

Concessional car parking at Ipswich Hospital

From 1 October 2017, certain patients and their carers may be eligible for discounted parking.

FAQ Sheet

1. Where is the car park located?

The Ipswich Hospital Car Park is located in Chelmsford Avenue, Ipswich. It is opposite the Main Entry (Ward Block Entry) of Ipswich Hospital.

The Ipswich Health Plaza Car Park is located in Bell Street, Ipswich. It is located near the train station.

2. Who is eligible for concessional car parking?

Concessional car parking is available for:

- Patients with pre-existing Government Concession Cards for example Pension Cards, Gold DVA Cards, Healthcare Cards, etc.
- Patients and carers who need to attend hospital for an extended period of time.
- Patients and carers who are required to attend hospital frequently,
- Patients and carers with special needs who require assistance, and
- Patients and carers experiencing financial hardship.

If you believe you are eligible, please complete the eligibility form and submit to Reception, Main Entry (Ward Block Entry), Chelmsford Avenue, Ipswich Hospital.

3. How do you claim your discounted parking?

Eligible patients, carers and visitors must complete a 'Car Parking Concession Form' located at the Volunteers Desk, Main Entry (Ward Block Entry) and hand in at Reception, Level 6. (Please note you will need to register and set up an online account with Ipswich Hospital Foundation (IHF) Parking).

4. How long will it take to process my request form?

Your form will be processed the next business day. You will then be required to self-register with the Ipswich Hospital Foundation Parking site at <http://ihfparking.com.au/> to receive the discounted rate.

5. How do I set up an account with IHF Parking?

Log on to <http://ihfparking.com.au/>, select 'Permanent Parking', register and follow the prompts. If you have any problems or questions, do not have access to a computer, or do not have direct debit please phone IHF on 1300 736 428 or email carpark@ihfoundation.org.au for assistance.



6. What are the discounted daily rates?

Criteria	Patient Examples	Ipswich Hospital	Ipswich Health Plaza
1. Pre-existing Government Concession Card Holder	Pensioner concession card, DVA Gold, Health care card,	\$5.00	\$5.00
2. Frequent Attendees <u>2.1</u> Patients who must attend 2 or more times per week for extended period (1-5 weeks). <u>2.2</u> Patients who must attend 1-2 times per week for an extended period (1-6 months). <u>2.3</u> Visitors who visit 6-7 times per week for more than 1 month. <u>2.4</u> Visitors of patients who are in care indefinitely. Only available for Next of Kin.	Oncology, Renal Dialysis Palliative Care, Out Patients, Wound clinic, Long stay patients	\$5.00	\$5.00
3. Financial Hardship	Patients and/or Carer's who are experiencing financial hardship and are unable to afford the concessional car parking rate.	\$0.00	\$0.00

The undiscounted rate is \$21 maximum for the day. NOTE: This is a daily concession.

7. How do I pay for my parking?

Once you have set up your online parking account, the discounted amount will be deducted from your account. If you do not have direct debit please phone IHF on 1300 736 428 or email carpark@ihfoundation.org.au for assistance.

8. What if I cannot find a car park?

You are given 15 minutes to look for a park and in which case if you cannot find one you are able to exit the car park with no charge.

9. Do you know there are a number of alternatives to parking in the car park?

There are a number of alternatives to parking in the Ipswich Hospital car park:

- The Ipswich Health Plaza.
- Park and Ride service.
- Street Parking (metered and non-metered).
- Public Transport.

For more information go to <https://www.westmoreton.health.qld.gov.au/patients-and-visitors/transport-parking/>

10. What is the process for applying for concessional parking?

Step 1 – complete the form (see Question 3).

Step 2 – self register online (see Question 5) for assistance please contact the IHF.

Step 3 – start using the car park with the concessional rate applied.