

## Background:

The Royal Victorian Eye and Ear Hospital ('Eye and Ear') has relocated some services and staff to Eye and Ear on the Park ('EEPark'), 2 St Andrews Place, East Melbourne, which has approximately 117 car parking spots available under the building.

The following policy provides guidance in relation to parking at EEPark. This information is also available on Eye and Ear website for consumers.

## Purpose:

The purpose of this policy is to detail patient and visitor parking arrangements that applies at EEPark.

## Scope:

All staff and visitors at Eye and Ear.

## Use of Facility:

Drive-in entry to the car park is via Lansdowne Street only.

The car parking facility is provided predominantly for patients and visitors, who are required to pay for parking when utilising the facility at EEPark. This policy has been developed to ensure that parking is used efficiently, safely and with minimal disruption to other patients and visitors.

## Policy:

This policy only applies to the car parking being provided at the EEPark and does not apply to the Albert Street car park located adjacent to the Gisborne Street site (as this car park is privately managed, with the Eye and Ear having little control over the operations of this car park).

The EEPark car park is managed by Wilsons Car Park on behalf of the hospital and the car park operations are automated. The payment for car park visits will be via a pay ticket machine located at Ground Floor of the hospital or by credit card on exit. The car park is controlled by boom gates at the entry and exit points, users of the car park can access assistance via a push button, which will connect the user to the car park managers.

Car parking rates will be reviewed annually by the Eye and Ear. The car park rates will be determined with due consideration to:

- On street parking rates;
- Commercial rates charged in the vicinity;
- Any rates or taxes imposed by Government or local councils;
- Rates charged by other Metropolitan Hospitals for their car parks; and
- The nature of patient services offered and likely parking periods.

The car park will be operational between the hours of 7.00 am through to 7.00 pm, Monday to Friday. Patients and visitors who need to exit the car park outside of operational hours (due to an extended appointment) should make arrangements with the security staff at the front entry desk prior to the closing time. The Eye and Ear reserves the right to operate the car park outside of these hours.

As part of managing the car park, Eye and Ear is required to have a concessional rates policy, in accordance with the Department of Health and Human Services' requirements. Any patient who believes they are entitled to the concessional rate of \$10 per visit should contact the Site Manager, EEPark (tel: 9929 8119) who will assess each patient's eligibility in line with the following criteria:

- Closing the Gap – support for carers/workers;
- Unexpected hospital visit when the patient lacks funds for travel/parking;
- When other medical transport is unavailable;
- When a patient is unable to use other modes of transport (e.g. taxis) due to physical, clinical, or psychosocial needs as assessed by Site Manager, EEPark.

The car parking rates have been determined with a principle of being fair, just and reasonable. The Eye and Ear has a service pamphlet which provides further information around the availability of transport and accommodation support. This pamphlet and its contents are available on the website. There is also a Fact Sheet that is sent with every appointment letter that contains information regarding the transport support information.

## Use of Car Park:

In the event that the car park is not fully occupied by patients/carers and visitors, the Eye and Ear reserves the right to review the availability of the car park for other users.

The car park levels can be accessed via the lift (Lift 14 opposite the front entry reception) to Levels CP1 and CP3. Access to the in-between car park floors will be via a connecting ramp between the car park levels serviced by the lift.

Patients and visitors are to take a ticket upon entry into the car park. Payment for the use of this car park can be made at Ground Floor ticket machine prior to returning to

the car. Exit from the car park will be by utilising the validated paid ticket in the ticket machine located at the exit ramp or by credit card at the exit boom.

## Liability of Eye and Ear:

Car park users should park in designated marked car park bays. Car park users should also adhere to regulatory parking signage and speed limits.

Users of the car park do so at their own risk and the Eye and Ear is not responsible for any damage or loss/theft from their vehicles.

Users of the car park should also utilise rubbish bins located around the car park when needed and should not leave rubbish in unauthorised areas.

## Enquiries:

All enquiries can be directed to main reception desk or to the Site Manager EEPark (03 9929 8119). Further information is available on the Eye and Ear website:

[https://www.eyeandear.org.au/page/Patients/Frequently\\_Asked\\_Questions/#FAQ\\_11](https://www.eyeandear.org.au/page/Patients/Frequently_Asked_Questions/#FAQ_11).

## Outcome:

Staff act in accordance with this document and best practice evidence at the time of review.

## Definitions:

**EEPark Car Park:** as located in basement levels at 2, St Andrews Place, East Melbourne

**Car park managers:** Wilsons Car Park (as agents for Eye and Ear)

**Royal Victorian Eye and Ear Hospital (Eye and Ear):** legal entity responsible for the EEPark car park

**Site Manager, EEPark:** The nominated manager responsible for overseeing the Eye and Ear on the Park clinical services at 2, St Andrew's Place, East Melbourne.

## Standard:



NSQHS Standard 1: Clinical Governance

## Legislation:

Current Legislation may be sourced at: <http://www.austlii.edu.au/> or Victorian legislation at: <https://www.legislation.vic.gov.au/>

- *Australian Standard Disability Discrimination Act*
- *Occupational Health and Safety Act*

## References:

None identified at the time of this review.

## Linked Policy & Procedure:

- [Patient Transport Procedure](#)

## Approval/Committees:

- Executive Committee
- Board

## Responsible Executive:

Executive Director Redevelopment, Planning & Infrastructure Services

## Review Officer:

Board Secretary

## Evaluation:

Processes and procedures are evaluated within the context of organisation risk management accreditation and legislative standards.

## Policy Review:

This policy will be reviewed at least every 1 years.

## Key Words for Search:

Car Parking; Parking; transport; Car Park

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