

Information for People with a Disability and their Carers

Representation for Disability/Carer Concerns

Our Health facilities welcome representation from disabled consumers and their carers to share with us what is important. Contact the District Manager of the Community Participation Unit for more information Ph: **9828 5783**

Rights and Responsibilities

If you wish to find out about your service rights and responsibilities ask staff for a copy of the rights and responsibilities brochure. It can be made available in some community languages.

Complaints and Compliments

If you have concerns about your treatment in hospital you can discuss these with a staff member such as a nurse in charge, doctor or other health professional who is part of your care team.

If you still have concerns contact the Patient Liaison Officer who can provide further information, investigate your concerns and provide feedback.

We also like to hear your positive feedback.

Support for Older Australians

My Aged Care is a website and phone line that has reliable information on aged care support and respite services in your local area. You can call them to help you find services and stay well and active.

Ph: **1800 200 422** or see www.myagedcare.gov.au

Advance Care Planning

It may be important for you and your family/carers to talk about the kind of care you would want if you cannot speak for yourself at some time in the future. Our staff or information found on the My Wishes website can help you with this. See: www.mywishes.org.au

You can then tell your wishes to your family and/or complete a "Statement of Values & Wishes" and ask staff to include this in your medical record.

Hospitals and Key Health Services

Bankstown-Lidcombe	9722 8000
Bowral	4861 0200
Braeside	9616 8600
Campbelltown & Camden	4634 3000
Fairfield	9616 8111
Liverpool	8738 3000
SWSLHD Oral Health Services	9293 3333
Karitane	9794 2300

For Assistance or Information

Contact the Patient Liaison Officer at any hospital. Most hospital web pages have a:

- Facility access map
- Transport/Disability Access Guide

South Western Sydney Local Health District Useful Contacts

Mental Health Services	1800 011 511
Drug Health	9616 8586
Triple I (Hub)*	1800 455 511
Carers' Program SWSLHD	4654 6481 4654 6265

(*Intake, Information and Intervention Centre for: Aged Care & Rehabilitation, Community Nursing and Chronic Care Services.)



We aim to make sure all people with disability and their carers find our services and staff helpful and supportive. We will work in partnership with you, your carer and other agencies to meet this commitment.

This brochure identifies key help that is available.

Quality Care

Our aim is for patients and carers to be treated with respect and for you to have the same quality of service and health outcomes as other members of the community.

Accessible Parking and Transport

Health facilities have areas where you can be dropped off as well as accessible parking. Parking fees apply to most hospital car parks. If you visit the hospital regularly and have difficulty paying parking costs, speak to the hospital's Patient Liaison Officer.

For transport information call SWS Community Transport on **1300 138 794** or Southern Highlands Community Transport on **4872 3722**.



Accessible Toilets

All hospitals will have accessible toilets for you. Look for this sign.

Interpreters

If you do not speak English well hospital staff can arrange an interpreter for you. Auslan (sign interpreters) can also be requested. As some interpreters are in high demand sometimes you may need to wait a while for them.

Communication Support

Each hospital may have communication aids available. If you use a Communication Board please bring it with you. Please tell staff if you are bringing your own communication aids such as iPad with applications specific to your needs.

If you have an intellectual disability our staff will help you understand how things work, provide easy to read information, picture guides and show people what they need to do.

Your Equipment Needs

Before being admitted to hospital please tell the doctors or nurses from Pre-Admission Services, or ward staff if you require equipment during your hospital stay so that it can be organised ahead of time.

If you would prefer to bring your own equipment with you please let the staff know.

At the time of your discharge if your Occupational Therapist (OT) recommends equipment that can help you they can advise you on equipment loan, equipment hire or purchase information.

Before attending any Out Patient follow up appointments please advise clinic or department staff of any specific equipment or care needs you may have.

Visual Support - Guide Dogs

Tell staff if you would like your guide dog to be with you while in hospital so this can be arranged.

Helping Us to Plan Your Care

Staff would find the following documents very useful to help plan your care:

- My Health Record (Red book)
- Your EMR (Electronic Medical Record)
- A Hospital Passport (If you have an intellectual disability)
- Community Care Plan (if applicable)
- Medication information
- Top 5 strategy form

Staff would like you to tell them about specific care requirements you may require, such as:

- Assistance with washing yourself/toileting
- Feeding
- Moving around the hospital
- Any home based therapy/other services normally used so suitable arrangements may be made for these during, and recommencement after your hospital stay.



Getting involved in Care Decision Making

Health staff must actively involve both you and, where appropriate, your Carer/s in decisions about care, treatment and equipment.

You will be asked many questions about your health and your needs when at home (services, equipment, home environment) to help us jointly make the best plan possible.

Ask if the ward has a Top 5 program to help staff communicate better with you and your family member during your stay.

If difficulties occur because of complex needs a clinical staff member can help you if normal hospital procedures for access and care planning are not adequately meeting your needs. Ask staff to contact the Patient Liaison Officer who can help you contact the right person.

Carers Information

We suggest you encourage the person you care for to give permission for staff to talk to you or other family members as partners to help plan the best care options.

Make sure this permission is written in your medical record by staff. If you are unable to give permission, staff can advise you about other options available.

The brochure "*Information for Family and Carers*" provides useful information for carers. Ask the SWSLHD Carers' Program Ph: **4654 6481** for a copy.

Other practical information to help carers can also be found at: www.swslhd.nsw.gov.au/carers/

As part of the care team if you are a Carer you may be asked to stay overnight at the hospital/bedside. Ask staff about what their local sleepover arrangements are.