

# 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

Ward 1,2 & 3: 11am – 1pm & 3pm – 8pm

Rest period between 1pm – 3pm

**Please Note:** After 9pm 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 9pm lockdown, sign in on the Ward.

### PARKING

Parking at the John Hunter Campus & Royal Newcastle Centre is managed by SNP. 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 SNP Booth in the main visitor car park no 2.

### TV ENTERTAINMENT

Hospital Television Rentals is a Service which provides a patient entertainment system at this hospital with PAY TV. If you are interested in using this system during your hospital stay please contact HTR on Free Call 1800 063 829. Pamphlets regarding this Service are available at the Front Desk - Ward 1.

### 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.

### CHAPEL / PASTORAL CARE

Located in John Hunter Hospital, Main Entrance.  
Open 24 hours a day, 7 days a week.

## Information and Support for Carers

Compiled by:

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

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### FREE COURTESY BUS SERVICE & FREE BUS SHUTTLE SERVICE

The free courtesy bus operates around the campus between 9.30am and 2.30pm, Mon – Fri, to assist visitors during peak times.

Free Bus Shuttle Service: Between 9am & 4.30pm (Mon-Fri) members of the public attending appointments or visiting in any of the hospitals on the Rankin Park Campus have the option of parking their car at Energy Australia Stadium & taking advantage of a free shuttle bus service to the hospital. The bus completes one round-trip every 40 minutes.

### BANK & ATM FACILITIES

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

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

### 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

### JOHN HUNTER NEWSAGENCY

Located in the John Hunter Hospital, Main Entrance.  
Open: Monday-Friday 7am – 7pm, Saturday 7am – 4pm & Sunday: 9am – 4pm. Public holidays 9am – 1pm. Sells magazines, stationary & phone cards.

### DOC'S PHARMACY 49223950

In Royal Newcastle Centre, Level 2, Main Foyer.  
Open: Mon – Fri: 8.30am – 5.30pm  
Sat / Sun: 10am – 4pm (subject to change)

# Information for Carers

## **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 8.30am to 4pm  
Sat & Sun 8.30am – 3.30pm  
Phone: **49213650**

## **RELATIVE ACCOMMODATION**

Limited accommodation is available on John Hunter Campus for relatives living outside the Newcastle Area.  
For more information phone: **49213650**

## **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 49529002**

Located near Newcastle Private Hospital  
Open: Mon – Fri: 7am – 5pm  
Sat / Sun: 8am – 2pm  
Café serves meals, snacks, cold drinks and coffee.



## **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: **4927 0111**

### **LIFE LINE 13 11 14**

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.

### **CARERS NSW Free Carer Resource Information/ Material: 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 RESPITE & CARELINK CENTRES**

Information and advice for helping people find care & support to continue living independently in their own home & can also help to arrange respite care when carers need a break. Phone: **1800 052 222**

### **INTERPRETER SERVICES**

Migrant Health Unit: **4924 6285**  
After Hours Interpreter Service: **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**