

VISITOR CAR PARKING - CHW

POLICY & PROCEDURE[®]

DOCUMENT SUMMARY/KEY POINTS

- Outlines available visitor parking.
- Describes strategies to maximise the amount of parking available to parents and carers of children who are patients of this hospital.
- Outlines the fee structure and the schemes available to reduce the financial impact of parking on medium and long term families.

CHANGE SUMMARY

- Minor review to update the parking fees on page 6.

READ ACKNOWLEDGEMENT

- The following staff at CHW should read this policy:
 - Nurse Managers, Department Heads, Clinic Co-ordinators, Clinical Nurse Consultants, Social Workers and the Transport Manager.

Approved by:	SCHN Policy, Procedure and Guideline Committee	Original endorsed by HCQC August 2009
Date effective:	1 st January 2014	Review Period: 3 years
Team Leader:	Director of Community Relations and Marketing	Area/Dept: Executive

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1 Introduction

1.1 Policy Scope

This policy describes the Visitor Parking options on or off campus and conditions and rates to access the multi storey visitor parking station in Hainsworth St. This policy does not address staff parking.

1.2 Rationale for policy

The Children's Hospital at Westmead (CHW) recognises that the provision of parking is crucial for families who are required to bring their children here for treatment. Additionally, parking is important for volunteers who give their time to support CHW.

CHW charges fees for use of the Hainsworth St visitor car park as outlined in section 3. These fees are charged in order to manage and maintain multi level car parking infrastructures. Fees are also a useful deterrent to those who park in the car park for reasons other than attending CHW with a child who is a patient of this hospital.

The intention of this policy and the fee structure is to maximise and manage the parking capacity available for parents and carers of children who are patients at CHW on an equitable basis.

CHW recognises that for some families these fees will be difficult to pay, and that the cost of parking for parents and carers of children with long term illness and/or disability can become prohibitive. CHW will treat these families with compassion to provide an equitable parking service, and as such this policy outlines schemes and assistance available to these families in section 3.

CHW recognises that for those who regularly volunteer in any of our hospital based volunteer programs parking should be available at no cost. The proportion of total spaces used by Volunteers will be monitored to ensure effective use of overall parking capacity within the campus. Irregular volunteers, as well as visitors of Departments can have parking costed to their Department as outlined in Section 5.

2 Parking Locations

2.1 General Parking

Category	Location	Fee applicable	Description	Parking Spaces
This Campus	Hainsworth St , entrance located on Roundabout	As below	Multi Storey	425
Off Campus	Westmead Hawkesbury Rd, Caroline, Helen, Jessie and Hainsworth Streets	Nil	Very limited Street parking (many limited to 2hours)	> 300
Off Campus	Northmead Redbank, Beamish Rd, Brelogail, Bevan and Balfour St,	Nil	Very Limited Street parking (some limited to 2hours)	> 200
Nearby Campus	Westmead Hospital , corner of Hawkesbury and Darcy Roads	\$8 / day (coins only) but under review	Multi Storey	>300
Nearby Campus	Old University of Western Sydney Campus , corner of Hawkesbury & Darcy Rd (entry Hawkesbury Rd)	\$12 / day	Open air	>100
Nearby Park	Parramatta Park	Nil	Within Park (time limited)	Various

2.2 Emergency Parking

Located at the main entrance to the hospital and controlled by the Concierge in normal working hours.

Location	Description	Emergency Parking # of Spaces
Hospital Main Entrance	Off Street	4

2.3 Mobility Parking

Vehicles parking in these spaces must display a current Mobility Parking Permit issued by the Roads & Traffic Authority (RTA) to be eligible to park in these locations otherwise an infringement notice could be issued.

Location	Description	Mobility Parking # of Spaces
Hospital Main Entrance	Off Street	3
Visitor Parking Station -on roundabout in Hainsworth St	Multi Storey	13
Hawkesbury Rd just south of Hospital main entrance in front of CMRI	On street	7
Hainsworth St near entrance to Cumberland Hospital	On Street	5

3 Parking Fees

3.1 Fee Structure

Term	Scheme	Fees	Comments
Mobility Scheme		Free	Parents whose children require treatment at CHW and hold a RTA Mobility Parking Permit for their child or themselves.
Bear Pass - Total Waiver		Free	Existing Bear Pass Holders and those considered eligible to free parking. The criteria for such an assessment will include a combination of factors including, but not limited to: <ul style="list-style-type: none"> • Available income • Debt issues • Prolonged admission • Prolonged unemployment • Number of ill children
Casual Rates <u>Target Group:</u> Visitors & Parents of Short Term Patients	Timed Casual Parking	0-1 hour - \$5 1-2 hours - \$8 2-3 hours - \$11 3-4 hours - \$13 4-5 hours - \$15 > 5 hours - \$17 Pre Pay \$17 - unlimited same day entry & exits	Fee is determined at the auto pay station prior to returning to your vehicle on exit. The auto pay stations also accept credit cards for which a small transaction fee may apply. Signage will indicate the fee amount. For patients up to one week.
Concession Scheme 1. <u>Target Group:</u> Parents of Medium Term Patients & Health Care Card Holders	Frequent Visits	\$6 per visit	Outpatient Visits: 2 or more per week or Holding: Health Care Card
	Weekly Concession	\$20 per week	Inpatient Length of Stay: After one week or Outpatient Visits: 4 or more per week or Holding: Health Care Card or Residing Parent: Parent/Carer paying full fee for parent accommodation either Ward or Hostel (either self funding or IPTAAS Eligible)
Concession Scheme 2. <u>Target Group:</u> Parents of Long Term Patients & Pensioners	Long Stay Visits	\$2 per visit	Outpatient Visits: 2 or more a week after 3 consecutive months of treatment or Inpatient Length of Stay: After 3 consecutive months or Holding: (Blue) Pension Concession Card or Holding: Health Care Card and using Medium Term Scheme for more than 1 month. or Residing Parent: Parent/Carer paying full fee for Parent accommodation either ward or hostel more than 3 months. (either self funding or IPTAAS Eligible)
	Monthly Concession	\$20 per month	
<u>Definitions for the above</u> Parent also includes Carers who are either the legal guardian or primary carer of child.			

3.2 Applying for concessional rates

For all concession schemes, the [Concession Parking Request Form](#) (located under Forms on the intranet) must be completed by a designated staff member. Refer to [Appendix 1](#) for eligibility.

Scheme Reference	Verification	Approval
Total Waiver	<ul style="list-style-type: none"> ▪ Nurse Manager ▪ Department Head ▪ Clinic Co-ordinator ▪ Clinical Nurse Consultant ▪ Social Worker 	<ul style="list-style-type: none"> ▪ Transport Manager ▪ Deputy Director of Corporate Services or ▪ Corporate Services - Business Support Manager
Concession Scheme 1		<ul style="list-style-type: none"> ▪ Same as verification
Concession Scheme 2 Mobility Scheme Waiver		<ul style="list-style-type: none"> ▪ Transport Manager ▪ Deputy Director of Corporate Services or ▪ Corporate Services - Business Support Manager

3.3 How the Schemes Work

Families who are approved for a parking scheme will be given a plastic card by the Security Department which will have their scheme, and therefore their parking rate, encoded on the card. The payment rate will be calculated when the pass is put into the pay station. When a family's circumstances change, they can apply to have their parking scheme changed for instance, moving from Weekly to Monthly.

In order to collect the parking card from Security Office the parent is required to show photo identification. Please note, RTA Mobility Parking Permits must have been issued in the name of the child or in the name of a parent/carer of the child who is a patient of CHW.

Only one parking card is usually issued per family. Under exceptional circumstances consideration may be given for issuing of an additional card. Please include reasons (in the comments) why additional cards are required to expedite the assessment of the request.

In urgent cases where a family is not in a position to pay for parking the clinician must phone through to the Security Department to arrange for the family to collect a ticket to exit the car park. The form must still be completed on behalf of the family.

If for any reason a Bear Pass or other concessionary scheme is denied, Corporate Service staff will discuss this with the referring Clinician as soon as possible. If either party requires further assistance to resolve the matter, it may be referred to Director of Clinical Operations or the Director of Governance, Risk and Medical Administration.

3.4 Determination of parking fee and payment

All payments are made at the pay stations located at the entry to the Hainsworth St visitor car park before returning to the vehicle. The parking pay stations **accept coins and notes up to \$50 or credit cards** & provide change as appropriate.

Families who have successfully applied for a concessional scheme must retain their pass while they remain in the scheme and make payments using it as necessary and dependent on their scheme i.e. payment per visit, weekly or monthly.

3.5 Refunds

Once a ticket is purchased, refunds for unused portions of tickets will not be refunded to the holder.

4 Damaged, Lost or Stolen Tickets or Passes

Damaged, lost or stolen tickets issued on a casual rate can be reissued at the auto-pay station according to the applicable timed casual parking rate. Free exits are not permitted for damaged, lost or stolen tickets. Any staff who have a damaged, lost or stolen ticket need to pay the full daily rate unless they can provide evidence they parked in the car park for a lesser time.

Damaged, lost or stolen passes issued under one of the concession schemes outlined above, may be reissued at the Security Office.

5 Departmental Visitor Parking

- Internal Hospital Departments may request car parking passes for their visitors prior to the expected appointment, meeting or event.
- The cost of parking will be charged to the cost centre of the Department.
- Parking tickets issued in this way **must not** be used for staff parking.
- Refer to the **Department Parking Coupons form** to make your request:
http://chw.schn.health.nsw.gov.au/o/forms/_parking_/departments_visitor_parking_request.pdf
- If arrangements are not made prior to the event then normal timed rates will apply.

6 Security

The car park is well lit with security cameras installed and monitored, however it is the responsibility of vehicle owners to ensure valuables are kept out of sight and preferably not left in vehicle.

7 Statement of Liability

Notwithstanding any negligence on its part the hospital accepts no responsibility for any damage to, or theft from, any vehicle parked upon hospital property and all vehicles are parked on the campus in accordance with the conditions of entry as displayed at the car park entrances.

8 Parking Infringements

The hospital campus is managed under a Self Enforcing Infringement Notice Scheme (SEINS). The prime objectives of SEINS are:

- To prevent unauthorised parking
- To improve traffic flow and pedestrian safety
- To effectively regulate limited parking spaces

- To ensure unrestricted access for emergency vehicles
- To ensure people who are correctly parked are not inconvenienced by others parked illegally.

SEINS is administered by the Infringement Processing Bureau of NSW Police Service. Hospital Security officers are empowered to issue parking infringement notices. These notices incur a fine, which if not paid will result in fine default action by the Roads and Traffic Authority and a automatic cancellation of licence and motor vehicle registration until the penalty is paid.

SEINS applies equally to staff and visitors. Vehicles must be parked in the marked bays and in accordance with displayed parking advisory signs.

8.1 Infringement Notices

1. Any vehicle that contravenes a parking regulation, posted signs or park outside a marked bay is liable to be penalised.
2. If the infringement has commenced the infringement will be issued. At no stage during issue will the infringement be cancelled.
3. The drivers of the offending vehicles are reminded that certain procedures in place for them to contest the issuing of parking infringement as per standard NSW Police Infringement Processing Bureau procedure, all of which are indicated on the infringement.

8.2 Appeal Process

All appeals are to be directed to the NSW Police Infringement Bureau as per directions on the infringement. The organisation or issuing officer will not enter into dispute at the time of issuing. Infringements will not be cancelled for late appointments or failure to obey parking signage.

9 Central Point of Contact

The central point of contact for day to day Management of Visitor Parking is the Security and Fire Manager. Beyond this, escalation should be to the Deputy Director of Corporate Services.

10 Communication

The casual fee structure and the availability of concession schemes will be communicated to families through posters displayed at the entry to the Hainsworth St Car park, at other appropriate locations in the car park and in appropriate locations throughout CHW. This information will also be available on the CHW website and the staff intranet.

APPENDIX 1: Concession Parking Eligibility Guide

Concession Parking Guide Eligibility							
Type	Criteria Questions		Scheme 1		Scheme 2		Other
			\$6 per visit	\$20 per week	\$2 per visit	\$20 per month	\$free
Inpatient	Has length of stay been greater than 1 week?			✓			
	Has length of stay been greater than 3 months?				✓	✓	
Residing Parent	Is Parent paying full fee for parent accommodation in either Ward or Hostel (either self funding or IPTAAS Eligible)?			✓			
	Has Parent paid full fee accommodation for more than 3 months?				✓	✓	
Outpatient	Are Outpatient visits 2 or more a week?		✓				
	Has it been greater than 3 months treatment?				✓	✓	
Card Holders	(Blue) Pension Concession Card				✓	✓	
	Health Care Card	Health Care Card	✓				
		HCC and treatment been greater than 1 month?			✓	✓	
	RTA Mobility Permit and Bear Pass Holders						✓

Definitions for the above
Parent also includes Carers who are either the legal guardian or primary carer of child.

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