

# Going to hospital:

## A guide for people with disability and their carers



# About this resource

This resource helps you get ready for a hospital stay.

It has information about:

- Your healthcare rights
- Planning your hospital stay
- Our hospitals in South Western Sydney Local Health District (SWSLHD)
- Supports for people with disability and their carers
- How to share feedback and tell us about your experience

# About us

## South Western Sydney Local Health District

South Western Sydney Local Health District provides safe, high-quality care to all people with disability and their carers.

We make sure everyone has equal access to health services by:

- Working with family and carers as partners in care
- Making changes to meet the needs of the person with a disability
- Using visuals and interpreters to support communication

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# Your rights

You have the right to safe and respectful healthcare.

The **Charter of Healthcare Rights** explains what to expect when using health care services.

Download The Charter in different languages:

<https://www.safetyandquality.gov.au/our-work/partnering-consumers/australian-charter-healthcare-rights/charter-translations>

Download the Charter in Easy Read:

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-easy-english-version>

Watch a video about The Charter for Aboriginal and Torres Strait Islander people:

<https://youtu.be/J4REswkRtCE?si=7T4szd4D4pyn1jor>



## Top Tips for safe health care

These Top Tips can help you get the most out of your health care. You can use this information when you go to hospital.

Download the Top Tips in English:

<https://www.safetyandquality.gov.au/our-work/partnering-consumers/top-tips-safe-health-care>

Download the Top Tips in other languages:

[https://www.safetyandquality.gov.au/publications-and-resources/resource-library?resource\\_search=%22Top+Tips+for+Safe+Health+Care%22](https://www.safetyandquality.gov.au/publications-and-resources/resource-library?resource_search=%22Top+Tips+for+Safe+Health+Care%22)



## Consent

Consent means saying ‘yes’ to getting healthcare and knowing what will happen. Staff will ask for consent before giving you any health care so you can choose what is right for you.

For more information about consent, visit:

<https://www.islhd.health.nsw.gov.au/services-clinics/information-patients/informed-consent>

For Easy Read information about consent, visit:

<https://www.health.nsw.gov.au/disability/Documents/easy-read-health-care-consent.PDF>

# Planning your care and support

Our hospitals can make changes to meet your needs and give you the best care. Tell us what supports you need. This helps us prepare for your hospital stay.

You or your carer can tell us about:

- What helps you communicate and understand information
- What you need to move around safely
- What makes you feel supported in the hospital
- Any other helpful information

If you have a planned admission (hospital stay), tell us about your needs:

- On the 'Referral for Admission' form
- At your pre-admission appointment

## Useful tools

There are different ways to share information about your needs. You can bring your own resource or use one of the tools below.



### **Top 5**

A list of 5 things help you feel safe and supported.

[www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/top5](http://www.cclhd.health.nsw.gov.au/patients-and-visitors/carer-support/top5)



### **My Health Matters**

An Easy Read folder with information about your health and communication visuals to use in health appointments.

[www.cid.org.au/resource/my-health-matters-folder](http://www.cid.org.au/resource/my-health-matters-folder)



### **Admission 2 Discharge Together (A2D)**

A folder with a medication chart, Top 5 form, and hospital support plan.

[www.a2d.healthcare](http://www.a2d.healthcare)

# What to bring to hospital

## Support items

You can bring any items that help you communicate, move around, feel safe or comfortable.

Some examples of support items are:

- Communication board/device
- iPad
- Hearing device
- Vision aid
- Wheelchair
- Walking frame
- Assistance animal
- Headphones
- Fidget toys
- Sensory tools
- Pillow
- Blanket

Please ask our staff if you are not sure about bringing an item. They will tell you if you can bring it or find another way to support you.

## Important information

- A list of names and phone numbers for your:
  - Family and carers
  - Doctor
  - Guardian or person that helps you make decisions
- A list of your medicines and how you take them
- Your mealtime supports and feeding requirements
- Your Medicare, Health Care, and private health insurance cards

## National Disability Insurance Scheme (NDIS)

If you are an NDIS participant, it is helpful to bring your:

- NDIS participant number
- Support coordinator's name, phone number, and email

Paid NDIS workers can stay with you in the Emergency Department until you go to a ward and visit you for community access.

Paid NDIS workers need approval to be in the hospital ward. Tell staff if you think you may need a support worker on the ward. Staff will work with you to understand your care needs and how they can help while you are in hospital.

For more information about going to hospital, visit:

[https://www.health.nsw.gov.au/Hospitals/Going\\_To\\_hospital/Pages/default.aspx](https://www.health.nsw.gov.au/Hospitals/Going_To_hospital/Pages/default.aspx)

For Easy Read information about going to hospital, visit:

<https://www.health.nsw.gov.au/disability/Documents/easy-read-hospital.PDF>

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## Getting to hospital

All hospitals have accessible parking spaces and drop off zones near entrances.

Reduced parking fees (concession) are available for some patients and their carers.

Visit [www.parking.health.nsw.gov.au](http://www.parking.health.nsw.gov.au) for information about:

- Parking at different hospitals
- Who can get reduced parking fees (concession)
- Getting to hospital by public transport

# In the hospital

## Toilets



All hospitals have **accessible toilets**. These are for people who use wheelchairs or need extra space.



Some hospitals have **Changing Places**. These are bigger toilets with extra features for people with high support needs.

## Communication support

Our hospitals have communication supports and aids.

You can ask staff for:

- Hearing loops
- Accessible nurse call buttons
- Communication boards and visuals
- Interpreters

If you are Deaf or find it hard to hear or speak, contact us using The National Relay Service. Text 0423 677 767 or visit the National Relay Service website for more information:

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)

# Hospital contacts

## Switchboards

The switchboard is the main phone number for a hospital. They do not give health advice or share patient information.

You can call the switchboard to:

- Get general information about the hospital
- Connect with the right staff or service

<b>Hospital</b>	<b>Phone number</b>
Bankstown-Lidcombe Hospital	(02) 9722 8000
Bowral Hospital	(02) 4861 0200
Campbelltown and Camden Hospitals	(02) 4634 3000
Fairfield Hospital	(02) 9616 8111
Liverpool Hospital	(02) 8738 3000

## Patient liaison officers

All hospitals have patient liaison officers or patient experience managers.

They can help you:

- Share feedback about your experience
- Plan your care and make reasonable changes in hospital

<b>Hospital or service</b>	<b>Phone number</b>
Bankstown-Lidcombe Hospital	(02) 9722 8000
Bowral Hospital	(02) 4861 0200
Campbelltown and Camden Hospitals	(02) 4634 3000
Fairfield Hospital	(02) 9616 8111
Liverpool Hospital	(02) 8738 3000
Drug Health Services	0429 951 121
Mental Health Services	0438 595 284

For other patient liaison officer phone numbers, visit:

<https://www.swslhd.health.nsw.gov.au/contacts.html>

# Are you worried that you or a loved one is getting worse?

If yes... **Raise It**

Raise It is a way for patients, families and carers to raise concerns about you or your loved one's condition getting worse.

Use **Raise It** if:

- You notice a worrying change in their condition
- You talked to the nurse or doctor but are still worried
- You feel something is not right and want another review

**If you or your loved one are in a hospital:**

<b><u>Talk</u></b>	Start by talking to a nurse, midwife, doctor or health worker about your concerns.
<b><u>Ask</u></b>	Still concerned? Ask the nurse or midwife in charge for a clinical review.
<b><u>Call</u></b>	If you are still worried, call <b>NSW Health Raise It</b> on <b>1800 777 333</b> . A senior health worker will respond.

For more information visit:

<https://www.health.nsw.gov.au/Raiselit>

# Other supports

## Social Work

All hospitals have social workers that can:

- Give you information about services
- Support family and carers if they are worried or need help with their caring role
- Help you get support for counselling and other practical needs

If you need help from a social worker, ask your nurse or doctor to make a referral.

## Carers Program

The Carers Program gives advice to people who care for a family member or friend. We can help carers find services to support their wellbeing.

For more information about supports and services for carers, visit: [www.swslhd.health.nsw.gov.au/carers](http://www.swslhd.health.nsw.gov.au/carers)

## Aboriginal Services

There are a range of Aboriginal dedicated services and Aboriginal Health Workers available throughout SWSLHD – further information and contact details can be found here [AH-ServiceDirectory.pdf](#)

# How to tell us about your experience



**Fill out the My Experience Matters survey**

<https://secure.membra.net/SWSLHDLandingPage/surveys2.htm>



**Contact a patient liaison officer**

For phone numbers, visit:

[www.swslhd.health.nsw.gov.au/contacts.html](http://www.swslhd.health.nsw.gov.au/contacts.html)



**Join the South Western Sydney online community**

<https://engage.swslhd.health.nsw.gov.au/join-online-community>

Mental health carers and consumers can also give specific feedback about their experience. Please ask your mental health team for details.

For information about how to give feedback, visit:

<https://www.health.nsw.gov.au/patientconcerns/Pages/feedback.aspx>

For Easy Read information about how to give feedback, visit:

<https://www.health.nsw.gov.au/disability/Documents/easy-read-complaint.PDF>

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