



Effective: 31 March 2019

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# Title: **Queen Elizabeth II Medical Centre Trust Parking Strategy**

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## **Table of Contents**

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
<b>2</b>	<b>Aim of the Strategy .....</b>	<b>2</b>
<b>3</b>	<b>Our Mission .....</b>	<b>2</b>
<b>4</b>	<b>Core Competencies .....</b>	<b>3</b>
<b>5</b>	<b>Organisational Values .....</b>	<b>3</b>
<b>6</b>	<b>Responsibilities and Roles.....</b>	<b>3</b>
<b>7</b>	<b>Business Systems and Processes .....</b>	<b>4</b>
<b>8</b>	<b>Organisation and Management.....</b>	<b>4</b>
<b>9</b>	<b>Risk Management.....</b>	<b>4</b>
<b>10</b>	<b>Corporate Governance.....</b>	<b>4</b>
<b>11</b>	<b>Financials.....</b>	<b>4</b>
<b>12</b>	<b>Strategic Action Plan .....</b>	<b>4</b>
<b>13</b>	<b>Relevant legislation.....</b>	<b>5</b>
<b>14</b>	<b>Strategy custodian .....</b>	<b>5</b>
<b>15</b>	<b>Version control .....</b>	<b>5</b>
<b>16</b>	<b>Changes to this Strategy Document.....</b>	<b>6</b>
<b>17</b>	<b>Approval.....</b>	<b>6</b>
<b>18</b>	<b>Definitions .....</b>	<b>7</b>
<b>19</b>	<b>Hyperlinks .....</b>	<b>7</b>



## 1 Introduction

The Queen Elizabeth II Medical Centre (QEIMC) is an A class reserve spanning 28.4 Hectares. The QEIMC is home to over 40 diverse tenants and the composition of the campus has been constantly evolving with a number of major redevelopment projects being undertaken and completed throughout the past decade including the Perth Children's Hospital (PCH).

With over 1.8 million vehicle movements per annum, the QEIMC Trust recognises the importance of effectively managing parking and access on the campus.

The foundation of this strategy is embedded in the *Queen Elizabeth II Medical Centre (Delegated Site) By-Laws 1986*. This strategy has been developed in consultation with the major stakeholders at QEIMC and takes into account the medical, academic and commercial requirements of staff, patients and visitors attending the QEIMC.

This document does not override the Queen Elizabeth II Medical Centre (Delegated Site) By-Laws 1986 (By-Laws).

## 2 Aim of the Strategy

The aim of this strategy is to establish a set of principles and guidelines to create and maintain a sustainable access environment at the QEIMC.

## 3 Our Mission

Our mission is to maximise the utilisation of parking resources across the QEIMC whilst promoting behaviour that is compliant with the Queen Elizabeth II Medical Centre (Delegated Site) By-Laws 1986. Key objectives for our mission include:

- Improving transport access for patients, visitors and staff
- Reducing congestion
- Eliminating unauthorised parking on roads and car parks at the QEIMC
- Reducing the number of single occupancy vehicles
- Engaging with stakeholders to optimise utilisation
- Providing excellent customer service

In order to achieve the objectives outlined in our mission statement we aim to:

- Have peak staff occupancy within 5% of total staff bays
- Have accessible visitor and patient bays available at all times
- Increase compliance with the Queen Elizabeth II Medical Centre (Delegated Site) By-Laws 1986 through continuous education and enforcement



## 4 Core Competencies

The core organisational competencies required to succeed in our mission are:

- Continuous education
- Change management
- Customer service and relations

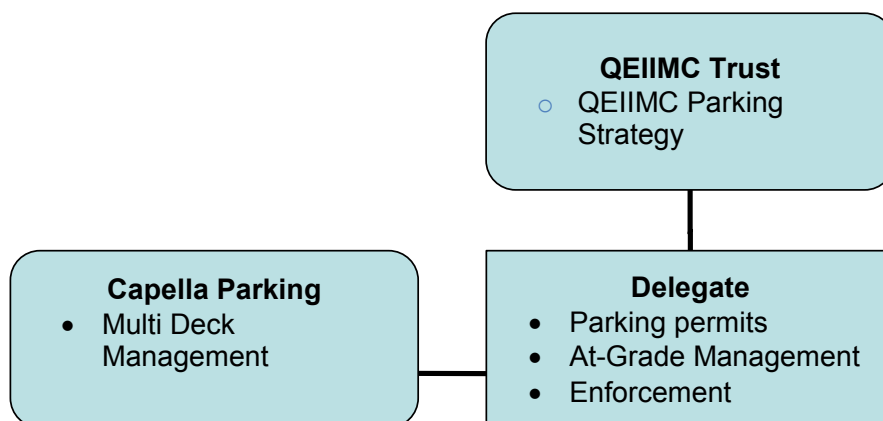
## 5 Organisational Values

The QEIIMC Parking Department has two core organisational values which are influential in its day to day operations

- Teamwork – Trust and respect are essential for Parking Department staff as many processes and procedures flow across several positions. Working together and communicating effectively is essential to ensure the smooth operation of the department.
- Continuous operational improvement – The medical environment provides a plethora of varied events and unique user circumstances that need to be accommodated. The Parking Department prides itself on identifying trends and updating processes to improve the services provided as well as streamlining back of house operations.

## 6 Responsibilities and Roles

- The QEIIMC Trust holds the responsibility of the QEIIMC Parking Strategy.
- The responsibility for the management of the QEIIMC Priority Parking Policy is that of the Delegate, this includes the issuing of parking permits, managing the 'At Grade' car parks and enforcement.
- Capella Parking is responsible for the multi-deck car park and the operation of the parking equipment at the QEIIMC.





## 7 Business Systems and Processes

The systems used to administrate parking at the QEIIMC are defined in the internal parking procedure manuals.

## 8 Organisation and Management

The QEIIMC Parking Department’s structure and levels are defined in the QEIIMC Delegate’s organisational chart.

## 9 Risk Management

Risk is managed in accordance with the QEIIMC Risk Management Plan.

## 10 Corporate Governance

Corporate governance is addressed in the QEIIMC Trust Annual Report.

## 11 Financials

Parking at the QEIIMC should be financially viable with the cost of operations being met by revenue.

## 12 Strategic Action Plan

In order to achieve the goals outlined earlier in this strategy the parking branch will allocate the resources listed in the below matrix.

GOAL	RESOURCES	MILESTONES AND TARGETS
<b>Increase compliance with the <i>Queen Elizabeth II Medical Centre (Delegated Site) By-Laws 1986</i> through continuous education and enforcement</b>	<ul style="list-style-type: none"> <li>▪ Parking officers</li> <li>▪ Parking Administration</li> <li>▪ Enforcement and monitoring software and hardware.</li> <li>▪ Communication tools</li> </ul>	<ul style="list-style-type: none"> <li>▪ A 10% reduction in the number of overstays per use in time limited bays. This target will be reset and revised post the opening of PCH</li> <li>▪ A reduction in the number of infringement notices issued for expired tickets</li> </ul>
<b>Have accessible</b>	<ul style="list-style-type: none"> <li>▪ Parking Officers</li> </ul>	<ul style="list-style-type: none"> <li>▪ There should be</li> </ul>



<b>visitor and patient bays available at all times</b>	<ul style="list-style-type: none"> <li>▪ Parking Administration</li> <li>▪ Access control systems</li> <li>▪ Manual and automated reporting</li> </ul>	patient and visitor bays available 24 hours a day 7 days per week 365 days per year
<b>Have peak staff parking occupancy within 5% of total staff bays</b>	<ul style="list-style-type: none"> <li>▪ Parking Officers</li> <li>▪ Parking Administration</li> <li>▪ Access control systems</li> <li>▪ Manual and automated reporting</li> <li>▪ Staffing data</li> <li>▪ Parking department reporting dashboard</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maintain peak staff parking vacancy at 5% or less</li> </ul>

### 13 Relevant legislation

- *Queen Elizabeth II Medical Centre Act 1966 Queen Elizabeth II Medical Centre (Delegated Site) By-laws 1986*

### 14 Strategy custodian

Enquiries relating to this policy can be emailed to [qeimctrust@health.wa.gov.au](mailto:qeimctrust@health.wa.gov.au).

### 15 Version control

VERSION	DATE	ISSUED TO	ISSUED BY	REMARKS
0.1	27/8/15	Bill Anderson	Michael Hedderwick	Covered in 2015.09.14 BA Notes version
0.2	21/9/15	Bill Anderson	Michael Hedderwick	
0.3	9/10/15	Bill Anderson	Michael Hedderwick	Policies separated, strategy expanded.
0.4	23/11/15	Bill Anderson	Michael Hedderwick	Formatting
0.5	28/6/16	Bill Anderson	Michael Hedderwick	Added additional point to section 2 of Permit policy
1.6	31 Mar 2019	Bill Anderson	Hayley Barker	Update to reflect opening of PCH



## 16 Changes to this Strategy Document

Changes to this strategy will reflect transport policy developments, legislative changes and operational requirements. Any changes to the strategy will be submitted to the Delegate in accordance with the Queen Elizabeth II Medical Centre (Delegated Site) By-laws 1986, with track changes for approval or rejection. This document will be reviewed every year by the Parking Manager and any changes signed off by the Delegate

## 17 Approval

REVIEWED BY	DATE	APPROVED BY	DATE
Michael Hedderwick	23/11/2015	Bill Anderson	
	23/11/2016		
	23/11/2017		
Hayley Barker	31/03/2019	Bill Anderson	31/03/2019

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## 18 Definitions

TERM	DEFINITION
<b>At Grade Car Parks</b>	Car parks at QEIIMC other than the multi-deck car park. This includes the undercover park at the Cancer Centre and Perth Children's Hospital
<b>Staff</b>	An employee of any QEIIMC tenant or sub tenant (including licensees), who spends a majority of their rostered hours working at QEIIMC
<b>Parking Permit Appeals Committee</b>	Staff who feel that they have been unfairly denied a parking permit or are not happy with the permit type that they received can lodge an appeal
<b>Infringement Appeals Committee</b>	Any person who feels that they have been unfairly infringed on the QEIIMC campus can lodge an appeal. The appellant must complete an Infringement Notice Appeal form

## 19 Hyperlinks

QEIIMC Acts and By-Laws

<http://www.qeiimc.health.wa.gov.au/acts-by-laws>

QEIIMC Trust

<http://www.qeiimc.health.wa.gov.au>

QEIIMC Futures

<http://www.qeiimcfutures.com.au/>

QEIIMC Visitors and Patients Parking

<http://www.qeiimc.health.wa.gov.au/visitor-parking1/>

Interactive Site Map

<http://www.qeiimc.health.wa.gov.au/site-map1>

QEIIMC Parking Permits and Application Forms

<http://www.qeiimc.health.wa.gov.au/parking-permit-application/>

QEIIMC Infringement Appeal Application Form

[http://www.qeiimc.health.wa.gov.au/uploads/60094/ufiles/Infringement\\_Appeal\\_Form\\_1\\_12\\_14.doc](http://www.qeiimc.health.wa.gov.au/uploads/60094/ufiles/Infringement_Appeal_Form_1_12_14.doc)