

## Services and Support for Carers

Compiled by EDuCARE Support Service

### ARE YOU A CARER?

Do you look after a child or young person who has a disability or chronic illness?

Are you a family member, partner, friend or a neighbour that offers this care?

Do you help with personal care, mobility, transport, communication or housework?

Have you thought about enrolling in one of our FREE Carer Information sessions?

Phone EDuCARE Support Service:  
1300 887 776 or 4921 4895  
for more information.

#### 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:  
Newcastle Permanent Branch & ATM – Monday-Friday  
9.00am – 5.00pm - Saturday – 9.00am – 12.00pm  
DOC's Pharmacy Monday-Friday 8.30am – 5.30pm  
Baratza & Food Court Monday-Friday 7.00am – 7.30pm  
Saturday/Sunday – Baratza 9.00am – 7.30pm  
- Food Court 11.00am – 7.30pm

#### KC's GIFT SHOP

Located Level 2 – JHH Foyer  
Open 7 days a week: 8.00am – 4.45pm

**ATM** - Located in Foyer of John Hunter Hospital

#### CROUDACE TEA HOUSE

Located near Newcastle Private Hospital  
Monday – Friday 7.00am – 5.30pm  
Saturday – 7.30am – 1.30pm  
Café serves meals, snacks, cold drinks and coffee.

**\*\*Please note: NO HOT DRINKS are allowed on Wards**

#### JOHN HUNTER NEWSAGENCY

Located Level 2 near Main Entrance.  
Monday-Friday 7.00am – 8.30pm  
Saturday & Sunday: 7.00am – 6.00pm  
Sells magazines, stationery & phone cards.

#### LOCAL SHOPPING CENTRE

New Lambton Shopping Centre is located close to the hospital. Exit the hospital, turn left onto Lookout Rd, right at the traffic lights onto Russell Road and turn right at the next set of lights onto Regent Street. Along Regent Street there is a supermarket, cafes, banks, library, gift shops & chemist.

#### 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.  
After 9.00pm the hospital is in lockdown and you will need to enter using the Main Entrance and sign in with Security. If you are on the Wards prior to the 9.00pm lockdown, sign in on the Ward.

#### 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. During these peak times the campus can become congested, so it is recommended that you visit outside these hours if possible.

#### DISABLED PARKING

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

#### RONALD McDONALD HOUSE

Located on John Hunter Campus – turn left at first roundabout. Ronald McDonald House provides on-site accommodation for families of patients from outside the Newcastle and Lake Macquarie districts.  
Phone: 49 214 733

# INFORMATION FOR CARERS

## RONALD McDONALD FAMILY ROOM

Located Level 1, outside Ward J1

Monday - Friday: 8.00am – 9.00pm

Saturday/Sunday: 9.00am – 3.00pm

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.

## For Children and Young People:

### Fairy Sparkle Forest Garden

Located Level 1, outside Ward J1

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.

### Starlight Express Room

Located outside Ward J2. Open:

Monday/Tuesday/Thursday/Friday 10.30am – 4.30pm

Wednesday – 11.30am – 4.30am

Saturday: 10.00am – 2.00pm

Closed Between: 12.30pm – 1.00pm & Public Holidays

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.

### 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.

### Are You a Young Carer?

Do you help care for someone in your family with an illness, disability, mental illness, alcohol or drug problem? Contact the Young Carer Project on 9280 4744 or [www.youngcarersnsw.asn.au](http://www.youngcarersnsw.asn.au)

Email: [yc@carersnsw.asn.au](mailto:yc@carersnsw.asn.au)

Or contact EDuCARE on: 49214895

## SERVICES FOR CARERS

### CARER EDUCATION & WORKSHOPS

EDuCARE Support Service provides educational support to carers and health services.

Phone: 49 214895

### CARER SUPPORT GROUPS

Contact Families Supporting Families Inc.

FSF provide an opportunity for families with children with special needs to exchange ideas, information and experiences. Phone: 0417 431562

### DISABILITY ADVOCACY NSW

The Disability Advocacy Service aims to ensure that people with a disability have the same [rights](#) as other citizens. [www.dash.org.au](http://www.dash.org.au) Phone: 49 270111

### 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

### LIFE LINE

The 24-hour telephone counselling services are available for anyone, at anytime and from anywhere in Australia for just the cost of a local call.

Phone: 13 11 14

### COMMONWEALTH CARER RESOURCE CENTRE

For your free carer support kit, advice, counselling and support groups. Phone: 1800 242 636

[www.carersnsw.asn.au](http://www.carersnsw.asn.au)

### COMMONWEALTH CARER RESPITE CENTRE

Information and advice on different support options.

Phone: 1800 059 059

### COMMONWEALTH CARELINK CENTRE

For information about local services.

Phone: 1800 052 222 [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

### INTERPRETER SERVICES

Migrant Health Unit, Phone: 4924 6285

After Hours Interpreter Service, Phone: 4921 3000