

## Car Parking - Concessional Fees and Eligibility

**Summary** This Policy Directive provides for the mitigation of car parking charges for patients who are required to attend a hospital facility for a course of treatment over an extended period of time, and enabling access to concessional car parking rates for those patients experiencing financial hardship.

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**Applies to** Community Health Centres, Local Health Districts, Public Health Units, Public Hospitals, Specialty Network Governed Statutory Health Corporations

**Distributed to** Ministry of Health, Public Health System

**Audience** All NSW Public Health Organisations charging for car parking

## CAR PARKING - CONCESSIONAL FEES AND ELIGIBILITY

### PURPOSE

This Policy Directive is to be read in conjunction with NSW Health Policy Directive PD2013\_031 *Hospital Car Parking Fees Policy: Campuses which are subject to car parking development*. The purpose of this policy is to address the needs of vulnerable patients and their carers by:

- Ensuring that car parking rates are well publicised and clearly communicated to patients and carers
- Providing for the mitigation of car parking charges for patients who are required to attend a hospital facility for a course of treatment over an extended period of time, and for carers of long term patients who visit frequently, to enable access to concessional car parking rates
- Providing arrangements for patients / carers experiencing financial hardship.

### MANDATORY REQUIREMENTS

This Policy Directive applies to all NSW Health organisations in respect of:

1. Any car parking fees arising from car parks operated by NSW Health organisations.
2. Any car parking fees arising from commercial car parks contracted by NSW Health organisations, including St George Hospital, Sydney/Sydney Eye Hospital, Prince of Wales campus, Canterbury Hospital, and Royal North Shore Hospital.

Where the NSW Health organisations or contracted car park operator charges for car parking, there must be clear arrangements in place to provide for special consideration of concessional car parking fees, including:

- Designated administrative point(s) for assessing and approving parking fee concessions are to be identified for each facility / campus within the NSW Health organisations. Locations for the designated administrative points are to be clearly communicated to the public and all staff within the facility.
- Details of charges and concessional arrangements are to be well publicised, clearly marked at entrances to car parks and wherever payment of car parking fees is made.
- Information regarding car parking, including fees and concessions, is to be available on NSW Health organisations' websites and information pamphlets on car parking fees and concessions are to be displayed and accessible within facilities. This information is to clearly indicate the contact details and location of the unit in each facility/campus accountable for assessing and providing the parking concession.
- Each facility is to provide clear sign posting for accessing the administrative point(s) for parking concessions.

- NSW Health organisations are to ensure that the administrative processes established to assess eligibility for concessional car parking rates, and to provide concessional parking tickets to eligible patients and their carers is not burdensome.

### **Eligibility**

The following lists those categories of persons who are eligible to obtain concession rates when parked in a designated hospital campus parking area:

- (a) holders of a RMS issued Mobility Parking Scheme permit;
- (b) holders of a Pensioner Concession Card;
- (c) holders of a Gold Veterans Affairs Card;
- (d) holders of a Health Care Card;
- (e) ongoing cancer treatment patients;
- (f) patients and their carers who are required to attend the hospital/facility for a course of treatment over a period of time greater than one week;
- (g) patients and their carers attending more frequently than twice weekly, including carers of long term patients who visit frequently;
- (h) cardiac rehabilitation education and exercise class attendees;
- (i) daily dressing outpatients;
- (j) Health Promotion education class attendees.

Schedule 2 of PD2013\_031 is also amended to include the above eligibility list.

*Volunteers will continue to be entitled to free parking, subject to availability, as set out in Schedule 2 of PD2013\_031 'Hospital Car Parking Fees Policy: Campuses which are subject to car parking development'.*

### **Concessional Fees**

Applicable concessional car parking fees are published each year through a NSW Health Information Bulletin. The concessions provide free parking for up to 3 hours, a single use daily ticket, and 3 day and 7 day multi use tickets. The fees are subject to annual indexation and are effective from 1 July of each year.

For patients / carers who are required to attend a facility for a course of treatment over a period of time greater than one week, issuing of concession tickets is to recognise the period of treatment required. The application process should not be burdensome and should not require patients / carers to apply for the concessional rate each week. The duration that the concessional parking ticket is issued is at the discretion of the NSW Health organisation.

For this category of patient, the relevant concessional car parking rate is applied (ie a daily ticket, 3 day or 7 day multi use ticket) depending on the frequency of treatment required in any one week.

NSW Health organisations are responsible for assessing eligibility for concessional parking rates, in accordance with this Policy Directive, subject to clinical confirmation of the patient's treatment regime.

### **Financial Hardship**

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 NSW Health organisations should consider waiving the fee in such circumstances. NSW Health organisations are responsible for determining eligibility for financial hardship based on individual circumstances informed by an assessment by social work units, or other appropriate advice.

### **IMPLEMENTATION**

NSW Health organisations are required to implement the new arrangements from 1 July 2017.

The requirements of this Policy Directive constitute the maximum concessional parking fees that can be provided by NSW Health organisations. Should pre-existing contractual arrangements not provide this level of concession, NSW Health organisations must negotiate arrangements with the existing contracted operators to effect the required concessions. At their own discretion, NSW Health organisations are able to provide a greater level of concession than prescribed in this policy.

### **RELATED POLICY DIRECTIVES**

PD2013\_031 Hospital Car Parking Fees Policy: Campuses which are subject to car parking development

### **REVISION HISTORY**

Version	Approved by	Amendment notes

### **ATTACHMENTS**

N/A