

Fact Sheet for Carers/Parents

Services and Support for Carers

Compiled by EDuCARE Support Service Issued: 2008

ARE YOU A CARER?

Do you look after a child or young person who has a disability or chronic illness?
Have you thought about enrolling in one of our FREE Carer Information sessions?
Phone EDuCARE Support Service: 1300 887 776 or 49 214895 for more information.

CARER EDUCATION & WORKSHOPS

EDuCARE Support Service provides information and support in the form of programs and workshops.
Phone: **49 214895**

WARD GRANNY PROGRAM

Do you need a short break from caring to grab a coffee or something to eat? Do you have another sibling with you who needs some time out for a while but you don't want to leave your sick child?

Have you heard of the Granny Program?

This is a group of Volunteers (and a valuable part of the team) who are there to help you in this situation. All you need do is see one of the Social Workers or Nursing Staff on the Ward and they can arrange for a Granny to come and give you a break! A Granny visits the wards every morning Monday to Friday to see who needs them that day.

JOHN HUNTER CHILDREN'S HOSPITAL - VISITING HOURS

Wards: Parents/guardians are allowed any time.
Visiting from 10.00am – 1.00pm and 3.00pm – 7.00pm.
Children's rest time between 1.00pm – 3.00pm.

Don't Forget Lockdown!! After 9.00pm you will need to use the Main Entrance and sign in with Security.

PARKING

Parking on the John Hunter Campus is managed by Kings Parking. There is a fee for parking, with a lower rate for disabled and concession card holders. Weekly passes are available. Ask at the Kings parking booth in the main visitor car park. A free courtesy bus service operates around the campus between 10am and 2pm to assist visitors during peak times.

DISABLED PARKING

John Hunter Hospital is fully accessible for visitors with a disability.
Free disabled parking is available just past the main hospital entrance and in the car park at the entrance to the Royal Newcastle Centre.
A number of disabled parks are also available with ramp access to the hospital in the main visitor car park.

RONALD McDONALD HOUSE

Ronald McDonald House provides on-site accommodation for families of children who are inpatients at the John Hunter Children's Hospital, these families need to live 100km or more away from Newcastle.
Located on John Hunter Campus – turn left at first roundabout.
Phone: 49 214 733

RONALD McDONALD FAMILY ROOM

The Ronald McDonald Family Room is a special place where parents of sick children can go and relax, have a shower or something to eat, do a load of washing, listen to music or take some time out to read, without having to leave the hospital complex. The room is run by volunteers and includes sleeping facilities for parents who may need a quiet place to have a nap.

Located: Level 1, outside Ward J1
Monday - Friday: 8.00am – 9.00pm/Saturday&Sunday: 9.00am – 3.00pm

FOR CHILDREN AND YOUNG PEOPLE:

Fairy Sparkle Forest Garden

The Fairy Sparkle Forest Garden is a sanctuary for patients and staff; a place to escape the hustle and bustle of the ward and take time out in a forest wonderland. The Garden is also available to patients attending outpatient clinics.

Located Level 1, outside Ward J1

Starlight Express Room

The Starlight Express Room is a specially designed interactive room designed to brighten the lives of children in hospital. In the Starlight Room Captain Starlight reigns supreme, dazzling children with interactive games, comedy and fun. Activities and events in the Room are also broadcast live on Channel 25 to children unable to make it to the Room. - Located outside Ward J2

Open: Monday/Tuesday/Thursday/Friday – 10.30am – 4.30pm / Wednesday – 11.30am – 4.30pm
Saturday – 10.00am – 2.00pm / Closed Between: 12.30pm – 1.00pm and Public Holidays

Starlight Fun Centres

If you can't make it to the Starlight Express Room ask a Nurse for a Fun Centre to come to you. They have Nintendo, PC games and a huge range of movies. Also check out the Starlight Hotline. Phone: 55336 to talk to the Captain. You can request a movie, sing a song, tell a joke – anything you want.

Kids Help Line - 1800 551 800

Australia's only free, confidential and anonymous, 24-hour telephone and online counselling service specifically for young people aged 5 – 18 years.

Kids Kare Help Line

Kids Kare Line is a telephone advisory service designed to help make informed decisions about children's health. The service operates from 2.45pm – 10.45pm daily is staffed by experienced paediatric nurses who offer personalised advice and information to families. Phone: **4921 2800**

Are You a Young Carer?

Young Carers are people aged between 8 – 18 years of age. Young Carers usually have more responsibilities than other young people of their age and sometimes they share this role with other family members. The effects of caring have a huge impact on education, social, emotional and physical development often leading to stress, few friends and feelings of loneliness. EDuCARE offers support to these young people.

Would you like to meet other Young Carers in similar situations then contact EDuCARE Support Service on 1300 887 776 or (02) 49 214895.

COSY KOOKA CAFETERIA

Located Level 1 – Down flight of stairs from Level 2

Monday-Saturday 7.00am – 6.30pm

Sunday 7.30am – 6.30pm

GRAB and GOGO CAFE

Located Level 2 – Hospital Street

Monday-Friday: 7.00am – 9.00pm

Saturday & Sunday: 9.00am – 6.30pm

FOOD COURT AND RETAIL CENTRE

Located on Level 2 – Royal Newcastle Centre:

Baratza & Food Court Monday-Friday 7.00am – 7.30pm

Saturday/Sunday – Baratza 9.00am – 7.30pm

- Food Court 11.00am – 7.30pm

DOC's Pharmacy Monday-Friday 8.30am – 5.30pm / Sat & Sun 10.00am – 4.00pm – Ph: 49223950

KC's (Volunteer) GIFT SHOP - Ph: 49213650

Located Level 2 – JHH Foyer

Open 7 days a week: 8.00am – 4.45pm

ATMS:

Located in Foyer of John Hunter Hospital

Newcastle Permanent Branch & ATM – Monday-Friday 9.00am – 5.00pm/Saturday – 9.00am – 12.00pm

PHONES/INTERNET ACCESS:

Internet Access Located - Level 2 – Cost: \$2.00 for 15min or \$6.00 per hour

Phones Located: Main Foyer – John Hunter Hospital & Main Foyer Royal Newcastle Centre

JOHN HUNTER NEWSAGENCY

Located Level 2 near Main Entrance.

Monday-Friday 7.00am – 7.00pm/Saturday & Sunday: 7.00am – 5.00pm/Public Holidays 7.00am – 12.00pm

Sells magazines, stationery & phone cards.

INTERPRETER SERVICES

Migrant Health Unit, Phone: **4924 6285**

After Hours Interpreter Service, Phone: 4921 3000

Compiled by EDuCARE Support Service, Greater Newcastle Cluster, Hunter New England Area Health Service (2008)



Kaleidoscope
HUNTER CHILDREN'S HEALTH NETWORK

HUNTER NEW ENGLAND
NSW HEALTH