

# FACT SHEET FOR CARERS

## ARE YOU A CARER?

Do you look after a child, young person or adult 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 49 214895**

For more information

## INFORMATION FOR CARERS

### VISITING HOURS

Visiting from 10 am – 1 pm and 3 pm – 7 pm.

Rest period between 1 pm – 3 pm.

**Please Note:** After 9 pm the hospital is in lockdown and you will need to enter using the John Hunter Hospital Main Entrance and sign in with Security. If you are on the Wards prior to the 9 pm lockdown, sign in on the Ward.

### PARKING

Parking at the John Hunter Campus & Royal Newcastle Centre 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 at a reduced cost at the Kings Parking Booth in the main visitor car park.

### DISABLED PARKING

Limited free disabled parking is located just past the main hospital entrance. They are also available with ramp access in the main visitor car park.

### FREE COURTESY BUS SERVICE

Operates around the campus between 9.30am and 2.30pm, Mon – Fri, to assist visitors during peak times.

### BANK & ATM FACILITIES

Newcastle Permanent Bank, Royal Newcastle Centre  
Mon – Fri 9 am – 5 pm / Sat 9 am – 12 noon.

ATMs located in John Hunter Hospital Main Foyer Entrance & Newcastle Permanent @ Royal Newcastle Centre.

## Information and Support for Carers

Compiled by:

**EDuCARE Support Service  
(Greater Newcastle Cluster)**

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### PHONES/INTERNET ACCESS

Internet Access Located – Level 2

Cost: \$2.00 for 15min or \$6.00 per hour

Phones Located – John Hunter Hospital Main Foyer

Royal Newcastle Centre Main Foyer

### NEWSAGENCY

Located in the John Hunter Hospital, Main Entrance.

Open: Monday-Friday 7.00am – 7.00pm

Saturday & Sunday 7.00am – 5.00pm

Public Holidays 7.00am – 12.00pm

Sells magazines, stationery & phone cards.

### DOC'S PHARMACY

Located in Royal Newcastle Centre, Level 2, Main Foyer.

Open: Mon – Fri: 8.30am – 5.30pm

Sat / Sun: 10.00am – 4.00pm (subject to change)

Phone: **49223950**

### CHAPEL / PASTORAL CARE

Located in John Hunter Hospital, Main Entrance.

Open 24 hours a day, 7 days a week.

### MEDITATION / REFLECTION ROOM

Located in Royal Newcastle Centre, Level 3.

To access this facility phone: **49213047**

Washing facilities are available.

### KC's (volunteers) Gift Shoppe

Located Level 2, John Hunter Hospital, Main Entrance

Open: Mon – Fri 8.00am to 4.45pm

Phone: **49213650**

### RELATIVE ACCOMMODATION

Limited accommodation is available on John Hunter Campus for relatives living outside the Newcastle Area.

For More Information Phone: **49213650**

# Information for Carers

## COURTYARD

Pleasant sitting areas for carers located in Royal Newcastle Centre, Outpatients Dept. Level 1.  
Open 5.30am – 9.00pm.

## FOOD FACILITIES

### COSY KOOKA CAFETERIA

Located John Hunter Hospital, Level 1  
Mon – Sat: 7.00am – 6.30pm  
Sunday: 7.30am – 6.30pm  
Lunch: 11.30am – 1.45pm (Cooked meals available)  
Dinner: 4.30pm – 6.30pm

### GRAB and GOGO CAFE

Located John Hunter Hospital, Level 2  
Open: Mon – Fri: 7.00 am – 9.00 pm  
Sat / Sun: 9.00 am – 6.30 pm

### BARATZA

Located Royal Newcastle Centre, Level 2  
Gourmet coffees and cakes  
Open: Mon – Fri: 7.00 am – 7.30 pm  
Sat / Sun: 9.00am – 7.30pm

### CENTRAL FOOD COURT

Located Royal Newcastle Centre, Level 2  
Hot food available.  
Open: Mon – Fri: 7.00am – 7.30pm  
Sat / Sun: 11.00am – 7.30pm

### CROUDACE TEA HOUSE

Located near Newcastle Private Hospital  
Open: Mon – Fri: 7.30 am – 5.00 pm  
Sat / Sun: Closed  
Café serves meals, snacks, cold drinks and coffee.  
Phone: 495 29002

## SUPPORT SERVICES FOR CARERS

### CARER EDUCATION & WORKSHOPS

EDuCARE Support Service provides educational support to carers and health services.  
Phone: 492 14895



### DISABILITY ADVOCACY SERVICE HUNTER (DASH)

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: 492 70111

### 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

### CARERS NSW

Free Carer Resource Information/ Material.  
Phone: 1800 242 636

### 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

### YOUNG CARERS (Aged 8 – 18 yrs)

Are you Caring for a family member? Would you like more information and support?

Contact EDuCARE on 492 14895 or The Young Carer Project (Sydney) on (02) 928 04744

