

**A Hospital Resource for Family
and Friend Carers**

Prepare to Care



Do you provide ongoing care and support to a family member or friend who has disability, a mental health challenge, chronic condition, terminal illness, an alcohol or other drug dependency, or who is frail aged?

Is the person you care for currently in hospital or being admitted into hospital? If so, this book is for you.

This book includes:

- Places to write down information you receive from hospital staff so that it can be easily remembered.
- Common hospital terms and what they mean.
- Important information to support you in your caring role.
- Useful contacts for services and supports for both you and the person you care for.

Funded by



Government of Western Australia
Department of Health

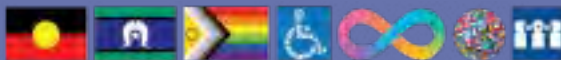


Acknowledgement of Country

Carers WA acknowledges the Wadjuk Noongar Nation's lands, water, customs, and culture of which the Carers WA Head Office is located. Carers WA recognises our services reach beyond the Perth (Boorloo) region, and so we also acknowledge the cultural diversity of First Nations Peoples across our state and throughout Australia.

Diversity and Inclusion

Carers WA is committed to understanding, embracing and celebrating the rich and multi-dimensional experiences that shape our lives and aims to ensure that everyone who engages with the organisation feels welcome and included. Carers WA welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



Information correct at time of printing. © Carers Association of Western Australia 2025.



Welcome, we are here for you!

Carers WA understands that a hospital stay is a stressful time and your main concern is for the person you support.

As well as talking with the hospital staff, you can call the Carers WA dedicated Carer Gateway team on **1800 422 737** to talk through your caring situation. You may be caring for your parent, friend, cousin, sibling, neighbour, child, grandparent or any number or combination of friends or family. Maybe you also have your own health needs and are not sure where to turn? Whatever your situation, we are here, just for you!

Am I a “carer”?

A carer is someone who provides unpaid care and support to a family member or friend who have disability, a mental health challenges, a long-term health condition, an alcohol or other drug dependency, or who is frail aged.

Caring for someone at home can be a big commitment, but it is one that many family carers are happy to make. As a loved one's needs change with age or life circumstances, you may find yourself having to take on more responsibility. Carers WA help carers in any caring situation.

About this book

This book is designed to be used during this hospital admission and the period after discharge. It will help you navigate the hospital system, keep track of important information and provide you with useful contacts and supports. If the person you care for is admitted to hospital regularly, you may want to bring this copy back into hospital with you, so you have information from the most recent admission. Alternatively, if you would like a new copy for each admission that is fine too. Sometimes there are several people caring for the same person, so if you share the caring role with others, you can each have a book.

You can find a digital version of the book here:

www.carerswa.asn.au/prepare-to-care-hospital-program

This book is not intended to be read cover to cover. Instead, it is divided into sections to help you to find the information most relevant to you.

Throughout the book, you will also find designated spaces where you can document information, your thoughts, feelings and questions.

In addition, colour-coded information boxes are used to highlight specific areas.

Yellow = Paediatrics
(Aged between birth and up to 16 years of age)

Blue = Mental Health

Contents

Carer services and supports

Carers WA Carer services and supports	9
Carer Gateway	10
Culturally and Linguistically Diverse carers	10
Information for carers in other languages	11
Aboriginal and Torres Strait Islander family support person/carers	12
Rural and remote area carers	13

About the person you care for

Emergency and other contacts	17
Health history of the person you care for	18
Special dietary/cultural or other considerations	19
My questions	20
Crisis planning	21
Communication	21

Hospital admission

Information I need to know	25
The Carers Recognition Act (2004) and Carers Charter	26
CARE Call	28
Consent	29
Family meeting	29
Medical/Nursing staff	29
Medications	30
Ward round and handover	31
Transition to Adult Care 16+	32
Glossary	33
Mental Health Glossary	37
Paediatric Glossary	39

Discharge planning

Mental Health Discharge Planning Information	44
Paediatric Discharge Planning Information	44
Checklists before leaving hospital	45
Medication checklist	47
Planning for after hospital	48

After hospital discharge

What if the person I care for does not, or will not be living with me after leaving hospital?	51
Support services at home	52
Community services	52
Transport	54
Carer respite	54

Self-Care

What about YOU?	59
Taking a break	59
My thoughts	60
Your role as a carer	60
Being aware of your feelings and emotions	61
Asking for help and accepting it	61
Communicating effectively	62

Useful contacts and information

Useful contacts	66
Emergency contacts	67
Other contacts	71

Carer services and supports

It can be difficult to know what services are available to you and the person you care for.

Carers WA | Carer Services and Supports¹

Carers WA offers support services for you, as the person caring for your family member or friend. Types of support Carers WA can provide include:

- An opportunity to take a break from the caring role through a range of regular in-person and online support groups in metro and regional locations.
- Providing advice, information and resources to link carers to relevant services.
- Facilitating informative workshops and courses to assist carers to return to the workforce and increase their health and wellbeing.
- Advocating for improved services and supports for carers by addressing carer issues at a state and federal level and providing training for carers to participate in government committees and to use their lived experience to represent the voice of carers in the community.
- Providing support to young carers through community education, one-on-one needs assessment, peer support toolkits and young carer events and activities.

For more information call Carers WA on 1300 227 377 (8.30am-4.30pm) or visit www.carerswa.asn.au

¹ Carers WA, Our Services [website], <https://www.carerswa.asn.au/our-services/>



Carer Gateway²

An Australian Government initiative providing a mix of free in-person, phone, and online supports, services and advice for family carers in Australia. Carers WA is leading the delivery of in-person services in WA, in partnership with HelpingMinds.

Carer Gateway staff can provide information or develop a tailored personalised action plan with supports and services to alleviate areas of strain. These services may include peer support, counselling, funding for practical supports, or respite to have some time away from your caring role. Call **1800 422 737** (8.00am-5.00pm) or search “**Carer Gateway WA**”.

Culturally and Linguistically Diverse carers Interpreter Services

If you require an interpreter, please call the National Translating and Interpreting Service³ (TIS National) on **13 14 50**. Carers WA can organise interpreters to be available during services we offer by phone or in-person. It is possible to request either a male or female interpreter*.

**Whilst Carers WA and TIS make every effort to provide these services, they may be subject to availability.*

National Relay Service

TTY/voice calls: **133 677**

Voice Relay: **1300 555 727**

Website: **www.accesshub.gov.au/about-the-nrs**

² Carers WA, Carer Gateway Services [website], <https://www.carerswa.asn.au/our-services/>

³ National Translating and Interpreting Service, Help and Support [website], <https://www.tisnational.gov.au/Non-English-speakers/Help-using-TIS-National>

Information for carers in other languages

ISHAR Multicultural Women's Health Services⁴

ISHAR provides a range of inclusive, holistic and culturally sensitive services for women from all walks of life and cultural backgrounds.

ISHAR provides three service streams of women's health, family support and carer support programs. Interpreters are available for all services. Contact **(08) 9345 5335** or **visit www.ishar.org.au**

Department of Health

Visit the HealthyWA website to view health-related translated resources: **www.healthywa.wa.gov.au**

Kin Disability Advocacy for Diverse Communities⁵

Kin is a certified independent disability advocacy service helping people with disability challenge barriers to accessing services and empower them to self-advocate. Kin can advocate within the realms of healthcare.

Contact (Freecall) **1800 659 921**
or visit **www.kinadvocacy.org.au**

⁴ ISHAR, About Us [website], <https://www.ishar.org.au/our-vision-mission-philosophy>

⁵ Kin Advocacy [website], www.kinadvocacy.org.au

Aboriginal and Torres Strait Islander family support person/carers

Who can help you in hospital?

Aboriginal Health Liaison Officers/Staff (AHLOs)⁶

AHLOs are there to support you and your family while in hospital.

They can help with:

- Understanding what is happening with the person you care for.
- Visiting the person you care for in hospital.
- Organise yarning or family meetings.
- Supporting you and the person you care for while in hospital in a culturally appropriate way.
- Contacting family and friends.
- Linking Aboriginal patients for follow-up care after discharge.

Ask the hospital staff to contact an AHLO for you.

Support for family/carers

- You have a right to be involved in care planning.
- You can ask for someone to sit with you during medical conversations.
- If you feel overwhelmed or unsure, let the AHLO or staff know – they are there to help.

⁶ Aboriginal Health Council of Western Australia, About Us [website], <https://www.ahcwa.org.au/about-us/>

A reminder...

You and your mob have the right to feel culturally safe and supported in hospital. Don't be afraid to speak up. There are people who care and want to walk alongside you.

Rural and remote area carers

Rural and remote areas do not always have the same range of resources that are available in the city or large regional centres. To find out what your local hospital can offer, ask the nursing staff on the ward at that hospital. If you are not in hospital and you want more information, you can ask your GP or call the hospital. If you require further assistance, contact the Carers WA Carer Gateway team on **1800 422 737**.

Regional hospital services

Hospitals in rural and remote areas offer a variety of allied health and outpatient services. These services differ in each area, so please contact your local hospital to see what they provide.



Patient Assisted Travel Scheme⁷

The Patient Assisted Travel Scheme (PATS) provides a subsidy towards travel and where applicable, an accommodation subsidy to assist permanent country residents (and where eligible their escorts). For more information contact your GP.

The following groups of people are eligible for PATS:

- Permanent residents of country WA and eligible for Medicare.
- Country patients needing to travel more than 100kms (one way) to access nearest eligible specialist service. To access specialist medical treatment for dialysis or cancer the travel criteria is 70 – 100 kms (one way).
- PATS is a subsidy scheme and does not cover all costs associated with travel and accommodation. If the specialist service you need is available locally or able to be conducted via Telehealth, PATS assistance may be declined.

Telehealth⁸

Telehealth allows you to consult a healthcare provider by phone or a video call. This is a good option as it can be more time efficient and reduces your need to organise transport.

You may need to assist the person you care for to access Telehealth by helping them link in to the appointments and resolve any technical issues.

⁷ Patient Assisted Travel Scheme [website], <https://www.wacountry.health.wa.gov.au/Our-patients/Patient-Assisted-Travel-Scheme-PATS>

⁸ Government of Western Australia, WA Country Health Service (WACHS), Telehealth [website], <https://wacountry.health.wa.gov.au/Our-patients/Telehealth>

**About the person
you care for**

About the person you care for

The information you know about the person you care for is valuable to the hospital staff. You can let the staff know what is “normal” for the person you care for and can often alert staff to small changes that may indicate that something is wrong. It has been shown that when staff work in partnership with patients, families and carers there are multiple benefits, including an improved patient experience, reduced time in hospital and a reduction in unplanned events.⁹

Emergency and other contacts

If you are not able to provide care due to your own ill health or other circumstances, list below who can provide back-up support for the person you care for.

Type	Name	Contact
Emergency Contact 1		
Emergency Contact 2		

Type	Name	Contact
General Practitioner (GP)		
Community Pharmacist		

⁹ Australian Commission on Safety and Quality in Health Care, The NSQHS Standards [website], <https://www.safetyandquality.gov.au/standards>

My questions

Often, we think of questions we would like to ask when we are at home or during other moments. To help you remember them, write them down as they come to you and note the answer below. Remember if you speak to someone to ask for their name and document the date.

Question:

Answer:

Question:

Answer:

Question:

Answer:

Crisis planning

A crisis plan is a proactive step you and the person you care for can create together. It may include:

- Early warning signs of crisis
- Preferred treatments and support strategies
- Key contacts and emergency services
- Triggers to avoid and coping tools that help

As a carer, you can:

- Keep copies of the plan
- Inform services during an emergency
- Ensure it is shared with hospital staff if needed

*Consider writing a crisis plan with the help of a mental health professional, and revisit it regularly.

Communication

Whilst the person you care for is in hospital you will talk to many different health staff. At this stressful time, it can be very hard to remember everything that has been said.

A communication page is a space to record information during these conversations.

Hospital admission

Hospital admission

Information I need to know

When the person you care for is admitted to hospital you may be speaking to several different hospital staff. A hospital admission can be a stressful time not only for the person you are supporting but also for yourself.

Patient and Consumer Centred Care¹⁰

Person-centred care treats each person respectfully as an individual, and not just as a condition to be treated. It involves understanding what matters to patients, their families, carers and support people, building trust, and working together to plan care and share decisions. This approach has been shown to improve healthcare safety, quality, cost-effectiveness, and satisfaction for both patients and staff.

Visiting Hours

Monday-Friday	Saturday-Sunday	Rest Period

Hospital main number:

Ward/area name:

Direct line:

Ward/area name:

Direct line:

¹⁰ Australian Commission on Safety and Quality in Healthcare, Person-centred care [website], <https://www.safetyandquality.gov.au/our-work/partnering-consumers/person-centred-care>

The Carers Recognition Act (2004) and Carers Charter¹¹

Introduction

The Carers Recognition Act (2004) came into effect on the 1st January 2005 and is an important step in supporting the crucial and often complex role of carers.

The Act is aimed at changing the culture of service providers so that the impact on carers is considered when services are assessed, planned, delivered and reviewed.

A key part of the Act requires service providers to comply with the Western Australian Carers Charter. The Charter provides clear direction on how carers are to be treated and how carers are to be involved in the delivery of services.

Background

This legislation was developed in response to calls by carers for greater recognition and consideration by service providers.

In passing the Carers Recognition Act (2004), the Western Australian government is acknowledging the estimated 320,000 carers in Western Australia who provide informal or unpaid care to family members, friends or neighbours. It was the first legislation of its type in Australia.

¹¹ Government of Western Australia, Department of Communities, Carers Recognition Act (2004) and Carers Charter [website], <https://www.wa.gov.au/organisation/departments-of-communities/my-rights-carer>

What does the Carers Recognition Act (2004) mean for carers?

- This legislation formally recognises carers as key partners in the delivery of care.
- It provides a means for carers to be involved in the assessment, planning, delivery and review of services that impact on them and the caring role.
- It allows carers to make a complaint about how they are treated and involved in decision-making processes.

Carers Charter

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
3. The views and needs of carers must be considered along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

CARE Call

CARE Call is the process in all WA public hospitals for you as the carer, patient or family member to use if you are worried you or the person you care for is getting sicker whilst in hospital. In some hospitals, this may also be referred to as Aishwarya's Care Call.

The 3-step process is in place to ensure the nurses and doctors caring for the patient are aware of any changes to their health.

Step 1 – If you are worried about a change in the condition of the person you care for or your own condition, tell a nurse or staff member.

Step 2 – If you are still worried, tell a senior nurse or staff member.

Step 3 – If your concern is urgent you can call your hospital's CARE Call line or use the dedicated CARE Call phone installed in some emergency departments.

Each hospital has a different CARE Call phone number which will direct you to a dedicated senior staff member who will listen to your concerns and action these urgently. Ask a staff member at your hospital for the phone number where you are staying.

Consent

If the patient agrees, it is appropriate for you to be present during the handover; if the patient does not agree, you may be asked to leave. If the patient does not have the capacity to make this decision, as the patient's carer you should be included in any decision-making that will have an impact on your caring role (see Carers Recognition Act (2004) and Carers Charter).

Family meeting

You or the staff can initiate a special meeting (often called a family meeting) if there are complex decisions to be made. This allows all the relevant health care team members to come together with you (with or without other family members/significant others and the patient depending on the circumstances) to discuss all aspects of the situation before making any decisions or planning.

Staff involved in the patient's care will be present. This is an opportunity for you, the carer, to prepare and gather information, as well as present your point of view.

It can be hard to remember information when you are under stress. If you write things down as you go along, it will make it easier to look back and find information that you may need later.

Medical/Nursing staff

Doctors and nurses rotate through 2-3 shifts per day and will do a handover to other staff at a change of shift; this is also called a shift handover or clinical handover, depending on where it is done.

Doctors will also see the person you care for during a ward round. This may be a combination of doctors or just one and they may have the nursing shift coordinator with them to provide input and record any changes to the care, treatment or discharge plan.

Medications

Considerations

If there are special considerations in relation to taking or using any medications, you can request a print-out of instructions from the hospital or community pharmacist. This is safer than writing it down in your own words just in case you did not quite hear or understand the instructions correctly. If the GP changes any medications after leaving hospital, ask your community pharmacist for an updated list to replace this one.

You may be asked by the doctor if the person you care for drinks alcohol or takes recreational or illegal/illicit drugs. This is confidential information and knowing this information may prevent reactions to treatment/s or other medications provided in the hospital.

Types of medications¹²

- A medication is NOT always prescribed, it MAY be herbal medicine, vitamins, minerals or nutritional supplements. It may be in the form of an inhaler, cream, patch, injection, tablet or capsule.

12 Australian Commission on Safety and Quality in Healthcare, Medication safety [website], www.safetyandquality.gov.au/our-work/medicines-safety-and-quality

- You may get medicines from doctors, nurses, pharmacists, homeopaths, naturopaths or herbalists.
- You may choose medicines yourself at a pharmacy, chemist, health food store or supermarket.

It is important to inform the doctor and/or pharmacist about any medications that the patient is taking and if they have had an allergic reaction to any medication in the past, for example, a rash. Bring in any medications the person you care for takes in their original containers or dispensing pack if possible, including non-prescription medications.

What is a generic medication?¹³

Many medications are available as different brands. They all contain the same active ingredient; however, they may be packaged differently or may look different. The active ingredient is the chemical that makes the medicine work. The pharmacist may offer you or the person you care for an alternative brand to the one that the doctor has prescribed. It is your choice as to which you prefer to use.

Ward round and handover

As the patient's carer, if you are present at the time of staff doing a bedside ward round or handover, this is an opportunity to discuss information you have regarding the patient.

This could include the person's usual condition and any factors you are aware of that hospital staff should consider, to prevent any unwanted outcomes for the patient.

¹³ NPS Medicine Wise, Information for Consumers and Carers [website], <https://www.nps.org.au/consumers>

Transition to Adult Care 16+¹⁴

As children grow, their healthcare needs change, and they must transition from paediatric to adult healthcare services. The transition is a gradual process designed to help young people become more independent and take control and manage their own health as they grow older.

Key stages of transition:

1. Introductory/Planning Stage (Ages 12-14):

Young individuals are introduced to the concept of transition, starting to learn about their health conditions, treatments, and the importance of taking an active role in their healthcare.

2. Preparation Stage (Ages 14-16): During this stage, adolescents begin developing the skills needed to manage their health independently. A transition plan is created in collaboration with the young person and their family.

3. Transfer Stages (Ages 16-18): The young person takes on more responsibility for their healthcare.

It is important to encourage young individuals to take the lead in their healthcare as much as possible. Support in finding a General Practitioner (GP) they feel comfortable with is important, as the GP will continue to provide comprehensive care from childhood to adulthood.

¹⁴ Government of Western Australia Child and Adolescent Health Service, Transition to adult healthcare [website], <https://pch.health.wa.gov.au/For-patients-and-visitors/Transition-to-adult-healthcare>

Glossary

Advance Care Planning (ACP)

A process of discussing and documenting a person's preferences for future medical care, in case they can't make decisions later. ACP may include documents such as Advance Health Directives (AHD) and Enduring Power of Guardianship (EPG).

Aged Care Assessment Team (ACAT)

A team of nurses, social workers, physiotherapists and occupational therapists led by a geriatrician that determines what level of care is needed in order to assist someone to remain living in their own home. This can be arranged by your GP or by a social worker if you are in hospital.

Clinical Handover¹⁵

Clinical handover is the transfer of professional responsibility and accountability for some or all aspects of care for a patient to another person or professional group on a temporary or permanent basis.

Clinical Nurse Manager (CNM)/Nurse Unit Manager (NUM)

The CNM is an experienced nurse in charge of the administrative aspects of running the ward and the nursing staff (e.g. rosters, etc.).

Consultant

The consultant is the most experienced doctor. They are specialists within their area. May also be known as a 'specialist'.

15 Australian Commission on Safety and Quality in Healthcare, Communication at clinical handover [website], https://www.safetyandquality.gov.au/sites/default/files/2019-06/principles_for_handover.pdf

Discharge Coordinator

A nurse, social worker, or other health care worker who coordinates a patient's transition (move) from one care setting to the next.

Discharge Plan

Documentation of what has happened whilst a patient has been in hospital including medications required and any follow-up treatment.

Discharge Planning

A process involving the patient, carer, family and hospital staff to ensure a safe and smooth discharge from hospital.

Do Not Resuscitate (DNR) Order/Not For Resuscitation (NFR)

A DNR order instructs health care workers not to perform cardiopulmonary resuscitation (CPR) or other actions to restart a person's heart or breathing once it has stopped.

Enduring Power of Attorney (EPA)

An EPA is a legal agreement that enables a person over 18 to appoint a trusted person - or people - to make financial and property decisions on their behalf.

Enduring Power of Guardianship (EPG)¹⁶

An EPG is a legal document that authorises a person of your choice to make important personal, lifestyle and treatment decisions on your behalf should you ever become incapable of making such decisions yourself.

¹⁶ Government of Western Australia Office of the Public Advocate [website], <https://www.wa.gov.au/organisation/departments-of-justice/office-of-the-public-advocate>

Enrolled Nurse (EN)

An enrolled nurse is a nurse who works under the guidance of a registered nurse. They are trained at Technical and Further Education (TAFE) rather than university.

Some enrolled nurses have done further studies and may have extra skills or be referred to as Advanced Skill Enrolled Nurses.

Family Meetings

Family meetings are used to inform families, gather information, make decisions, resolve any possible conflict and plan for the future.

Goals of Care (GOC)¹⁷

Goals of care is a discussion and documentation around the most medically appropriate and patient-centred treatment to apply in the event a patient clinically deteriorates during an episode of care.

Informed Consent

A legal term meaning that a person with mental capacity has given permission for medical treatment. Consent comes after a full disclosure (talk) of treatment risks and options.

Occupational Therapist (OT)

Assesses patient's levels of independence, cognitive skills and home safety. Mental health OTs provide education sessions on stress management, community engagement and disease management.

¹⁷ Government of Western Australia Department of Health, Goals of Patient Care [website], https://www.health.wa.gov.au/Articles/F_/Goals-of-patient-care

Physiotherapist

Treat physical problems caused by accidents, illness and ageing, particularly those that affect the muscles, bones, heart, circulation and lungs.

Resident Medical Officer (RMO)

Also called Intern or Junior Medical Officer (JMO)
The RMO is the most junior doctor on shift.

Registered Nurse (RN)

University-educated nurses who work across most areas of a hospital and may specialise in certain areas. RNs have varying degrees of experience.

Registrar

The registrar has completed a medical degree. They have some extra experience in a specialty area but work under the consultant's instructions.

Rehabilitation ("Rehab")

Services to help people get back their mental (thinking and feeling) and physical (body) functions lost due to injury or illness.

Shift Coordinator

A nurse who is in charge of the coordination of the ward staff and the patients for that particular shift.

Social Worker

Deals with personal and social problems and may counsel individuals through a crisis due to death, illness, relationship breakdown, finances or other reasons.

Team Meeting

When the ward team gathers together to discuss each patient on the ward, the progress they're making, any issues or concerns and tentative discharge plans. This meeting is for staff only, but you could ask the nurse in charge to raise important information on your behalf, as well as to update you after the meeting.

Transition Care

Transition care is designed to improve older peoples' independence and confidence after a hospital stay. It allows them to return home rather than prematurely enter residential care.

Ward Round

This is when the doctor/s and nursing shift coordinator come around to see the doctors' patients to review their condition and make any plans regarding treatment, care planning or discharge planning.

Mental Health Glossary

Form

Refers to official documentation under the Mental Health Act.

Involuntary Admission

The person is admitted and treated without their consent under the Mental Health Act (2014). This occurs when the person is considered a risk to themselves or others, or unable to make informed decisions.

Mental Health Act 2014 (WA)

The legislation governing mental health treatment and patient rights in WA.

Mental Health Advocate

An independent person who supports patients in understanding and exercising their rights.

Mental Health Tribunal

A legal body that reviews involuntary treatment orders.

Nominated Support Person

A person chosen by the patient to support them and be informed about their treatment.

Restraint

A physical, mechanical or chemical method used to restrict a person's movement.

Seclusion

The confinement of a person in a room or area where they cannot leave freely.

Voluntary Admission

When the person consents to treatment and can leave the mental health facility or hospital at any time, unless assessed to be at risk and needing involuntary care.

Paediatric Glossary

Child and Adolescent Health Service (CAHS)

The public health service in WA responsible for children's health, including Perth Children's Hospital.

Child and Adolescent Mental Health Service (CAMHS)

A WA public mental health service providing assessment, treatment and support for children and young people (typically aged 0-17) with severe, complex, and persistent mental health challenges.

Child Health Nurse

A registered nurse who supports the health, developments, and wellbeing of children from birth to school age, providing assessments, immunisations, and guidance to families. Child health nurses often work in community settings and play a key role in early intervention and health promotion.

Criteria-Led Discharge (CLD) Pathway¹⁸

A discharge process where patients who start to improve and meet specific medical criteria may begin what they call a Criteria-Led Discharge Pathway. This pathway allows any member of the medical or senior team to safely discharge your child home when they meet their health goals.

¹⁸ Government of Western Australia Child and Adolescent Health Service, Going home [website], <https://pch.health.wa.gov.au/For-patients-and-visitors/Going-home>

Family-Centred Care

An approach where parents/carers are involved in every part of their child's care and decision-making.

Multi-Faith Centre

A quiet, inclusive space for prayer, reflection, or meditation, open to people of all faiths or none. Often supported by chaplaincy or spiritual care staff.

Parenting Rooms

Private spaces for parents and carers to attend to their child's needs. They are designed to offer a sense of normalcy and respite for families during their child's hospital stay.

Support Plan

A written plan made with health professionals, carers and sometimes schools or community services. It outlines a child's medical, emotional, developmental, and care needs, and how everyone involved will support them.

Discharge planning

Discharge planning

Before the person you care for leaves hospital, there should be a discharge plan worked out. If they can, the person you care for should be involved in developing this plan. This is called shared decision-making.

Shared decision-making involves bringing together a patient's values, goals and concerns with the best available evidence about benefits, risks and uncertainties of treatment, to achieve appropriate health care decisions. It involves clinicians and patients (and carers where appropriate) making decisions about the patient's management together.

Carers should also be involved in any decision-making that may impact on their caring role as per the Carers Recognition Act (2004) and Carers Charter (see page 26 of this book). The only time this would not occur is if the person you care for does not consent (if they can) to you receiving information about their condition or care requirements.

The aim of discharge planning is to ensure a safe and smooth discharge from hospital.

The ward staff should talk to you about the care you will need to provide to your loved one, and you need to be comfortable providing that care. Speak up if you are worried that you may not be able to cope. You can speak to nursing staff or the social worker to organise a family meeting if you would like to discuss important issues in more depth.

Mental Health Discharge Planning Information¹⁹

If the person you care for is admitted involuntarily under the Mental Health Act, then there will be certain restrictions on how they can be discharged.

Can I be reclassified from involuntary to voluntary status?

Yes, you can have your status changed by the authorised medical officer on duty or by the Mental Health Review Tribunal.

Paediatric Discharge Planning Information²⁰

After a hospital stay, some children may need time to emotionally readjust. It is common for potential behavioural changes such as changes in sleep and appetite, they may be more clingy or show big emotions as they process what happened.

These reactions are usually temporary and a normal part of feeling safe again, but if you are worried or the changes are lasting, reach out to your GP or Child Health Nurse for support.

¹⁹ Being Mental Health Consumers, Mental Health and Your Rights [website], <https://being.org.au/your-rights/>

²⁰ Government of Western Australia Child and Adolescent Health Service, Going home [website], <https://pch.health.wa.gov.au/For-patients-and-visitors/Going-home>

Checklist before leaving hospital

- Has the medication been supplied for the person you care for?
- Have you/the person you care for received a copy of the discharge medication list?
- If there are any medications that have been stopped, have these been disposed of safely?
- Have services for the person you care for been organised to start after discharge?
- Has any equipment you need to provide care for the patient been organised prior to leaving hospital?
- Have you been shown how to use it?
- Have you/the person you care for received a copy of the discharge summary (this also gets sent to the patient's GP)?
- Is a follow-up appointment with a GP required? If so, hospital staff should advise you as to how soon the person you care for needs to see the GP.
- Have you thought about how you may take some time out for yourself, to take a break?
- Are there any family members or friends you can call on for help should you need it?
- Does the person you care for have any follow-up appointments you need to write down or have you/the person you care for been given their appointment cards?
- Have you registered with Carer Gateway to receive ongoing support and advice? If not, call **1800 422 737**.

Mental health checklist before leaving hospital

- What warning signs should I look for at home?
- Who can I talk to if I have concerns?
- Relapse prevention strategies
- Support for daily living: housing, finances, work/study
- Do they have a crisis plan in place?
- Have you been shown how to use it?
- Who do I contact if there is a mental health crisis after discharge?
- How can I be involved in supporting their recovery?

*Seek advocacy support if your voice is not being heard

Paediatrics checklist before leaving hospital

- Do I need a letter for the school, daycare or other services?
- Have I been trained on anything new I need to do?
- Do I need help at home?
- Has a support plan been created and shared with me?
- Has my child's GP or other healthcare providers been informed?
- Can you bring your other children with you to appointments?
- Ensure you take home: toys, clothes, private scans, medications from home

Medication checklist

My questions for the doctor or pharmacist

- What does the medicine do?
- When should the medication be taken?
- How long should it be used for?
- Does this medication need to be taken with anything or at a certain time?
- Are there any side effects, or should the person I care for expect to feel any different while using this medicine?
- Will this medication interact with any other medications?
- Is there anything that might affect the way this medication works (e.g., food, drinks, storage)?
- What should I do if a dose is missed?
- Using medications is a problem for me or for the person I care for due to sight/swallowing/strength/memory. How can you help me with this?
- What is the best way for me to dispose of old medication?

Planning for after hospital

What needs to be done?	Resources/Who? (e.g. equipment, support required)
Example: Go to Fremantle Hospital Physio	Example: Hospital transport organised

**After hospital
discharge**

After hospital

Once you leave hospital, the person you care for has their health managed by a General Practitioner (GP). The GP should receive a discharge summary from the hospital. If the person you care for does not have a regular GP, you may be given a paper copy of the discharge summary. Take this to the next GP appointment that is organised. The person you care for may also be referred to specialist outpatient appointments at the hospital or in the community.

What if the person I care for does not, or will not be living with me after leaving hospital?

The person you care for may have already been living in supported accommodation (e.g., an aged care facility, hostel, or group home) or did not live with you (e.g., lived alone or with a friend/relative) before they came into hospital. If, following discharge from hospital, they are not able to return to their home and are moving into supported accommodation this does not mean your caring role ceases. In fact, you are often still providing, arranging, or managing care for someone who does not live with you.

It is still important to acknowledge your caring role and to ensure you seek out support for yourself. If this is the first time the person you care for is going to be living apart from you following leaving hospital you may experience feelings of loss, guilt, and grief. If you would like to discuss this further or talk to someone about how you are feeling, please call the Carers WA Carer Gateway Team on 1800 422 737.

Support services at home

You may be in a situation where the person you care for requires extra help with daily activities such as showering, transport, cleaning, and shopping. While paid support staff may be providing this help a few hours a week, it is important to remember that you are still in a caring role and have access to Carers WA services.

Community services

Please be aware that depending on where you live not all the following services may be available. Also note, certain eligibility criteria may apply for these services.

When the person you care for is discharged from hospital, there may be services available to assist with things such as nursing care, personal care, shopping, transport, taking a break and housekeeping. If the person you are caring for is still in hospital, you can talk to the doctor, nurse, a social worker, or discharge planner about services available.

If the person you care for has already left hospital, please discuss options with your GP or call Carer Gateway on **1800 422 737** for more information. If you have any issues in accessing services e.g., long waiting times before you can have services provided, feel free to call the agency providing care and if you still have issues regarding the impact this has on your caring role, contact the number above.

What home and community supports are available?

The Commonwealth Home Support Program²¹ in WA (CHSP) provides basic support services to some older people, people with disability and their carers, to assist them to continue living independently at home. You may be eligible for CHSP if you are older and frail and have difficulty with everyday tasks, if you have disability or if you are a carer of a frail older person or someone with disability. If you or the person you care for is under 65 with disability, check for your local National Disability Insurance Scheme (NDIS) provider.

CHSP services include:

- Support to participate in social activity in a group or one-on-one.
- Assistance with everyday household tasks.
- Assistance to enhance nutrition, function, strength, independence, and safety.
- Assistance to support independence in personal care activities such as showering and dressing.
- Assistance to keep up with essential activities such as shopping, banking, and maintaining social contacts.

NOTE: From 1st November 2025, a new Support at Home program has replaced the existing Home Care Packages and Short-Term Restorative Care programs. The Commonwealth Home Support Program will transition no earlier than 1st July 2027. This change will provide more flexibility and person-centred care, more flexible funding and a smoother entry point for assessments.²² You can contact My Aged Care on **1800 200 422**.

²¹ Australian Government, My Aged Care, Commonwealth Home Support Program [website], <https://www.myagedcare.gov.au/aged-care-programs/commonwealth-home-support-program>

²² Australian Government, Department of Health and Aged Care [website], <https://www.health.gov.au/news/new-support-at-home-program-to-be-rolled-out-in-2-stages>

Transport

Patient transport services

Patient transport services may provide some non-emergency transport for people attending hospital appointments. Please speak with either the hospital social worker, your treating team or outpatient clinic staff for more information. If you want to book transport prior to the person you care for being admitted to the hospital, please phone the hospital and ask to speak with the Patient Transport Department.

Local council/shire transport

Many local council/shire offices provide transport for people to access hospital appointments.

Carer respite

Respite helps carers find a balance between caring for others and caring for themselves.

What is respite?

Respite is when carers are given the opportunity of a break from their usual caring role and duties. The tasks associated with their caring role are temporarily provided by someone else.

Respite provides time out for both carers and the person they care for.



Organising respite

Respite for people with care needs can be organised through My Aged Care if the person is aged 65 or over. Alternatively, through the NDIS if the person has disability and can get a NDIS package.

Some funding for respite for carers may be available through Carer Gateway as either emergency respite or planned respite, depending on eligibility criteria. This will be ascertained during the intake process.

Visit:

My Aged Care

www.myagedcare.gov.au or call 1800 200 422
(Monday to Friday 8.00am - 8.00pm and
Saturday 10.00am - 2.00pm)

NDIS

www.ndis.gov.au or call 1800 800 110
(Monday to Friday 8.00am – 8.00pm)

Carer Gateway

www.carergateway.gov.au or call 1800 422 737
(Monday to Friday 8.00am – 5.00pm)

Self-Care

Self-care for you – the carer

What about YOU?

Your own health and mental health are important. Being in a caring role may, for some people, bring feelings of stress, guilt or loss. It is important to acknowledge these feelings and speaking with someone may be beneficial.

You may want to use the time while the person you care for is in hospital to get the extra support that you need, either by asking to speak to a social worker or contacting the Carers WA Carer Gateway Team. Consider if you need to catch up on some of your own appointments.

Maintaining your own health and wellbeing is an important part of sustaining your caring role.

Taking a break

Taking care of yourself

Looking after your physical and mental health is important, so be sure to make this a priority. There is no need to feel guilty about caring for you. Many people receiving care feel better if they know their carers are taking time to enjoy themselves and rest.

Taking a break

You have a choice as to whether you spend time with the person you care for when they are in hospital, or you may want to use this time to take a break. You can also use this time to plan ahead how you can take regular breaks following discharge from hospital.

Some simple ideas to take a break:



Get some exercise



Get enough sleep



Maintain a healthy diet



Be social



Practice your own spirituality or religion



Do something for yourself everyday

My thoughts

Writing down your thoughts can help with maintaining your own health and wellbeing whilst in the caring role, as well as remembering information you have been told by others. A counsellor may be able to assist with how to get the most out of keeping a journal.

Your role as a carer

Often people don't identify themselves as a 'carer'. But if you are providing more assistance than a spouse, parent, sibling or friend normally would, you are a carer.

Thoughts/Notes:

Being aware of your feelings and emotions

It is normal for carers to experience a range of feelings and emotions, including fear, resentment and happiness.

Being aware of your feelings and emotions will help you to cope with any grief, anxiety and sadness that are a natural part of being a carer. Ensure that you also recognise your physical and emotional limits.

Asking for help and accepting it

Do not be afraid to ask for help. Your wellbeing is vital to your role as a carer. Try to share the load so you don't become overwhelmed and exhausted.

Providing care at home is a big commitment which requires the help of family members, friends and others close to the person who is unwell. Often family and friends would like to help but are unsure what to do. Practical assistance like making a meal, walking the dog, buying groceries and hanging out the washing can make a big difference to your load.

Communicating effectively

It is normal for your relationship with the person you are caring for to have ups and downs. Your relationship may at times feel strained, or stronger than ever.

It is important to keep communicating with the person you are caring for, even about difficult topics like their illness and the future.

Communication problems are often at the heart of family conflict, so it can help to get everyone together to discuss what is happening and why. Consider asking a skilled professional to facilitate a family meeting and follow this up with regular catch-ups where all parties can share information, problem-solve, and provide support.

There may come a time though when you are not able to continue in your caring role. Even though you may have promised that you would always look after someone, it may not be possible. This is ok. There is no right or wrong way to feel about giving up this role and you may find you still want to be involved but in a lesser way.

Useful contacts and information

Useful Contacts

This list will provide you with some information about supports and services available to you and where to find them. Carers WA and the Carer Gateway can help you with any questions you may have, provide you with referrals, and can be contacted on **1800 422 737**.

Carer Services

Carer Gateway

1800 422 737

www.carergateway.gov.au

Carer Gateway is an Australian Government initiative providing a mix of free online, telephone and in-person support services and advice for family carers.

In Western Australia, Carers WA is leading the delivery of these in-person services, in partnership with HelpingMinds.

Carers WA

1300 227 377

www.carerswa.asn.au

The peak body for family and friend carers in WA. Carers WA provides a range of innovative practical and emotional support services.

Emergency Contacts

Ambulance, Fire, Police	For emergencies call 000.
Crisis Care 1800 199 008 Operates 24 hours a day, 7 days a week	Crisis Care provides telephone information and referrals for people experiencing crisis, especially for people at risk of homelessness, domestic violence, suicide ideation or child protection.
Lifeline 13 11 14 www.lifeline.org.au Online chat available Operates 24 hours a day, 7 days a week	Providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.
Mental Health Emergency Response Line Perth Region 1300 555 788 Peel Region 1800 676 822 www.mhc.wa.gov.au/getting-help/helplines/mental-health-emergency-response-line Operates 24 hours a day, 7 days a week	Responds to a mental health crisis including mental health assessment, crisis support and advisory service to assist mental health clients and their carers.

Emergency Contacts

Rurallink

1800 552 002

www.emhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health-Alcohol-and-Other-Drugs/Inpatient-and-Other-Services/Rurallink/

Mon-Fri: 4:30pm to 8:30am
Sat, Sun & Public Holidays:
24 hours

After-hours telephone service for people in rural and regional Western Australia experiencing a mental health crisis.

Beyond Blue

1300 224 636

www.beyondblue.org.au

Operates 24 hours a day, 7 days a week

Focused on supporting people affected by anxiety, depression and suicide.

Suicide call back service

1300 659 467

www.suicidecallbackservice.org.au/

Operates 24 hours a day, 7 days a week

A free nationwide service providing phone and online counselling to people affected by suicide.

Family drug support

1300 368 186

www.fds.org.au

Operates 24 hours a day, 7 days a week

Offers telephone support service for families affected by alcohol and other drug issues.

Emergency Contacts

Poisons Information Centre

13 11 26

www.scgh.health.wa.gov.au/Our-Services/Service-directory/Poisons

Operates 24 hours a day, 7 days a week

An emergency telephone service providing management advice in cases of suspected and known poisoning. This includes prescription/non-prescription medication, household and industrial chemicals, plants, animal/insect bites, pesticides and other agricultural products. Advice is also provided on drug information and poisoning prevention.

Samaritans

Helpline:

(08) 63 839 850

www.thesamaritans.org.au

Operates 8.00am to 8.00pm

The crisis line provides anonymous, non-judgemental, non-religious emotional support from appropriately trained individuals.

Domestic Violence Liaison Officer

(WA Police) 13 14 44

www.entrypointperth.com.au/directory/domestic-violence-liaison-officer-wa-police-24-hrs/

Operates 24 hours a day, 7 days a week

Provides support to victims of family violence by providing information on relevant laws/community intervention.

Domestic Violence Liaison Officer is not an emergency service.

Emergency Contacts

1800 Respect

1800 737 732

www.1800respect.org.au/

Operates 24 hours a day, 7 days a week

National domestic family and sexual violence counselling service.

Supports everyone impacted by domestic, family and sexual violence, including men.

13 Yarn

13 92 76

www.13yarn.org.au

Operates 24 hours a day, 7 days a week

National crisis support line for mob who are feeling overwhelmed or having difficulty coping. Provides confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter.

Aged Care

My Aged Care

Department of Health,
Disability and Ageing
1800 200 422

www.myagedcare.gov.au

My Aged Care is your one-stop-shop for aged care services and information in Australia.

Advocacy

Advocare

(08) 9479 7566
Free call: 1800 655 566
(Country Callers)
Elder Abuse Helpline:
1300 724 679

www.advocare.org.au

Advocare provides a free, professional advocacy service for older Western Australians to understand their rights, resolve any issues with aged and community care service provision and access the right supports.

Kin Disability

Advocacy for Diverse
Communities
1800 659 921

www.kinadvocacy.org.au

Kin is a certified independent disability advocacy service helping people with disability challenge barriers to accessing services and empower them to self-advocate. Kin can advocate within the realms of healthcare.

Developmental Disability WA (DDWA)

(08) 9420 7203

www.ddwa.org.au

Supporting people with developmental disability and their families.

Advocacy

Health Consumers' Council

(08) 9221 3422

Free call: 1800 620 780

www.hconc.org.au

The Health Consumers' Council (HCC) is an independent community-based organisation, representing the consumers' voice in health policy, planning, research and service delivery.

Mental Health Advocacy Service

(08) 6234 6300

Free call: 1800 999 057

www.wa.gov.au/organisation/mental-health-advocacy-service

A free, independent service, helping people with mental health issues know and protect their rights.

People with Disabilities WA (PWDWA)

(08) 6243 6948

Country Callers:

1800 193 331

www.pwdwa.org

PWDWA provides non-legal advocacy to West Australian residents living disability.

Counselling

HelpingMinds

Metro (08) 9427 7100

Regional free call:

1800 811 747

www.helpingminds.org.au

HelpingMinds offers support and services to children, youth, adults and families caring for someone with a mental health challenge.

Community services and supports

Alike WA (08) 9364 6909 www.alike.org.au	Peak body for self-help and peer support groups across the state.
Alzheimer's WA 1300 66 77 88 www.alzheimerswa.org.au	Alzheimer's WA provides a range of social support and engagement opportunities for people living with dementia and their carers.
Commonwealth Home Support Program 1800 200 422 www.myagedcare.gov.au/aged-care-programs/commonwealth-home-support-program	The Commonwealth Home Support Program provides services for some older people and their carers to assist them to continue to live independently at home.

Complaints

Advocare	See contacts under Advocacy.
Care Opinion 1300 662 996 www.careopinion.org.au	A public voice to share your experiences of Australian Health and Care services, good or bad. They pass your stories on to the right people to try and make a difference.

Complaints

Health and Disability Services Complaints Office

(08) 6551 7600

1800 813 583

TTY: Phone 133 677 then

ask for (08) 6551 7600

www.hadsc0.wa.gov.au

The Health and Disability Services Complaints Office (HaDSCO) is an independent statutory authority providing an impartial resolution service for complaints relating to health, disability and mental health services provided in WA.

Ombudsman Western Australia

(08) 9220 7555

Free call: 1800 117 000

www.ombudsman.wa.gov.au

The Ombudsman investigates complaints about Western Australian public authorities including state government agencies, statutory authorities, local governments and public universities.

Culturally and linguistically diverse information

Kin Disability Advocacy for Diverse Communities

See contacts under Advocacy.

Umbrella Multicultural Community Care

(08) 9275 4411

www.umbrellacommunitycare.com.au/

Culturally appropriate aged care services for seniors in the community.

Disability

Companion Card Program

1800 617 337

www.wacompanioncard.org.au/

Supports Western Australians with a significant and permanent disability who require attendant care support to participate at community venues and events.

Multicultural Services Centre of WA (MSCWA)

(08) 9328 2699

www.mscwa.com.au

Supporting culturally and linguistically diverse (CaLD) Western Australians, addressing unmet needs of migrants and refugees.

Department of Communities – Disability Services

(08) 9222 4580

access@communities.wa.gov.au

www.wa.gov.au/organisation/departments-of-communities/disability-services

The Disability Services offer support to individuals, families and carers through providing services, funding and information.

Explorability Inc.

See contacts under Advocacy.

Disability

National Disability Insurance Scheme (NDIS)

Free call: 1800 800 110

TTY: 1800 555 677

www.ndis.gov.au

Provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

Drug and alcohol services

Alcohol and Drug Support Line

(08) 9442 5000

Free call: 1800 198 024

Operates 24 hours a day, 7 days a week.

Professional support funded by the Mental Health Commission. Telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.

Drug and Alcohol Withdrawal Network (DAWN)

(08) 9388 5000

www.sjog.org.au/our-services/community-and-youth-services/dawn

Assists people to reduce or stop their substance abuse by providing care or support at home.

Drug and alcohol services

Next Step Drug and Alcohol Services

(08) 9219 1919

www.wanada.org.au

Next Step Drug and Alcohol Services provide a range of treatment services for people experiencing problems associated with their alcohol and other drug use, as well as support for families.

Parent and Family Drug Support Line

(08) 9442 5050

Country callers: 1800 653 203

www.admhss.mhc.wa.gov.au/get-help/parent-and-family-drug-support-line

24/7 service that anyone concerned about a loved one's alcohol or drug use can call. This Mental Health Commission funded service provides confidential, anonymous professional and peer support.

Gambling Helpline

1800 858 858

www.gamblinghelponline.org.au/

Support and counselling for anyone affected by gambling.

Operates 24 hours a day, 7 days a week

Wungening Aboriginal Corporation

(08) 9221 1411

www.wungening.com.au

Provides holistic and culturally appropriate programs to assist with the treatment and prevention of alcohol and drug misuse amongst Aboriginal people.

Equipment

Indigo (formerly Independent Living Centre)

(08) 9381 0600

www.indigo.org.au

Indigo provides information and advice, assessment, funding and hire services. This enables Western Australians of all ages and abilities to live more independent and fulfilling lives.

Financial support/legal advice

Services Australia (Centrelink/Medicare)

13 27 17 (Disability, Sickness and Carers line)

www.servicesaustralia.gov.au/carers-payment

A Government Agency providing financial assistance to eligible carers. This includes the Carers Allowance and Carers Payment.

*Eligibility criteria applies.

Centrelink has a Social Worker for carers who you may request to speak to (phone 13 28 50).

Ruah Legal Services -Mental Health Law Centre

1800 620 285

www.ruahlegal.org.au

Free legal advice and support services for people experiencing mental health challenges in Western Australia.

Financial support/legal advice

Financial hardship crisis payment

www.servicesaustralia.gov.au/crisis-payment

A one-off payment if you've experienced an extreme circumstance and are in severe financial hardship. You'll need to have Centrelink linked to your myGov account to claim this payment.

Life Support Equipment Electricity Subsidy Scheme

(08) 9262 1373

1300 368 364 (WA country landline calls)

www.wa.gov.au/government/publications/apply-the-life-support-equipment-energy-subsidy

Assists financially disadvantaged persons (those with concession cards), or their dependants to meet the electricity costs associated with operating life support equipment at home.

Office of the Public Advocate

1300 858 455

(08) 9278 7300

Level 23, David Malcolm Justice Centre, 28 Barrack Street, Perth WA

www.wa.gov.au/organisation/department-of-justice/office-of-the-public-advocate

The Office of the Public Advocate provides information and advice on guardianship, administration, Enduring Power of Attorney, Enduring Power of Guardianship and protecting vulnerable adults.

Financial support/legal advice

<p>Public Trustee 1300 746 116 553 Hay Street, Perth WA public.trustee@justice. wa.gov.au www.wa.gov.au/ organisation/departments-of- justice/public-trustee</p>	<p>The Public Trustee offers a range of free and fee-based asset management including Will and EPA drafting and deceased estate administration.</p>
<p>National Debt Helpline 1800 007 007 www.ndh.org.au online chat available</p>	<p>Professional financial counsellors offer a free, independent and confidential service that helps people tackle their debt problems.</p>
<p>Consumer credit legal service (08) 9221 7066 www.cclswa.org.au</p>	<p>Provide legal advice and assistance to, and advocacy on behalf of, people with issues arising out of their credit and debt related problems.</p>
<p>Legal Aid WA 1300 650 579 www.legalaid.wa.gov.au</p>	<p>Aims to promote access to legal services and information relating to criminal, civil and family law.</p>

Medical Advice

<p>Healthdirect Australia Free call: 1800 022 222 www.healthdirect.gov.au</p>	<p>24 hours a day, 7 days a week health information and advice service.</p>
---	---

Medication

Poisons Information Centre

13 11 26

See contacts under emergency contacts.

Interpreter/translation services

Auslan Interpreter Service

1300 287 526

0409 143 980 (SMS only)

www.auslanservices.com

Auslan Interpreter Service is a national service that provides interpreters for hearing-impaired patients and carers.

National Relay Service

Voice: 1800 555 660

TTY: 1800 555 630

helpdesk@relayservice.com.au

www.accesshub.gov.au

A phone solution for people who are deaf or who have a hearing or speech impediment.

Translating and Interpreting Services

13 14 50

www.tisnational.gov.au

Provides translation and interpretation to assist with accessing health services. If you or the person you care for requires an interpreter, please call TIS, they can contact who you need to speak to while you are on the phone.

Interpreter/translation services

Access hub

1800 075 001

www.accesshub.gov.au

Information for people who are Deaf, hard of hearing or who have a speech impairment and need to communicate over the phone.

Palliative Care

Palliative Care WA

1300 551 704

www.palliativecarewa.asn.au

Palliative Care WA is the peak body for the palliative care sector in WA. They work for the community and with the palliative care, aged care and community services sectors to ensure access to quality palliative care services for all Western Australians.

Transport/parking

Patient Assisted Travel Scheme (PATS)

Please contact your local hospital and ask to speak to the PATS officer or your GP for further information.

www.wacountry.health.wa.gov.au/Our-patients/Patient-Assisted-Travel-Scheme-PATS

PATS provides financial support for travel and accommodation for eligible patients and their approved escorts needing to travel to access specialist medical services.

Transport/parking

St John Ambulance

Non-emergency number:

(08) 9334 1222

www.stjohnwa.com.au

The St John's non-emergency number can be used to make a booking for an ambulance transfer or for non-emergency situations. In an emergency always call 000.

Passenger Transport Subsidy Scheme (PTSS)

13 11 56

www.transport.wa.gov.au/on-demand-transport/passenger-transport-subsidy-scheme

Passenger Transport Subsidy Scheme provides taxi travel at a reduced rate for people who have a disability that will prevent them using conventional public transport services.

First Nations

Aboriginal Legal Service

1800 019 900

www.als.org.au

Provide legal representation and support services for First Nations Peoples in Western Australia.

Aboriginal Health Council of Western Australia (AHCWA)

(08) 9227 1631

www.ahcwa.org.au

AHCWA support the development of Aboriginal community controlled health services, health policy and advocates for Aboriginal community development.

First Nations

Derbarl Yerrigan Health Service

1300 420 272

1800 311 888

www.dyhs.org.au

Derbarl Yerrigan's Aboriginal Liaison Service helps clients and families with hospital transitions, discharge follow-up, specialist appointments, and transport when needed.

Legal Yarn

1800 319 803

www.legalaid.wa.gov.au/get-legal-help/legal-yarn

A culturally safe telephone service for Aboriginal and Torres Strait Islander People.

Wungening Aboriginal Corporation

(08) 9221 1411

www.wungening.com.au

See contacts under Drug and alcohol services.

13 Yarn

13 92 76

www.13yarn.org.au

See contacts under emergency contacts.

Operates 24 hours a day, 7 days a week

Culturally and Linguistically Diverse

ISHAR Multicultural Women's Health Services

(08) 9345 5335
www.ishar.org.au

ISHAR provides a range of inclusive, holistic and culturally sensitive services for women from all walks of life and cultural backgrounds. They provide three service streams of women's health, family support and carer support programs.

Refugee Health Clinic (PCH)

(08) 6456 0213
0420 983 290 - Refugee Health Liaison Nurse
www.pch.health.wa.gov.au/Our-services/Refugee-Health

The Refugee Health Clinic at Perth Children's Hospital (PCH) helps refugee children with their health needs, including children with disability.

National Ethnic Disability Alliance

+(61) 402 610 399
www.neda.org.au

The National Ethnic Disability Alliance (NEDA) fights for the rights of people with disability from different cultures. They work to make sure the voices of families like yours are heard.

Centre for Asylum Seekers, Refugees and Detainees

(08) 9227 7322
www.carad.org.au

The Centre for Asylum Seekers, Refugees and Detainees (CARAD) helps refugees and asylum seekers.

Paediatrics

ISHAR Multicultural Women's Health Services

(08) 9345 5335

www.ishar.org.au

See contacts under Culturally and Linguistically Diverse.

WA Health Child Development Service

1300 551 827

childdevelopmentsservice@health.wa.gov.au

www.cahs.health.wa.gov.au/our-services/community-health/child-development-service

The metropolitan Child Development Service provides a range of assessment, early intervention and treatment services to children with developmental delay or difficulty that impact on function, participation and/or parent-child relationship.

Ngala Parenting Line

(08) 9368 9368

Country Access: 1800 111 546

8.00am-8.00pm 7 days a week

You can also use Ngala webchat, Monday-Friday, 10 am-12 pm.
A free telephone support service for parents and carers of children aged 0-18 years who live in Western Australia.

Paediatrics

Kids Helpline

1800 551 800

WebChat Counsellor
available

Operates 24 hours a day, 7
days a week

www.kidshelpline.com.au

Kids Helpline is a free 24/7 support service for children and young people aged 5 to 25 years in Australia.

Kiind

(08) 6164 9806

www.kiind.com.au

Supporting family members and carers of a child living with disability, rare, undiagnosed and/or chronic conditions.

Refugee Health Clinic (PCH)

(08) 6456 0213

0420 983 290 - Refugee
Health Liaison Nurse

[www.pch.health.wa.gov.
au/Our-services/Refugee-
Health](http://www.pch.health.wa.gov.au/Our-services/Refugee-Health)

The Refugee Health Clinic at Perth Children's Hospital (PCH) helps refugee children with their health needs, including children with disability.

Indigo

(08) 9381 0600

www.indigo.org.au/

See contacts under
Equipment.

Siblings Australia

(08) 8253 4936

www.siblingsaustralia.org.au

Siblings Australia offers a range of programs to support siblings of children and adults with disability, chronic illness or a mental health challenge.

Paediatrics

Headspace

1800 650 890

Online support available

www.headspace.org.au

Confidential service that provides mental health and well-being support to young people aged 12-25. Both phone and online services available to support young people facing a range of challenges.

CAHMS Crisis Connect

1800 048 636

[www.cahs.health.wa.gov.au/
Our-services/Mental-Health/
CAMHS-Crisis-Connect](http://www.cahs.health.wa.gov.au/Our-services/Mental-Health/CAMHS-Crisis-Connect)

24 hours a day, 7 days a week

Provides phone and online video call support for children and young people who are experiencing a mental health crisis, as well as support and advice to families and carers in the community.

Mental Health

Beyond Blue

1300 224 636

www.beyondblue.org.au/

Online chat available.
Operates 24 hours a day, 7 days a week

See contacts under
Emergency Contacts

Butterfly Foundation

1800 334 673

www.butterfly.org.au/

8.00am – midnight (AEST/
AEDT), 7 days a week

Telephone counselling,
referral and information
service for people
concerned about eating
disorders or body image
issues and their families.

HelpingMinds

See contacts under
Counselling.

Mental Health Advocacy Service

(08) 6234 6300

Free call: 1800 999 057

[www.wa.gov.au/
organisation/mental-health-
advocacy-service](http://www.wa.gov.au/organisation/mental-health-advocacy-service)

See contacts under
Advocacy.

Mental Health Emergency Response Line (MHERL)

See contacts under
Emergency Contacts.

Ruah Legal Services -Mental Health Law Centre

(08) 9328 8012

Free call: 1800 620 285

TTY: 1800 720101

www.ruahlegal.org.au

See contacts under financial
help/legal advice.

Mental Health

Mental Illness Fellowship of Western Australia (MIFWA)

(08) 9237 8900
www.mifwa.org.au

info@mifwa.org.au

They offer comprehensive information and support services to people with mental health challenges, their carers, families and friends.

MindSpot

1800 61 44 34
www.mindspot.org.au/

MindSpot provide online and telephone assessment and treatment for adults experiencing anxiety, depression, OCD, PTSD, and difficulties managing the impacts of chronic conditions including pain.

Office of the Chief Psychiatrist

(08) 6553 0000
reception@ocp.wa.gov.au
www.chiefpsychiatrist.wa.gov.au/

The key functions of the Chief Psychiatrist are legislative responsibilities, expert advice and medications.

Peer Pathways

(08) 9477 2809
www.peerpathways.org.au/

Monday to Friday
9.00am -5.00pm

A helpline for people with mental health challenges to find the supports and services needed to promote mental and physical wellbeing.

Mental Health

**PANDA's National
Perinatal Mental Health
Helpline**

1300 726 306

www.panda.org.au/

Mental health and wellbeing support for people throughout pregnancy up until their baby is 12 months old.

Richmind WA

1800 742 466

www.rw.org.au

Richmind WA provides accommodation and support services to people with a diagnosable mental health challenge, as well as support for their carers.

SANE

1800 187 263

www.sane.org/

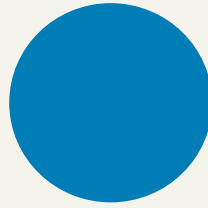
Digital and telehealth support services for people over 18 years of age with complex mental health needs, and their family, friends and carers. They also provide mental health support to people with intellectual disability, autism or acquired brain injury.



Disclaimer

The information in this book is current at time of print. If any of the services mentioned in here are no longer available, please call the Carers WA Carer Gateway Team on 1800 422 737 and we can put you in touch with the services you require. Please note this book is for carers living in Western Australia.

Whilst all effort has been made to provide correct details, Carers WA is not liable for any outcomes as a result of using this book. If you have any queries regarding your own health or the health of the person you care for, please seek medical advice. This book is not to replace medical advice. Some services will differ from hospital to hospital and in regional and remote hospitals/health services. If there are any services mentioned in this book that are not available in your area, please speak to the staff at the hospital you are visiting or call the Carers WA Carer Gateway Team on 1800 422 737.



Carers WA

Carers WA is a non-profit, community-based organisation and registered charity dedicated to improving the lives of family carers in Western Australia. Part of the National Network of Carers Associations, Carers WA is the peak body recognised by government as the voice of family carers.



Phone

1300 227 377



Email

info@carerswa.asn.au



Website

www.carerswa.asn.au

Search "Carers WA"



Translating and Interpreting Services

13 14 50 (24 hours, 7 days)



An Australian Government Initiative

24-hour relay call numbers:

TTY/voice calls	133 677
Speak and Listen	1300 555 727
SMS relay	0423 677 767

