financial circumstances has been impacted as a result of the patient's ongoing and regular hospital admission/appointments; and
- The patient, parent or carer is a government concession card holder or is eligible for Centrelink payments.

Furthermore, if you don't meet the above criteria **but** the patient or carer meets any of the below criteria, you may also be deemed eligible for a concessional parking ticket.

- The carer is a single income household and/or has a reduced income due to the hospital admission;
- The expected length of the inpatient stay is 5 days or more;
- The parent, patient or carer is required to frequently attend outpatient appointments (eg. twice weekly or more);
- The parent or carer has additional financial stressors (i.e. more than one child who is an inpatient);

A **monthly parking pass** may be provided to families who can demonstrate substantial financial or social need. This long-term discounted parking option is available to families of patients with an expected inpatient stay of more than 30 days. The passes are administered by the hospital's Social Work and Welfare department and are limited.

A **free parking pass** may be provided in circumstances where parents or carers demonstrate urgent or extraordinary need. For example:

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

Concessional parking rates

- Concessional day parking - \$12
- Monthly parking pass - \$100 (eligibility requirements need to be met as per policy)
- Free parking (where applicable)

Policy

Related documents

Qld Health Directive

- Department of Health's Directive for Hospital Car Parking – Patient and Carer Car Parking Concessions Standard (*QH-HSDSTD-042-2:2017*)

Supporting documents

- QCH Concessional Parking Procedure –Version 1.1

Consultation

Key stakeholders who reviewed this version:

- Director of Social Work and Welfare
- Senior Welfare Officer
- Chief Finance Officer
- Family Advisory Council CHQ
- QCH Parking Advisory Group
- CHQ Facilities Management

Policy revision and approval history

Version No.	Modified by	Amendments authorised by	Approved by
0.1	C Macaulay	Alan Fletcher	Alan Fletcher CFO
0.2	ELT Members	Alan Fletcher	HSCE CHQ