

Patient, Visitor and Carer Parking at Gold Coast Hospital and Health Service Sites (including Concessional Parking)

Gold Coast Hospital and Health Service

1 Purpose

This procedure describes the provision and management of parking and traffic control for patients, visitors and carers at all Gold Coast Hospital and Health Service (GCHHS) sites including the Gold Coast University Hospital (GCUH), Robina Hospital and Robina Health Precinct.

2 Scope

This procedure relates to all patients, visitors and carers to GCHHS sites.

Compliance with this procedure is mandatory.

3 Procedure for Patient, Visitor and Carer Parking at Gold Coast Hospital and Health Service Sites (including Concessional Parking)

This document has been developed to facilitate the effective use of available parking at GCHHS sites.

Parking within the grounds of GCHHS is controlled in accordance with the *Hospital and Health Boards Act 2011* and *Road Use Management Act 1995*.

Patients, visitors and carers must comply with all Regulatory Notices and Traffic Control Notices including speed limits displayed within GCHHS grounds. Regulatory signage is located at or near vehicle access points onto GCHHS sites.

Normal road rules apply on all roads designated as GCHHS internal roads. Illegally parked vehicles may be issued with infringement notices by Queensland Police Service (QPS), Gold Coast City Council (GCCC) and/or Queensland Health Authorised Officers. Persons who fail to comply with regulated traffic signage and notices may be subject to one or more of the following actions by an Authorised Officer (e.g. Security Officer):

- issuing of a formal documented warning;
- issuing of an infringement notice;
- having their vehicle towed to a holding facility at their own expense;
- administrative action under Queensland Health Code of Conduct provisions.

All parking on GCHHS property is at the risk of the owner and no responsibility for loss or damage to vehicles, bicycles, any part or accessory is accepted by the GCHHS.

Fees for parking will be charged according to the determined rate. A detailed cost schedule is displayed at each parking entry point together with conditions of use.

Illegal Parking

Authorised Officers are responsible for monitoring and ensuring compliance by patients, visitors and carers. Traffic Infringement Notices of up to 20 penalty units may be issued where a breach of the relevant laws under the *Hospital and Health Boards Act 2011* is identified.

If an infringement is not paid within 28 days from the date of issue, the GCHHS will refer the matter to State Penalties Enforcement Registry (SPER) to collect and enforce unpaid infringement notice fines. This will result in an increased fine.

3.1 Patient, Visitor and Carer Parking

Gold Coast University Hospital

The provision of patient, visitor and carer parking is via user pay within the multi-story carpark located in Hospital Boulevard; Southport operated by Secure Parking. Provisions for disabled drivers holding an Australian or International “Disabled Parking Permit” is within the multi-story car park on Hospital Blvd, Southport. The multi-story car park has 40 Disability Bays available.

Robina Hospital and Robina Health Precinct

The provision of patient, visitor and carer parking is via user pay throughout the Robina Hospital and Robina Health Precinct.

Dedicated patient, visitor and carer parking is available in the Northern and Southern parking areas of the Robina Hospital and is accessed via Bayberry Lane, Robina.

Dedicated patient, visitor and carer parking is available in the Robina Health Precinct car park and is accessed via Campus Crescent, Robina.

Provisions for disabled drivers holding an Australian or International “Disabled Parking Permit” can park in the allocated (non-barrier controlled) Disabled bays external of the Southern car park and the Emergency Department on the Northern side of the hospital. There are 14 Disabled Bays within the Robina Hospital parking areas and nine Disabled Bays within the Robina Health Precinct. If Disabled bays are not available, permit holders will be required to park in the patient/visitors car parks and pay the appropriate fees.

Other sites

Parking at all other GCHHS sites is as per Regulatory Notice’s.

3.2 Concessional Parking for Patients and Carers

Concessional parking is available for eligible patients, visitors and carers at GCUH and Robina Hospital only. GCHHS will provide concessional parking for eligible patients and nominated primary carer at a rate as shown in Appendix 1.

Eligibility Criteria

In order to be considered for concessional parking, patients and the nominated primary carer, must satisfy one of the following:

- a. Holders of Australian Government Concession Cards including a current Pensioner Concession Card, Senior Health Care Card or Low Income Health Care Card;
- b. Attendance at the hospital for two or more times per week for specialist treatment, accessible after seven days from the first attendance;
- c. Extended hospital admissions, accessible after the first seven days
 - Palliative Care (end stage)
 - Coronary Care Unit (CCU)
 - Intensive Care Unit (ICU)
 - Rehabilitation Support persons
- d. Newborn Care Unit (NCU) and ongoing Cancer, Haematology and Renal Dialysis treatment patients - will be on application to the nominated department delegate.

Application

A GCHHS Patient Parking Concession Application Form must be submitted to the relevant Department Social Worker and/or Nursing Unit Manager (NUM) via Ward Clerk for endorsement. Once endorsed:

GCUH: Concessional parking is facilitated using a follow-on ticket.

Patient or primary carer presents endorsed form at the GCUH Front Reception, Ground Floor A Block with endorsed form to collect a Follow-on ticket. The initial parking ticket is inserted into the Auto Pay Station, followed by the follow-on ticket. Inserting the follow-on ticket after the initial ticket will apply the approved concession. The revised fee is then paid and the initial parking ticket returned. Parking ticket is then inserted into the ticket equipment at the Exit when leaving the multi-storey carpark.

Robina: Concessional parking is facilitated using a validated ticket.

Patient or primary carer presents endorsed form and initial parking ticket at the Parking Office or Front Reception, Ground Floor, J Block. The ticket will be validated. The ticket is then inserted into the Auto Pay Station; located at the hospital exit points, and the Concession will be applied. The revised fee is then paid and the parking ticket returned. Parking ticket is then inserted into the ticket equipment at the Exit when leaving the carparks.

All concessional parking applications approved or declined are submitted to GCHParking@health.qld.gov.au for auditing and reporting purposes.

3.3 Emergency Drop Off

Restricted short term/ emergency drop off parking is available adjacent to the Emergency Department at the GCUH and Robina Hospital and is limited to Emergency Department patients with trauma or severe disabilities. Designated parking outside of the Emergency Department is also provided for Ambulance, Police and Emergency Services vehicles.

3.4 Set Down/Drop-off Zones

Short-term parking (5 minutes maximum) is located at the main entrance of both GCUH and Robina Hospital and is permitted for dropping-off and picking up of patients or staff. The driver must remain with the vehicle at all times.

3.5 Reconciliation and Audit

A monthly reconciliation audit of all Concessional Parking applications will be undertaken by the Parking Facilities Coordinator, against the monthly reports of Concessional Fees applied within the car park management software. This will then be recorded in the Car Park Monthly Governance report.

4 Supporting /Relating Documents

Authorising Policy and Standard/s

- QH-HSD-042-2:2014 Hospital Car Parking Provisions, July 2017
- QH-HSDSTD-042-2:2017 Hospital Car Parking – Patient and Carer Car Parking Concessions July 2017
- *Hospital and Health Boards Act 2011*
- *Road Use Management Act 1995*
- [POL1865 Parking at Gold Coast Hospital and Health Service Sites](#)

Procedures, Guidelines, Protocols

- Nil

Forms and templates

- GCHHS Patient Parking Concession Application Form

5 Definition of terms

Term	Definition	Source	See also
Access Card	Electronic proximity card	Qld Health	
Authorised Person	Used throughout this procedure to describe an officer duly appointed under section 163 of the Hospital and Health Service Act 2011.	<i>Hospital and Health Service Act 2011</i>	
Concessional	A preferential allowance or rate given by an organization	Dictionary	
Designated Parking Areas	A particular area selected for vehicle parking	Operational Support Services	
Exit ticket	Ticket issued to Security (Robina Hospital)	Qld Health (Robina Hospital)	
Follow-on Card	A card/ticket that is inserted into the Auto Pay Station after the parking ticket has been inserted. This will reduce the fee to the concessional rate. On return of the Parking Ticket, this is then inserted into the equipment at the Exit point.		
Palliative Care (end stage)	Patient in final stages of life and is on pain management		
Pre purchased pass out ticket	Ticket issued to each relevant cost centre Department Manager (GCUH)	Qld Health	

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Term	Definition	Source	See also
Regulatory Notice	<p>(1) A health service chief executive may erect or display on, or at or near any vehicular entrance to, health services land, a notice (a regulatory notice) regulating the driving, parking or standing of vehicles on the land, including, for example—</p> <p>(a) fixing a maximum speed limit; or</p> <p>(b) indicating a pedestrian crossing; or</p> <p>(c) indicating a place where the driving, parking or standing of a vehicle is restricted or prohibited.</p> <p>(2) A person on health services land must comply with a regulatory notice, unless the person has a reasonable excuse for not complying with it.</p> <p>Maximum penalty—20 penalty units.</p>	Hospital and Health Service Act 2011.	
Robina Parking Access Card	Electronic Transponder Card	Qld Health (Robina Hospital)	
Ticket	Ticket issued at entry to parking facility	Qld health (Robina Hospital)	
Vehicle	<p>Means a motorised form of transport. A vehicle includes:</p> <ul style="list-style-type: none"> • cars • vans • trucks • motorcycles/motorbikes • motorised scooters <p>A vehicle does not include:</p> <ul style="list-style-type: none"> • bicycles • non-motorised scooters • scooters not requiring registration 	Transport Operators (Road Use Management) Act 1995	

6 References and Suggested Reading

- Nil

7 Consultation

Key stakeholders who developed/reviewed this version are:

- Maree McKay, Service Director, Integrated Security Services, OSS
- Allan McKay, Parking Facilities Coordinator, OSS
- Kasey Bostock, Principal Governance Officer, GRCS
- Nigel Hoy, Senior Director, OSS
- Kyriaki Artis, Director Social Worker, CASS
- Roberta Raynor, Assistant Director of Social Worker, CASS
- Paul McGrotty, Coordinator, Protective Services, OSS
- Timothy Brown, Access Control Manager, OSS
- Brandi Keeton, Nurse Unit Manager, Transit Unit, CASS
- Dale Tatterson, District Volunteer Coordinator, CASS
- Joanne Kanakis, Nurse Unit Manager, CASS
- Liz Coombes, Director of Pharmacy, CASS
- Margot VanDrimmelen, Nurse Unit Manager, Newborn Care Unit, SaPS
- Grainne Mcdermott, Peritoneal Dialysis, DEMS
- Lisa Feltell, Renal Home Therapies, DEMS
- Gerald May, Manager External Communications, P&E
- GCHHS Consumer Advisory Group (CAG)

8 Committee Endorsement

- Divisional Management Committee – Operational Support Services 27/09/2017
- ECGO – 21/09/2017

9 Procedure Development/Revision and Approval History

Version No	Developed/Modified by	Content authorised by	Approved by	Date of Effect	Last Reviewed
1	Allan McKay, Parking Facilities Coordinator	Maree McKay, Service Director, Integrated Security Services	Ian Moody, Executive Director, Finance and Business Services	04/10/2017	

10 Audit Strategy (mandatory)

Level of risk	Medium
Audit strategy	Compliance audit analysis GCUH - Business manager to review usage of parking passes Robina Hospital - Parking Facilities Coordinator to review usage of tickets
Audit tool attached	Nil
Audit date	Monthly
Audit responsibility	GCUH - Business manager to review usage of parking passes GCUH - Access Control Manager to review usage of Entitlement Cards Robina Hospital - Parking Facilities Coordinator to review usage of Entitlement Cards
Key Elements / Indicators / Outcomes	Compliance and low number of infringements issued. Appropriate use of funds and compliance to procedure

11 Approval and Implementation

Delegated Lead: Parking Facilities Coordinator, Integrated Security Services

Responsible Authority: Service Director, Integrated Security Services.

Approving Officer: Executive Director, Finance and Business Services

Approval date: 04/10/2017

Effective from: 04/10/2017

Next Review Date: 27/09/2020

Version No.: 1

Supersedes: N/A

Keywords: *Parking, Car park, Patient, Visitor, Concession*

Accreditation References: NSQHS, EQUiP and other criteria and standards

- EQUiP Standard 15 Corporate Systems and Safety

12 Appendices

- Appendix 1 – Concessional Parking Rates GCUH and Robina Hospital
- Appendix 2 – GCUH Parking Areas
- Appendix 3 – Robina Hospital and Robina Health Precinct Parking Areas
- Appendix 4 – SHP Parking Areas



Appendix 1 - Concessional Parking Rates GCUH and Robina Hospital

Concession rates – GCUH

Concessional parking will be provided in the multi-story carpark located in Hospital Boulevard; Southport operated by Secure Parking. Parking fees as at 1 October 2017 are:

Duration	Fees	Concessional
0 – 0.5 Hr	\$3.50	No Concession
0.5 – 1 Hr	\$6.00	No Concession
1 – 1.5 Hrs	\$9.00	\$4.00
1.5 – 2 Hrs	\$12.00	\$7.00
2 – 3 Hrs	\$15.00	\$10.00
3 + Hrs	\$16.50	\$11.50

Concession rates – Robina Hospital

Concessional parking will be provided in both the Northern and Southern carparks.

Duration	Fees	Concessional
< 20 Mins	\$2.00	No Concession
>1 Hr	\$5.00	\$3.00

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Appendix 2 - GCUH Parking Areas

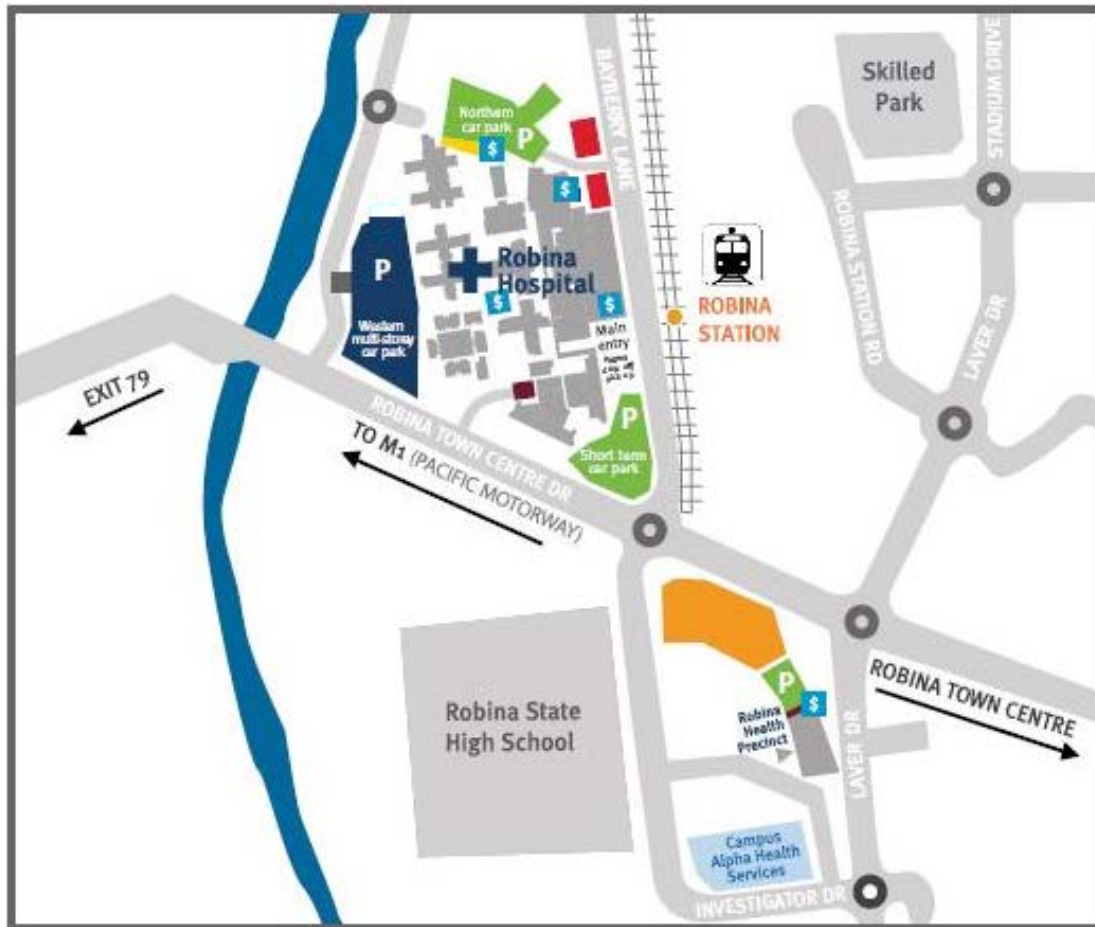


Parking options for Gold Coast University Hospital

- **Zone 1 - SurePark Western Multistory Parking Facility**
Staff, hospital visitors, reserved bays for fleet vehicles and permit
- **Zone 2 - Block B Emergency Department parking zone**
Pick up and drop off, short term patient parking for emergency patients
- **Zone 3 - Block C Renal / Cancer Services / Day of Discharge parking zone**
Patients by authorisation
- **Zone 4 - Block D Loading Dock parking zone**
Delivery drivers and contractors (with permit)
- **Zone 5 - Block E Pathology and Education parking zone**
Delivery drivers and contractors (with permit), mortuary visitors and drivers
- **Zone 6 - Block F Mental Health**
Contractors (with permit)
- **Zone 7 - Block M Engineering Workshop parking zone**
Contractors (with permit)
- **Zone 8 - Corner Innovation Drive and Hospital Boulevard**
Patients by authorisation



Appendix 3 – Robina Hospital and Robina Health Precinct Parking Areas



Parking options for Robina Hospital

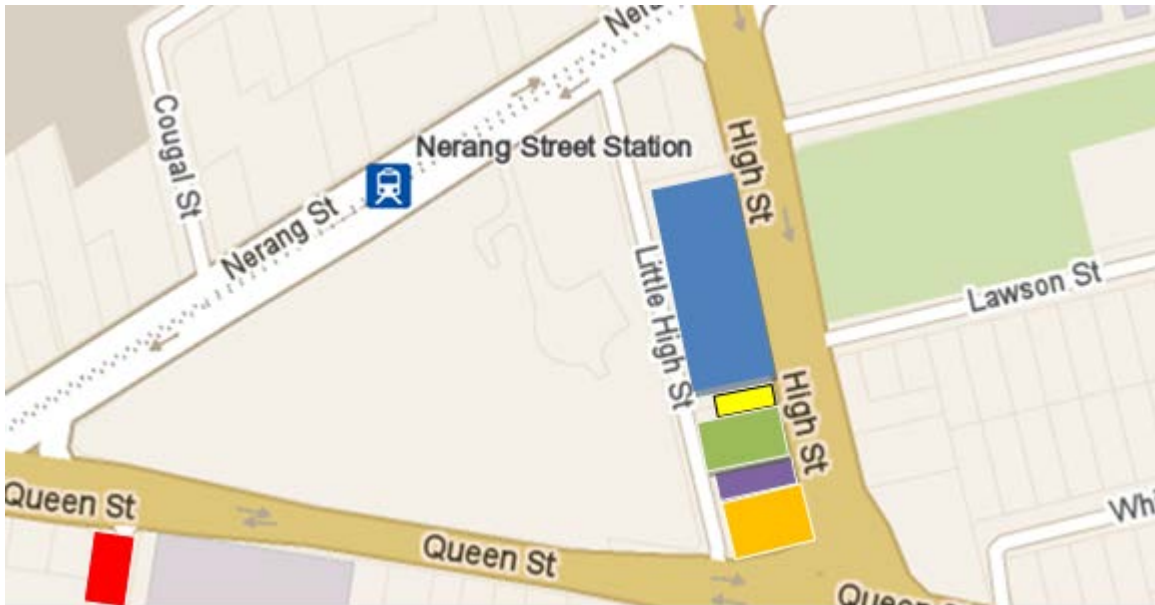
- P** Short term and northern car parks – parking for patients and hospital visitors
- P** Western multi-storey car park – staff only parking (restricted access)
- Yellow** Entitlement parking – reserved parking for authorised entitlement vehicles
- Red** Emergency and transit unit – pick up and drop off, short term patient parking only
- Dark red** Service courtyard – delivery drivers and contractors (also available at Robina Health Precinct)
- \$** Automated pay machines (APM)







Parking options for Robina Health Precinct

- Orange** Fleet and authorised vehicles – reserved bays for fleet vehicles, authorised permit holders including entitlement parking
- P** Short term visitor parking – patients and visitors

The Robina Hospital and Robina Health Precinct car parks are owned and operated by Gold Coast Health. All revenue raised will help improve frontline health services.

Appendix 4 - SHP Parking Areas



-  Southport Health Precinct
-  Integrated Care
-  Northern car park
-  Middle car park
-  Southern car park
-  Tweed St car park