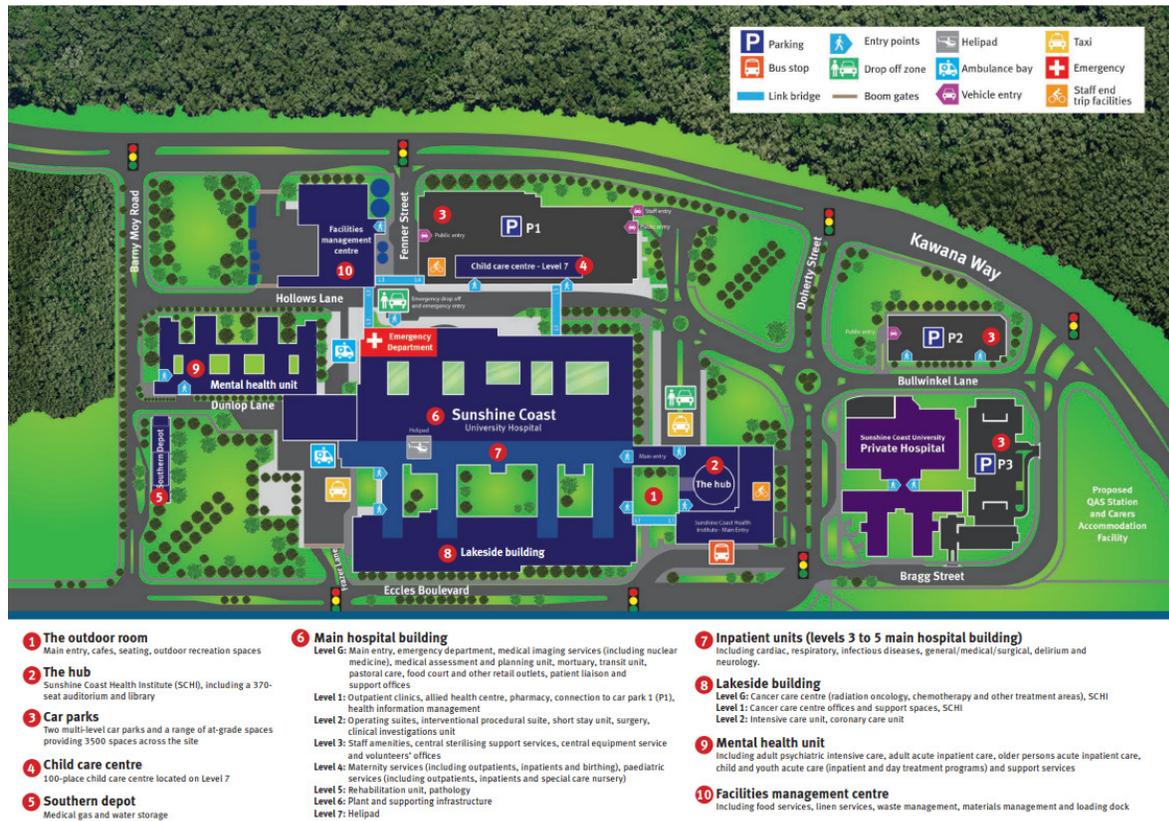


# Sunshine Coast Health Campus - Staff Parking Guidelines

## 1. Where to park

Secure parking for public and private hospital staff, patients, the general public and visitors is provided in three car parks within the Sunshine Coast Health Campus – P1, P2 and P3.



P1 multi storey carpark (Open April 2017) is directly adjacent the public hospital with dedicated pedestrian bridge links. Levels 2 to 7 of P1 is dedicated for staff pass holders and staff are required to park on these levels in order to access the discounted parking rates for staff. P1 provides an external express ramp that is only accessible by Staff Pass holders which takes staff direct to level 2. An undercover bridge link connects level 4 of P1 with level 3 main Hospital Building Staff Amenities area of the public hospital. Staff Pass holders are discouraged from entering the car park via the ground floor. However if staff choose to access via the ground floor entries, they will need to pass through a second set of boom gates between level 1 and 2 in order to be charged at the discounted staff parking rates.

P2 multi storey carpark (Open) is located adjacent the private hospital. Levels 2 to 5 of P2 are allocated for staff parking. Staff Pass holders will enter and exit via the main entry lane off Bullwinkel Lane. Staff Pass holders are encouraged to proceed via the internal ramp to level 2 and be able to park in available spaces up through to level 5. If the allocated staff parking floors are fully occupied, Staff Pass holders are permitted to park in the general parking floors.

P3 is an at-grade car park (Open) located on the north side of the private hospital and accessed from Doherty Street and then Bragg Street. P3 is the preferred parking area for members of the public, short term patient visits and visitors to the private hospital. If a Staff Pass holder has a vehicle over the 2.2 metre clearance limit of P1 and P2, they are able to park in P3 which is accessible with their eTag/proximity card.

CCTV surveillance cameras are positioned at all access and egress points, pay stations, lift foyers and lifts. These cameras are continuously recording coverage, and supported by the permanently manned Security Control Room located in the Main Entry of the public hospital or in the car park management office in P1. All security duress points provide communication to the Security Control Room. Security duress points are located on all levels of P1 and P2 and are located at all lift lobbies and adjacent to fire stairs on each level.

The car parks have intercom systems available at all boom gate points and pay stations, which put users in communication with the car park operator, who will be able to address enquiries.

## 2. Types of Staff Passes

Dedicated staff parking is provided at discounted rates for staff that hold a Staff Pass. An active Staff Pass ensures that the staff member can get a car space at all times based on the number of shifts that they have chosen. The discounted staff rate (\$14.50 to \$7.86 per day) is based on an annual pass (held for 52 weeks of the year). The annual cost is spread out over the year and paid each fortnight by salary deduction irrespective of usage – until such time that the pass is cancelled.

Staff can choose the type of pass they apply for as follows:

1. Full Time Staff Pass; unlimited access all 14 days in the fortnight but only charge for 10 shifts (\$7.86 x 10 = \$78.63 per fortnight);
2. Part Time Staff Pass; staff select one of the following passes based on shifts per fortnight - unlimited access to the car park within a shift:
  - 1 shift/fortnight pass (\$7.86)\*
  - 2 shift/fortnight pass (\$15.73)\*
  - 3 shift/fortnight pass (\$23.59)\*
  - 4 shift/fortnight pass (\$31.45)\*
  - 5 shift/fortnight pass (\$39.32)\*
  - 6 shift/fortnight pass (\$47.18)\*
  - 7 shift/fortnight pass (\$55.04)\*
  - 8 shift/fortnight pass (\$62.90)\*
  - 9 shift/fortnight pass (\$70.77)\*

\*Parking rates shown are from 1 July 2016 inclusive of GST and will be adjusted annually on 30th of June of each year for inflation.

If a staff member exceeds the nominated use in a fortnight the boom gate will still open, however they will be charged the staff discounted daily rate for additional entries – this will be charged directly to the staff members credit card provided in the Staff Pass Application. If a Staff Pass is deactivated and the eTag or proximity card is not returned to the Security Control Room within 14 days, the lost pass fee will be charged to the staff members credit card provided in the Staff Pass Application. A Staff Pass Application is not processed unless the credit card provided is processed by Advam as being valid.

Should a Staff Pass holder wish to adjust their forecast usage they can do so by submitting a Staff Pass Application indicating a Change of Use via the Parking HQ web portal. A change can occur up to a maximum of three times within a 12 month period. This applies for a change from Full Time Staff Pass to Part Time Staff Pass, or any change to the originally nominated Part Time Staff Pass days per fortnight. Provided the adjustment is available it will be actioned by the car park manager and the applicant and employer are advised of the change. If it is not available, the applicant will be placed on the waiting list until such time when a pass is available. This change will apply after the end of the next invoicing period.

## 3. Application and activation

Any staff member of the public hospital requesting a Staff Pass must complete a Staff Pass Application via the Parking HQ web portal. This is the only way to apply for a Staff Pass. All applications must clearly identify if the staff member is requesting a Full Time Staff Pass or a Part Time Staff Pass. When requesting a Part Time Staff Pass, the application must identify the number of shifts per fortnight that they will require access (1-9). The online application workflow is an automated process - once an individual submits an application, a verification process takes place:

1. The Parking HQ checks first that parking is available according to prescribed limits, and places an applicant on the waiting list as necessary;
2. If parking is available the credit card is verified by a debit transaction and subsequent credit transaction (no charge);
3. An email is sent to the employer HR department to approve applicant is entitled to a pass, and HR to confirm the necessary employee number;
4. the verification then is sent to the car park manager to complete the application process by assigning an eTag to the applicant;
5. The applicant is sent an automated email when this is complete, informing them of their ability to collect the eTag from the Car Park Manager; and
6. The applicant will sign when collecting the eTag.

If there is a waiting list for Staff Passes, the Car Park Manager will notify the applicant that they have been placed on a waiting list. As Staff Passes are deactivated, new Staff Passes will be activated to applicants on the waiting list.

All Staff Pass holders will be issued an adhesive eTag which must be affixed to the windscreen of the car. It is essential that these are attached to the windscreen to ensure efficient operation of the boomgates and traffic flow at peak periods. A Staff Pass does NOT grant access to any other boomgated areas (eg. Loading Dock or authorised parking only zones)

#### 4. Deactivation

To deactivate a Staff Pass, staff members are required to submit a deactivation request via ParkingHQ and return the eTag or proximity card to the Car Park Manager. The Staff Pass will be deactivated within 5 Business Days of the later of the deactivation request or the return of proximity card or eTag and written notice will be provided to the Staff Pass holder on deactivation.

If an active Staff Pass is not used for a period of 3 months, Exemplar Health will:

- issue a warning notice via email to the relevant Staff Pass holder notifying them that their Staff Pass will be deactivated unless they re-commence using the Staff Pass within 30 days; and
- if the Staff Pass holder fails to re-commence using the Staff Pass within 30 days, the Staff Pass will be deactivated and within 5 Business Days of the deactivation a written notice provided to the staff member.

Charges will continue to be made against the activated Staff Pass until it has been deactivated. Any deactivated eTags/proximity cards not returned will incur a lost pass fee as below.

There is a limited number of staff parking passes that can be issued on the Sunshine Coast Health Campus to ensure that have nominated the correct number of shifts per fortnight are able to get a car space at all times. If a pass is not available at the time of application, staff will be placed on a waiting list until such time when a pass becomes available.

#### 5. Lost Passes

Should a Staff Pass holder lose or require a replacement proximity card or eTag, they must login into Parking HQ and indicate replacement is required due to loss. The fee for a lost/replacement Staff Pass eTag is \$21.55 from 1 July 2016 (Incl GST) and will be adjusted annually on 30th of June of each year for inflation.

#### 6. Payment – HR

Payment for use of both the Full Time Staff Pass and nominated shifts for the Part Time Staff Pass will be via a fortnightly deduction by the Staff Pass holder's employer.

#### 7. Terms and conditions

Where drivers misuse their staff pass or breach the terms and conditions shown at car park entry Exemplar Health will issue a warning or deactivate the Staff Pass associated with the vehicle. Misuse of the Staff Pass includes that a Staff Pass is not transferrable and is only valid for use by the Staff Pass applicant.

#### 8. Electric Vehicle Charging Bays

ChargePoint electric vehicle charging spaces can be used by vehicles that require recharge facilities, including full electric vehicles and some hybrid vehicles. Users will need to join ChargePoint in order to use the electric vehicle charging stations, if they are not already a member. Create a Login (new users):

<https://www.chargepoint.net.au/register>

#### 9. Motorcycles

Rates for motorcycles are the same as cars. Motorcycles entering the carpark by any means to avoid payment (including tailgating) will be removed from the carpark. Motorcyclists will have the option of eTag or proximity card depending on the mounting/storage ability of their specific bike.

#### 10. High vehicles

Dedicated staff parking levels are provided in P1. Staff which have cars above the 2.2 metre entry height limit of P1 and P2 would need to park in the at grade car park (P3).

#### 11. Getting help with your Staff Parking Pass

Point Parking is committed to providing safe and secure car parking for staff . Contact Point Parking via:

- Ph: 1300 551 131
- Email: [customer care@pointparking.com.au](mailto:customer care@pointparking.com.au)

## Sunshine Coast Health Campus - Staff Parking Frequently Asked Questions

# FREQUENTLY ASKED QUESTIONS	RESPONSE
1 I wish to purchase a Full Time pass to the car parks. What access does this allow?	A Full Time Pass charge is equivalent to 10 shifts per fortnight but allows unlimited entries and exits to the car parks 24 hours a day for all 14 days in the fortnight.
2 What access does 1 shift /fortnight pass allow?	A Part Time Pass for 1 shift per fortnight allows unlimited entries and exits within a 24 hour period.
3 How do I determine the number of shifts I nominate for my pass?	You choose the number of shifts per fortnight during the pass application process. If you are a full time employee however only drive 50% of the time you may select a 5 shift/fortnight pass. If you are a casual employee and your shifts vary - nominate your usual number of shifts per fortnight. If you make additional entries to the car park during the fortnight above your nominated usage they will just be charged to your nominated credit card at the staff daily rate (currently \$7.86 per day).
4 Why is it important that I nominate the correct number of shifts?	To manage car park utilisation and your ability to find a park there is a limit to the number of staff passes which can be issued. Therefore the car park operator will monitor your usage vs. your nominated shifts and if you continue to exceed your nominated shifts you will be requested to amend you pass accordingly. This helps ensure all staff with a staff pass have access to a car space at all times.
5 How are the staff parking rates determined?	The staff parking rates are prescribed by Queensland Health and are adjusted annually on 1 July by the consumer price index.
6 If I purchase a pass do I pay my nominated fortnightly rate irrespective of usage?	The discounted staff rate (\$14.50 to \$7.86 per day) is based on an annual pass (held for 52 weeks of the year). The annual cost is spread out over the year and paid each fortnight by salary deduction irrespective of usage – until such time that the pass is cancelled.
7 If I purchase a Part Time Pass (less than 10 shifts) what happens if I wish to use the car park for additional shifts during a fortnight.	The additional shifts (entries to car park) will be charged to your nominated credit card at the staff daily rate (currently \$7.86 per day).
8 Can you guarantee a park in the car park 24/7?	Yes, for the nominated shifts per fortnight. There is a limit to the number of staff passes on issue at any one time which is managed by the car park operator. If the limit is reached pass applications are placed on a waiting list.

# Sunshine Coast Health Campus - Terms and Conditions

## TERMS AND CONDITIONS OF ENTRY

VEHICLES ARE ACCEPTED FOR PARKING AND PERSONS MAY ENTER THE CAR PARK ONLY ON THE FOLLOWING CONDITIONS

1. By entering this car park you agree to be bound by these conditions. If you do not accept these conditions immediately proceed to the nearest exit and leave the car park. If you're in a vehicle and cannot turn it around you may, subject to these conditions, speak with the car park attendant and say you want to leave and proceed directly to the nearest exit where you may leave without charge, providing you do so within 10 minutes of entering this car park.

2. Limits on our liability:

Each right, exclusion or limitation of liability and indemnity in these conditions is subject to:

- any law which restricts or prohibits any such rights, exclusion or limitation of liability (but only to the extent of such restriction or prohibition); and
- in respect of contractors to and employees of the State or the Sunshine Coast Hospital and Health Services, the terms of the contract.

2.1. Your own risk - You enter and use the car park entirely at your own risk

2.2. Injury, death, theft, loss or damage risks to be borne by you

We are not liable for:

- Personal Injury or death suffered by you; or
- Theft, loss of, or damage to, any vehicle, its parts or accessories or any property on or in the vehicle (whether occurring in the car park or elsewhere) however caused.

2.3. You indemnify us against liability and expense

You indemnify us fully against any claims by or liability we incur to any other person and expense we incur as a result of you causing or contributing to:

- Personal injury or death to any other person, and
- Theft or loss of, damage to, any vehicle, any of its parts or accessories or any property on or in a vehicle (whether occurring in the car park or elsewhere).

If you drive a vehicle into the car park or own a vehicle driven into the car park or take a ticket, you also indemnify us fully against any claims by or liability to any other person and any expense we incur in respect of:

- any theft, loss of damage referred to in 2.2 above, and -any personal injury or death suffered by any person who comes into the car park with you or in your vehicle or who was brought or sent into the car park by the driver or owner of the vehicle or the person who takes the ticket, Whether caused or contributed to by us or by any other person, irrespective of the cause.

2.4. Vehicles removed from the car park

We may permit the exit of a vehicle whether a ticket is produced or not and whether evidence of authority or entitlement to remove a vehicle is produced or not. We are not liable for the theft or loss of or damage to a vehicle.

3. Compliance with signs and directions / hours of operation

You must, whilst in the car park, comply with all its signs and with all directions and requests made by us. You can gain access to or remove a vehicle only during the hours we display in the car park.

4. Fee(s) payable for a vehicle (where applicable) A parking fee is payable each time a vehicle enters this car park. If you bring your vehicle into this car park you agree to pay the relevant parking fee.

5. You acknowledge when you take a ticket - If you or someone on your behalf takes a ticket, you acknowledge that:

1. You are personally liable for the fee for the parking;
2. We may prevent the exit of a vehicle until the fee is paid;
3. We may prevent the exit of vehicle until the ticket is produced,
4. No claim of any nature can be made against us as a result of such prevention or any resulting injury, damage or loss.

6. Our rights to enter, move etc. your vehicle -We have the right to enter, move, drive or park any vehicle whenever we see fit. We also have the right to prevent exit or have towed away any vehicle. In the event that a vehicle is left on our premises for a continuous period in excess of 24 hours where it is not authorised to do so, then we may deliver the vehicle as we may in our absolute and uncontrolled direction deem satisfactory.

7. We can refuse parking - WE HAVE THE RIGHT TO REFUSE OR TERMINATE PARKING.

8. No Variations unless signed by us - No variations of any conditions will bind us unless signed by us.

9. Pass Holders - All Pass Holders must park in accordance with the parking allocation defined by the conditions of use identified in the Staff Pass application.

10. Interpretation

"any other person" means any person or corporation other than you individually and includes our employees, contractors and agents and any person in the car park (with or without our permission) and each of them.

"contract" means the contract between us and the State dated 18 July 2012.

"car park" means all the property constituting the car park including entry and exit ramps, driveways and any elevators and stairways servicing the car park.

"the State" means the crown in right of State of Queensland.

"we", "us" and "our" refers to Exemplar Health (SCUH) Partnership and includes its employees, contractors and agents and each of them.

"you" and "your" refer to and include each of the owner and any vehicle which comes into the car park and each person who comes into the car park (including the driver or owner of or passenger in a vehicle and any person brought or sent into the car park by the driver or owner of a vehicle).