

# Some tips from Carer Support

As Carer it is important for you to remain both informed and aware of what is happening throughout your family member's hospital stay. RNSH is committed to ensuring Carers are treated as 'Partners in Care'. If, during the hospital stay you feel unsure or confused as to what is happening, you are able to request a Family Conference to speak directly with the medical team. If you are concerned please ask a nurse, ward Social Worker, or a Carer Support Officer to organise a Family Conference.

Additionally, it is recommended you keep a record of the medical staff treating your family member. Understand who is treating your family member, and document their name/s and Specialty so that you know who spoke to you. (We can provide a Carer notebook). We also recommend that you access regular rest breaks, stay hydrated and eat when possible. Please feel free to come and chat with one of our staff in the Carers Centre in 3D, the Main Foyer.

## **REACH- A Call for Medical Response**

Is your family member in hospital? Are you worried about a deterioration in their current medical condition? Our hospitals respond to requests from family members for a 'Clinical Review' Ask the nurse to help you make a REACH call or if there is a phone by the bedside you may call 9 for our switchboard who will direct your call.

## Additional Supports and Contact Details

My Aged Care	1800 200 422	<a href="https://www.myagedcare.gov.au/">https://www.myagedcare.gov.au/</a>
Centrelink	13 24 68	<a href="https://www.humanservices.gov.au/individuals/centrelink">https://www.humanservices.gov.au/individuals/centrelink</a>
Service NSW	12 77 88 313	<a href="https://www.service.nsw.gov.au/">https://www.service.nsw.gov.au/</a> Victoria Ave, Chatswood NSW 2067
Medicare	132 011	<a href="https://www.humanservices.gov.au/individuals/medicare">https://www.humanservices.gov.au/individuals/medicare</a>
NDIS	1800 800 110	Level 3, 67 Albert Avenue, Chatswood 2067 NSW
TIS	1800 131 450	(Telephone Interpreting Service) Free Service
The Carer Gateway	1800 422 737	<a href="https://www.carergateway.gov.au/">https://www.carergateway.gov.au/</a>



**Health**  
Northern Sydney  
Local Health District

**Carer Support Service 9462 9488**

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