

POLICY

Patient and Carer Car Parking

PL 2017/58
Version No. 1.0

POLICY STATEMENT

Metro South Health (MSH) is committed to offering safe and accessible car parking for patients and their carers.

OUTCOME

This policy is to provide the framework for consistent management of car parking arrangements for all MSH hospital campuses for patients and their carers who are eligible for concessional parking and will be identified in a transparent and reportable manner.

PRINCIPLES

Hospital car parking availability is aligned to the requirements of the MSH hospital campuses and considers the needs of patients, carers, visitors, staff, business partners, contractors and vendors.

Off campus parking is excluded from this policy, as local council regulation and authorities manage those in accordance with their respective legislation and jurisdictional boundaries.

Any new Carparking infrastructure invested is to have financial modelling undertaken for an appropriate fee structure and concession levels.

As paid parking is introduced across MSH, each hospital will develop their own Hospital Carparking Concessions procedure in relation to patient and carer parking concessions, including local reporting processes. Appropriate levels of equity and access are to be applied across the health service when concession parking is requested.

Geographic car park plans will form part of the hospital campus based car parking procedures. Master planning and impacts of local and State Government transport planning requirements are also to be considered when developing hospital campus procedures, and their review. This includes consideration of alternate and affordable transport options.

New MSH Hospital campus carparks are to be planned and implemented in line with the Health Service Directive: Hospital Car Parking Provisions #QH-HSD-042:2014.

The funding package provided by Department of Health (DoH) for increased concessional parking will be used to determine volume of concessions and affordability.

The administrative point for this policy is Metro South Corporate Services.

- MSH Directors of Corporate Services Committee meeting will be the overarching governing group for policy implementation, improvements and reforms.
- Requests for information, complaints and compliments are to be addressed using hospital patient liaison officer processes and escalation pathway.

LEGISLATION OR OTHER AUTHORITY

- Hospital and Health Boards Act 2011
- Health Service Directive - Hospital Car Parking Provisions 2017
- Standard- Patient and Carer Parking Concessions 2017

SUPPORTING DOCUMENTS

Attachment 1: Eligibility Flowchart

Attachment 2: Hospital Car Parking Concessions Procedure: Princess Alexandra Hospital

Attachment 3: Department of Health marketing materials

DEFINITIONS

Hospital campus: Princess Alexandra Hospital, Redland Hospital, QEII Jubilee Hospital, Logan Hospital, Beaudesert Hospital

Eligibility: Patients and carers experiencing financial hardship (which may include government concession card holders), 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.

POLICY DETAILS

Policy Number

PL 2017/58

Policy Name

Patient and Carer Parking

Supersedes

Nil

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1 October 2017

Date of Last Review

Not applicable

Date of Next Review

31 August 2018