

Policy

Car Parking Concessions Policy

Document ID	CHQ-POL-64425	 Standard 2 Partnering with Consumers 	
Version No.	V3.0		
Risk Rating	Low		
Primary Document	Department of Health's Directive for Hospital Car Parking – Patient and Carer Car Parking Concessions Standard (QH-HSDSTD-042-2:2017)		
Supersedes	V2.1	Approval date	06/01/2025
Accountable Officer	Executive Director Corporate Services / Chief Financial Officer	Effective date	09/01/2025
Custodian	Senior Director, Facilities & Capital Infrastructure	Review date	06/01/2029

HUMAN RIGHTS

This governance document has been human rights compatibility assessed. No limitations were identified indicating reasonable confidence that, when adhered to, there are no implications arising under the *Human Rights Act 2019*.

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 HHS) 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 centered:** 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 centered 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 in collaboration with Department of Social Work and Welfare when determining eligibility for discounted car parking, based on genuine financial hardship.

Concessional Car Parking Criteria	
Eligibility Criteria Type 1:	Eligibility Criteria Type 2:
<p>The patient, parent or carer is a government concession card holder:</p> <ul style="list-style-type: none"> • Outpatient: Single concessional car parking ticket distributed for relevant outpatient appointment on day of presentation • Inpatient: Single concessional car parking ticket distributed on day of presentation for admissions less than 3 days <p>If government concession card holder has appointments that superseded Criteria Type 1, they may be eligible for Criteria Type 2 and may receive concessional tickets in advance in alignment with Criteria type 2.</p> <ul style="list-style-type: none"> • Outpatient: 2 or more appointments within same week • Inpatient: expected length of the inpatient stay is 3 days or more 	<p>The patient, parent or carer is not a valid government concession card holder:</p> <ul style="list-style-type: none"> • Outpatient: The parent, patient or carer is required to frequently attend outpatient appointments Frequent definition: 2 or more appointments within same week • Inpatient: The expected length of the inpatient stay is 3 days or more Single concessional parking ticket to be provided per night of inpatient stay

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.

The passes are administered by the hospital's Social Work and Welfare department and are limited.

CONCESSIONAL PARKING RATES

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

RELATED DOCUMENTS

Policy and standards

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

SUPPORTING DOCUMENTS

- [CHQ-PROC-64426 Concessional Car Parking](#)

CONSULTATION

Key stakeholders who reviewed this version:

- Director of Social Work and Welfare
- Senior Welfare Officer
- Chief Finance Officer
- QCH Parking Advisory Group
- Manager, Property Facilities and Leasing

POLICY REVISION AND APPROVAL HISTORY

Version No.	Modified by	Amendments authorised by	Approved by	Comments
1.0	ELT Members	Chief Finance Officer	HSCE CHQ	New endorsed document
2.0 17/03/2021	Mgr Facilities Property & Leasing	A/Snr Director F&CI	A/ Executive Director Corporate Services / Chief Finance Officer	
2.1 20/05/2024	Manager Facilities Property & Leasing	Senior Director F&CI	Executive Director Corporate Services / Chief Finance Officer	
3.0 06/01/2025	Principal Asset Officer	Senior Director, Facilities & Capital Infrastructure	Executive Director Corporate Services / Chief Finance Officer	Scheduled review

Key words	Concessional car parking; car parking, 64425
Accreditation references	The National Safety and Quality Health Service (NSQHS) Standards (1-8): <ul style="list-style-type: none"> Standard 2: Partnering with Consumers