

CONCESSION RATES FOR PATIENT & VISITOR CAR PARKING FEES

Staff this document applies to:

This policy applies to, but is not limited to, all patients and visitors of Austin Health and Mercy Hospital for Women.

State any related policy, procedures or guidelines:

[Car Park Policy](#)

Objective:

To describe the circumstances that satisfy Austin Health's criteria for concession rates relating to car parking fees.

Scope:

This policy applies to all Austin Health car parks.

Definitions:

Patient:	A person admitted as an inpatient, presenting at Emergency or attending an outpatient or diagnostic appointment.
Visitor:	Any person attending for the purposes of visiting or transporting a patient. This includes carers and persons listed as Next of Kin (NOK) on the patient record.
Pro bono, Non-Commercial or Volunteer services:	Services provided to patients or staff by external (non-employee) providers for which no commercial gain is received by the provider of the service, and where the service is provided for the good of the public.

Overview:

Austin Health has a commercial obligation to service the multi-million dollar loan provided by the Treasury Corporation of Victoria for the construction of the Austin Tower car park. Car parking fees are essential if Austin Health is to meet this commitment. As such, concessions relating to car parking fees must be administered judiciously, and in a fair and transparent manner.

Austin Health understands that commercial obligations must be balanced with the interests of our patients and visitors. It is a priority of Austin Health to ensure concession rates are distributed to those entitled, however it may not be possible for Austin Health to grant concessions in all circumstances and maintain a proper and responsible car parking service.

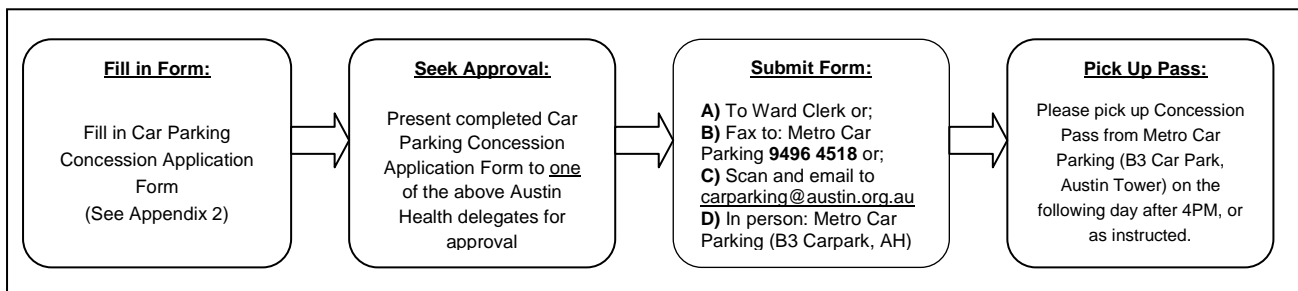
Procedure:

Concessions for car park fees have been determined considering the following criteria:

- Patient's length of stay / frequency of attendance;
- The attendance frequency of visitors;
- Financial Hardship; or
- Role within Austin Health or Mercy Hospital

The Car Park Fee Concession Schedule (see Appendix 1) provides explanations of these considerations, including examples of eligible patients, visitors and the applicable concessions for each case. All requests seeking concession for car parking fees must reflect the terms of this Policy and the Car Park Fee Concession Schedule. The Car Parking Concession Application Form (see Appendix 2) must be completed by all persons seeking the concession rate. This form must be approved by a Nurse Unit Manager (NUM), Associate Nurse Unit Manager (ANUM), Social Worker, Treating Clinician, Clinic Manager or Volunteer Manager before being sent to Metro Car Parking for processing.

Specific clinics and wards may issue applicants with Car Parking Exit Vouchers. These vouchers provide recipients with a once only exit from the carpark at concession rate. These persons must still fill in the Car Parking Concession Application Form for auditing and tracking purposes.



Once the Concession Pass has been obtained, patients and/or visitors will continue to receive the standard car parking ticket upon entry to the Austin Health and/or Mercy Hospital carparks. This ticket is required to be inserted into the ticket machine upon completion of the day. Scanning the Concession Pass afterwards will allow pass holders to pay the reduced concession rate. Once paid, the original ticket will exit Concession Pass holders from the carpark.

Concession passes will only be distributed to approved applicants on the Car Parking Concession Application Form. If multiple concession passes are sought, an individual Car Parking Concession Application Form must be submitted for each applicant in order to be considered for approval.

Concession passes will be programmed for a maximum of 12 weeks. If Concession Pass holders wish to extend their Concession Pass at the completion of their nominated timeframe, a new Car Parking Concession Application Form must be submitted for approval.

The Austin Health Executive and Board set all car parking fees and concessions and may review these on a regular basis. When reviewing fees, consideration is given to the level of fees applicable for public parking at other Melbourne metropolitan public hospitals.

Austin Health will ensure that there are a sufficient number of disabled car park spaces as close as practicable to main public entrances and lifts. Where services are delivered in facilities located in buildings other than the main clinical blocks, Austin Health will ensure there are a sufficient number of disabled car park spaces as close as practicable to the services sought by disabled patients/visitors.

Author/Contributors:

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Legislation/References/Supporting Documents:

Austin Health car parks and roadways are controlled under the Victorian Roads Safety Act 1986

Authorised/Endorsed by:

Austin Health Executive

Primary Person/Department Responsible for Document:

Executive Director Infrastructure and Commercial Services

CAR PARK FEE CONCESSION SCHEDULE

Criteria	Patient Examples	Applicable fee Austin Hospital / Mercy Hospital for Women	Applicable fee Heidelberg Repatriation Hospital & Royal Talbot
1A. Frequent Attendees / Financial Hardship			
Patients who must attend Austin Health or Mercy Hospital for Women 2 or more times per week for an extended period (1 – 5 weeks).	Radiation Therapy, Oncology, Spinal, etc.	\$3.00 per day Pass available for patient only	\$1.00 per day Pass available for patient only
1B. Frequent Attendees / Financial Hardship			
Patients who must attend Austin Health or Mercy Hospital for Women 1-2 times per week for an extended period (6 – 12 weeks)	Renal dialysis, Oncology, Spinal, NCASA clients, severe Respiratory etc.	\$1.00 per day Pass available for patient only	Free Pass available for patient only
1C. Frequent Attendees / Financial Hardship			
Visitors who attend Austin Health or Mercy Hospital for Women 6 – 7 times per week, for greater than 4 weeks.	ICU or NICU, Palliative Care	\$3.00 per day	\$1.00 per day
2. Long Stay Patients			
Visitors of residents, for whom Austin Health or Mercy Hospital for Women has become their “home” for an indefinite period.	Darley House	NA	Free Pass available for 2 NOK only
3. Department of Veterans Affairs			
Designated veteran patient groups	DVA Gold or White Card holders	Free access – cardholder only	Free access – cardholder only
4. Volunteers			
People who attend Austin Health or Mercy Hospital for Women to provide volunteer or pro bono services to patients or staff.	Volunteers, Community Partners Program, GPs (for Darley House) Official RSL representatives, etc.	Free access	Free access
5. Researcher Participants			
Any individual participating in an approved research trial or study	TOMMORROW study, EPOCH Clinical Trial	\$4.00 per day	\$2.00 per day

Reserved disabled parking spaces are available for use by Disabled Persons Parking Permit holders. Disabled Persons Parking Permit holders may apply for concession rates, subject to the eligibility criteria.

Concession Passes are issued for a maximum of 12 weeks. Applicants must submit a new Concession Application Form for approval at the completion of their nominated timeframe should a renewal of Concession Pass be sought.

CAR PARKING CONCESSION APPLICATION FORM

Austin Health and Mercy Hospital Patients and Visitors Only

Name of Applicant:

Date of Application:

Contact Details:

Unit / Department of Treatment:

Vehicle Registration Number:

Carpark: (Please Circle)

AUSTIN TOWER ROYAL TALBOT HEIDELBERG REPATRIATION

Concession Pass Number: (Metro Car Parking Only)

Patient Name

Patient UR Number; or

Affix UR sticker

Criteria for Concession Pass Please mark applicable box:

- DVA** Designated veteran patient groups (*Free Parking*)
 DVA File Number: _____
Designated veteran patient groups do not need approval. Please lodge completed form directly to Metro Car Parking as per instructions below.

- Frequent Attendee / Financial Hardship** Please circle the response that best fits your description:
 Are you a: Patient or Visitor?
 How many times a week will you be attending Austin Health or Mercy Hospital?
 _____ Days
 For how many weeks are you expecting to attend Austin Health or Mercy Hospital?
 _____ Weeks
(Concession Passes are only issued for a maximum of 12 weeks)

- Volunteer** People who attend Austin Health or Mercy Hospital to provide volunteer or pro bono services to patients or staff (*Free Parking*). Does not include students

- Research Participant** Any individual participating in an approved research trial (Trial Duration: __ __ months)

I declare that the above information to the best of my knowledge and belief is true and correct:

Signed: _____

Once form is complete, please seek approval from either:

Nurse Unit Manager (NUM)
 Associate Nurse Unit Manager (ANUM)
 Social Worker

Treating Clinician *i.e. Specialist Consultant*
 Clinic Manager
 Volunteer Manager / Research Coordinator

Approval - OFFICE USE ONLY

Full Name:	Position and Unit/Department:	Signature:	Contact:

HOW TO LODGE THIS FORM:

- Please return the completed form to Metro Car Parking by:
- Submitting paperwork to Ward Clerk / Clinic Manager; or
 - Scan and email to carparking@austin.org.au; Fax on (03) 9496 4518 (Attn: Metro Manager) or
 - Submit directly to Metro Car Parking (Located B3 Carpark, Austin Tower).

CONCESSION PASS WILL BE PROGRAMMED FOR COLLECTION BY 4PM THE FOLLOWING DAY. PICK UP AT METRO CARPARKING, B3 AUSTIN TOWER OR; ROYAL TALBOT REHABILITATION CENTRE SECURITY OFFICE Page 5 of 5