A free and confidential interpreter service is available, 24 hours, 7 days a week. Ask the staff to arrange an interpreter for you.
Welcome to The Children’s Hospital at Westmead
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## What to tell your child about coming to hospital

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## What to bring

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Welcome to our Hospital

The Children’s Hospital at Westmead has been caring for sick children and their families since 1880. Today, we are an international leader in child and adolescent health, providing specialised care which is often not available at other hospitals.

The Children’s Hospital at Westmead is a big place and it can be a little confusing when you first visit, especially for children.

We understand that being away from home can be unsettling and we’ll do everything we can to make it easy for you. The information in this booklet will help you and your family prepare for your visit and make your stay with us as comfortable as possible.

You may not need all the information in this booklet before you come to Hospital, but hang on to it – it will be a handy reference during your stay.

Once you are at the Hospital you will also be given information from the ward your child is staying in.

You can also check out our website www.chw.edu.au – where you will find more detailed information about the Hospital.

If you need help at any time while you are in the Hospital, please don’t hesitate to ask any of our staff who are more than happy to help.

Check out our website www.chw.edu.au for more information about the Hospital
How to find us

The Children’s Hospital at Westmead is located on the corner of Hawkesbury Road and Hainsworth Street in Westmead, near Parramatta, in Sydney’s west. The Children’s Hospital at Westmead is next to Westmead Hospital – they are two separate hospitals.

You can get to the Hospital by bus, train or car. It is signposted from the M2 and M4 motorways, as well as from other major roads such as James Ruse Drive and the Great Western Highway (look for blue ‘Children’s Hospital’ signs).

There is a bus stop right outside the Hospital and Westmead train station is about one kilometre away (around 15 minutes walk).

For information on bus, train and ferry timetables, call the Transport Hotline on 131 500 or check the website, www.131500.com.au.

There is more detailed information about finding the Hospital on our website at www.chw.edu.au
Parking

Parent and visitor car parking is located off Hainsworth Street. A drop-off area is located at the main entrance of the Hospital. For your safety, there is lighting in the car park and closed-circuit cameras are monitored by the Security Office.

Parking machines accept all coins, except 5c and 50c. You can also use your credit card and notes up to $50. All parking fees go directly to the Hospital and are used to fund parking facilities and to assist in the provision of health care services.

If you are in hospital for more than a week, or if you have a healthcare card or RTA mobility pass, you may be entitled to a parking concession. Please ask the doctor or nurse looking after your child for details.

Please be aware that it can sometimes be difficult to find a spot in the car park as there are many visitors to the Hospital. You should leave plenty of time to park your car or, if possible, have someone drive you to Hospital or use public transport.

You may find free parking in the streets around the Hospital and in Parramatta Park, but it is mostly limited to two hours.

Wheelchair and stroller access

The Hospital is accessible to people with wheelchairs and strollers. There is direct, level access from the visitors’ car park to the main entrance. Ramps and lifts ensure easy access inside the Hospital.
Your rights and responsibilities

At The Children’s Hospital at Westmead, we are committed to family-centred care. An important part of this philosophy is to support the rights and responsibilities of patients, their families and staff.

What you can expect of us

We will:

• Introduce ourselves to you and your child and tell you what we do
• Give your child safe and high quality health care
• Give you and your child care that meets your individual, cultural and social needs
• Include you as an important part of your child’s health care team
• Give you clear, understandable information about your child’s care
• Answer any questions you have about your child’s care
• Listen to your views about your child’s care
• Respect the privacy and confidentiality of your child and your family
• Ensure that you have a say in decisions about your child’s treatment

What we expect of you

We expect you will:

• Let us know of any special needs your family has, so that we can try to meet them
• Ask questions if there’s anything you don’t understand
• Attend appointments or tell us in advance if you cannot
• Follow the instructions for your child’s treatment or discuss with us if you are not able to
• Help us identify where we can improve our services to you
Rights of children and young people in Hospital

Children and young people have special rights while they are in Hospital.

Your rights as a child or young person are:

- To receive safe and high quality care
- That you are safe
- To have someone you love with you when possible
- To have a say in decisions about your care and have your views taken into account
- To be given full information about your condition and treatment in a way that you can understand
- To ask questions and be given answers you understand
- To have your privacy respected
- To be able to do things you enjoy when possible, even if you have to stay in bed
- That people are honest with you
- That people caring for you understand your needs and try to meet them
- That you are respected as a person with rights of your own
- That your best interests and wellbeing are always the most important things

Making The Children’s Hospital at Westmead a safe and supportive place

We want The Children’s Hospital at Westmead to be a safe and supportive environment, so we ask everyone (staff, families, patients and visitors) to:

- Treat others with care, consideration, courtesy and respect
- Respect the Hospital’s policy on smoking and alcohol use
- Behave in a manner that is not aggressive or offensive
- Take care of personal property and respect Hospital property

Physical or verbal abuse of staff, patients, family members or visitors will not be tolerated. If necessary, Hospital security will be called.

We encourage you to voice any concerns you have about the care your child and family are receiving at The Children’s Hospital at Westmead. In the first instance, please speak with a member of your child’s health care team or the Nursing Unit Manager of your ward. If you're not satisfied, you can phone the Patients' Friend on (02) 9845 3535.
Respecting the privacy of other families

Just as Hospital staff respect the privacy of your family by keeping information about your child and family confidential, we ask that you respect the privacy of other families at the Hospital, too.

It is also very important that you provide care for your child only. If another child needs help, please call a member of the nursing staff.

Smoking and alcohol

In the interests of your child’s health, and as a regulation of the NSW Ministry of Health, smoking is not allowed in any part of The Children’s Hospital at Westmead, except for one designated area located near the front of the Hospital. Please don’t take children into the smoking area.

There are sensitive smoke detectors in all the buildings, which alert the fire brigade if smoke is detected.

Please do not bring alcohol or illegal drugs into the Hospital.

Footwear

For health and safety reasons, we ask that parents and visitors wear footwear while in the Hospital.
Security

Security Officers regularly patrol The Children’s Hospital at Westmead. The Security Office is located on level two of the Hospital, opposite the Emergency Department, and is staffed 24 hours a day. The Hospital has an active anti-crime program but please observe normal safety precautions and do not leave your valuables or handbags unattended.

All wards are locked after visiting hours and only parents/carers can enter the ward after hours. The Intensive Care Units are locked 24 hours a day but staff are there to let parents and visitors in.

Guidelines for interacting with staff

Patients and families often form good relationships with staff (including volunteers) during their stay at The Children’s Hospital at Westmead and we believe this is helpful for everyone. However, staff are required to follow the Hospital’s Code of Conduct, which means they are not allowed to form personal relationships with patients or families and must maintain professional boundaries at all times. Therefore, we ask that you do not form a personal relationship with any staff member outside of the Hospital. For example, asking staff to be a ‘friend’ on social networking websites or exchanging phone numbers with staff is not appropriate.

Staff have to say ‘no’ to any requests from families that may be seen as going beyond professional boundaries – so if this happens, please don’t be offended.

If you have any questions or concerns about this, please feel free to talk to the nurse in charge on your ward.
Using your private health insurance

Whenever your child is admitted to a public hospital you have the right to choose to be either a private patient or a public patient.

If you pay into a private health fund and your child is admitted as a private patient, both you and the Hospital will benefit.

The benefit for your child is that they can be cared for by the doctor of your choice (if a choice exists).

Although we try to give privately insured patients a single room where possible, we cannot guarantee this. There are a limited number of single rooms and these are allocated according to the medical needs of the children.

When patients use their private health insurance, the money the Hospital receives from the private health insurer is used to maintain the high standard of care we provide. This can include purchasing additional medical equipment and employing more staff.

Recent changes now mean that parents have minimal paperwork and out-of-pocket expenses when using their private health insurance. You won’t need to deal with claims and paperwork at home – we will do this for you.

If you would like more information about using your private health insurance, please phone the Patient Liaison Officer on (02) 9845 3673 or dial 53673 from your bedside phone.

You have the right to choose to be either a private patient or a public patient
What to tell your child about coming to hospital

Using simple words, tell your child as much as you can about their illness or their need for an operation and what will happen when they are in hospital. Encourage them to ask questions and talk about how they’re feeling.

Answer your child’s questions, including those about pain, as honestly as you can. If the questions are difficult, a member of your child’s health care team can help you to explain things to your child, or ask them about speaking with a Child Life Therapist if you are worried about how your child is coping.

Use a calm, relaxed tone when talking to your child and stop occasionally to make sure they understand what you are saying.

There are many helpful books you can read with your child to prepare for your hospital visit. There are also picture books available for younger children. Visit your local bookshop, library or our Kids Health Bookshop on level two of the Hospital. For more information, phone Kids Health on (02) 9845 3585.

You’ll find more information about preparing your child for Hospital on our website at www.chw.edu.au. You’ll also find information on how to prepare yourself and other members of your family for your child’s hospital stay and tips to help you while you’re in hospital and getting ready to come home.
When to tell your child about coming to hospital

It’s important to talk to your child about coming to Hospital. How far in advance you tell them depends on their age and how well they handle difficult situations.

Adolescents should be part of all discussions with their health care professionals and be aware of their condition and admission.

Tell older children several weeks before they come to Hospital. They may need time to imagine what it will be like and think about ways they can best cope. Invite them to look at the children’s section of our website, www.chw.edu.au/kids, so they can start to become familiar with the Hospital.

Tell younger children a week before their Hospital stay. As well as using their imagination, they may be able to understand more about what is happening and begin developing some coping strategies.

Tell three or four-year-old children a few days before they are admitted. They may enjoy using their imagination to pretend they are already in hospital.

Children under three years do not understand what time is – a day seems as long or as short as a week. There is no need to say anything until just before it is time to leave for the Hospital.
What you can do to help your child cope with their hospital stay

• Be there for your child and stay with them overnight as often as you can, especially if your child is young.
• When you leave your child’s side, tell them where you’re going and when you’ll be back. Tell your child who will look after them in your absence and, if possible, phone your child in their room while you are away.
• Where possible, help your child keep to a routine. Follow the same rules you would have at home (including limits on behaviour) but with changes to suit the hospital setting.
• Tell staff what your child likes and doesn’t like and their normal routines, to help staff provide them with the best care.
• Help your child communicate with the staff looking after them.

What you can do to help siblings cope with their brother’s/sister’s hospital stay

Concern about a sick sibling, separation from parents and changes to routines can affect your other children at home. By preparing your other children for their sibling’s hospital stay, you can help them deal with any fears or concerns they may have.

• Talk to your children about their sibling’s health. Tell them about why they need to come to hospital, giving as much honest information as they can understand.
• Give them opportunities to ask questions and express their feelings.
• Involve siblings in reading about a hospital visit and in pretend play along with your sick child.
• Have siblings visit their brother or sister in Hospital when possible.
• You may need to inform siblings’ teachers of the changes at home so that they may receive special care from the school.
What to bring

The following is a checklist of what to bring to Hospital when your child is being admitted:

- This book
- Your child’s blue or red book (their health record)
- Any medications your child is taking. If your child is on any regular medication please tell the doctor as soon as possible, as some medications need to be stopped before surgery. Please let the nurse know about your child’s medication when you’re being admitted.
- X-rays and pathology results (if they are related to your child’s admission)
- Medicare card
- Health insurance book or Health Fund Card
- Pyjamas for your child
- Your child’s dressing gown and slippers
- Casual clothes and shoes (for children who are up and about)
- Sunscreen, hat and sunglasses (for when your child is able to go outside)
- Hairbrush and comb
- Soap, toothbrush and toothpaste
- Shampoo and conditioner
- Any special dietary formula and feeding equipment
- A favourite toy, book, colouring pencils and games
- Your child’s own pillow case and doona, if your child would like this
- Any other items needed by your child daily

What to bring for baby

- Baby bottles (we can also lend them to you)
- Your baby’s favourite toys or familiar objects to help your baby settle
- Clothes for your baby
- Nappies
- Your baby’s dummy or teat (we can also supply them to you)
- Baby formula (the Hospital can provide S26, S26 Progress, S26 LF and Infasoy, so if your baby drinks any of these formulas, you don’t need to bring formula with you)

What to bring for yourself

If you are staying overnight or several nights with your child, you will need to pack some items for yourself.

- Clothes/pyjamas
- Toiletries
- Food or money for meals and snacks
- Books, magazines, etc (you can buy magazines and newspapers at the Bear Bite Café)
- The Hospital will provide clean towels for showers and there is a parents’ laundry on site
Admission to The Children’s Hospital at Westmead

Do I need to confirm my child’s booking if they’re not having surgery?

Yes, if your child is having a medical admission, you must call the Hospital on the day of your admission to confirm that a bed is available. Please refer to the letter that was sent to you.

Do I need to confirm my child’s booking for surgery?

Yes, it is very important to confirm your child’s booking or we may not be able to hold it for you.

To confirm the booking, you must return the information sheet or reply slip which was sent to you as soon as possible so we can make all the necessary arrangements for your child’s arrival.

The Booking Office will contact you by phone to confirm your arrival date three days before your child’s admission. It is important you confirm at this time, otherwise your child’s surgery may be cancelled and need to be rebooked.

If your child is being admitted on the same day they are having surgery, a nurse will phone you the night before your child’s surgery, between 3pm and 8pm, to advise what time you need to arrive at the Hospital and your child’s fasting times.

It is very important that you follow these instructions on fasting (when your child has to stop eating and drinking prior to surgery). See page 24 for more information.

Your child’s operation may have to be cancelled if they have not fasted properly, so please make sure you follow the instructions you receive on fasting.

My child is being admitted to Hospital on the same day as their surgery. What do I need to do?

Someone from Middleton Ward (Day Surgery) will phone you, between 3pm and 8pm the day before you come to Hospital (or on Friday if surgery is booked for Monday), to discuss your arrival time and give you the fasting instructions for your child. If you prefer, you may call Middleton Ward on (02) 9845 2222 to have this discussion the day before your child’s admission.
My child is being admitted the day before surgery. What do I need to do?

Please phone the Booking Office on (02) 9845 2300 from 10.30am to 11.30am on the day that your child will be admitted, to confirm there is a bed available. If you live more than four hours’ drive away from the Hospital, a staff member from the Booking Office will telephone you two days before your admission date to confirm your booking.

If my child is not well, will the surgery still go ahead?

If your child is unwell and you’re not sure whether to bring them to Hospital for their surgery, please phone the Booking Office on (02) 9845 2300 for advice. For their own safety, your child’s surgery may need to be rebooked for another date if they are unwell, as it may not be safe to go ahead.

Where do we go once we arrive at the Hospital?

When you arrive at the Hospital, please go to the Enquiries Desk and a staff member or volunteer will direct you.

Before your child has surgery

If your child is having surgery, you need to fill in a questionnaire before coming to Hospital. You may have already done this at the time of the doctor’s consultation. If you were sent the questionnaire in the post, please make sure you’ve completed it and sent it back to the Hospital before coming in for your child’s surgery.

This questionnaire is reviewed by the pre-admission nurse at the Hospital to decide if your child needs to come to the Pre-Admission Testing Service (PATS) Clinic.

If your child needs to come to the PATS Clinic, you will be notified by phone or letter. The PATS Clinic allows doctors, an anaesthetist and the pre-admission nurse to assess your child’s health and to do any tests that are needed before surgery.
Your child’s health care team

Your child’s health care team consists of many different health professionals who work together with you to provide the best care possible for your child and support for your family.

Most of our teams are multi-disciplinary. This means there is a range of staff, with different skills and qualifications, all working together.

There are three main groups of health care workers – nurses, doctors and allied health professionals. Depending on your child’s needs, the health care team may consist of just one or two individuals, or may be made up of many staff from various departments.

You will find more information at the Hospital about our staff and the roles they play in providing health care. You can also have a look at our website for this information at www.chw.edu.au

There are also many other staff members who are vital to the day-to-day running of the Hospital, such as ward clerks and cleaning and food services staff.

Please feel free to ask any staff member at any time, who they are and what they do at the Hospital. With so many staff, it’s easy to forget who’s who!

Participating in your child’s care

As the parent or carer, you are an important part of your child’s health care team - because you are the expert when it comes to your child.

You have the right to participate in your child’s care, as much as you feel comfortable. Staff will discuss your child’s care with you and together you can decide what parts of your child’s care you may safely provide. This could be, for example, giving medication or bathing your child. Staff will work in partnership with you to provide care for your child.
Surgery

Your child will be admitted to a ward or to a special area to get ready for their operation. They can play or rest in their pyjamas until the doctor is ready. Feel free to ask questions at any time.

Consent for surgery

We will ask you to sign a consent form after the doctor or anaesthetist explains the operation to you. We need this consent before the operation can take place. If you need an interpreter, please let a staff member know.

It is important that you fully understand the surgery your child will be having and the plan for their care after the surgery. Please ask as many questions as you like.

Fasting before surgery

Your child will have to fast before surgery, which means not eating or drinking anything for a specific time period. This is a very important part of preparing for surgery.

Why is fasting important?

It is essential for your child to have an empty stomach. If they don’t, there is a risk that they may vomit during the operation and food or fluids could go into their lungs.

Fasting usually means no food or milk for at least six hours before an anaesthetic. Infants may be fed breast milk up to four hours before an anaesthetic and all children may drink water up until two hours before an anaesthetic. Before your child’s surgery, the nursing staff will tell you the exact fasting times for your child. Please let nursing staff know if your child takes regular medication.

Please make sure you follow the fasting instructions carefully or your child’s surgery will have to be cancelled for their safety.
Getting your child ready for surgery

It is important that your child’s hair, body and clothes are clean before surgery to minimise the risk of infection.

Bathe your child and wash their hair either the night before the surgery or on the day.

Check your child’s hair for head lice at least two days before the surgery. If necessary, treat the head lice before coming to Hospital to prevent it from spreading to other children.

Make sure your child’s fingernails and toenails are clean and remove any nail polish. This lets the doctors and nurses keep an eye on your child’s circulation during the surgery. Nail polish may also interfere with the pulse monitor, which is a small machine that gently clips on to your child’s finger to keep track of their pulse.

Dress your child in clean pyjamas for surgery. Many children will be given a hospital gown to wear.

If your child normally wears a nappy, they should have their nappy changed before they go to surgery.

Remove any make-up and jewellery, including earrings, metal hair clips and any hair elastics that contain metal. Leave jewellery and other valuables at home.

If you have any questions or concerns, please feel free to ask.
Many parents have concerns about their child having an anaesthetic. Anaesthetists are specialist doctors who are very experienced and highly trained to look after patients during operations. After giving your child the anaesthetic, the Anaesthetist will monitor their breathing and circulation throughout the operation. The Anaesthetist will also make sure your child has minimal pain afterwards.

**How long can I stay with my child?**

Parents are encouraged to accompany their child to the operating theatre. In most cases, if you would like to, one parent can be with their child while they ‘go to sleep’. However, there are times where this is not in the child’s best interest, such as with babies younger than six months old or in an emergency situation. The Anaesthetist will discuss the best approach with you.

A Hospital Volunteer is available to take you to and from the operating theatre. Ask a staff member if you would like a Volunteer to escort you.

**How will my child ‘go to sleep’?**

Children ‘go to sleep’ either with a mask releasing the anaesthetic gas on their face or with an injection. Anaesthetists have techniques to make this less scary for children.
Recovery ward

What should I do while my child is in the operating theatre?

Take the opportunity to get something to eat and drink and perhaps take a stroll around the Hospital grounds. You might like to spend some time in the Parent and Carer Resource Centre (see page 45).

After surgery, your child will be taken to the Todman Recovery Ward. When your child is ready to see you, nursing staff will contact you via pager or mobile phone. The Todman Recovery Ward is on level three.

Don’t be concerned if the operation seems to be taking longer than expected, as there are many reasons why this may happen.

Todman Recovery Ward

The Recovery Ward is the ‘waking up’ area. You can join your child there as soon as they are awake. In the Recovery Ward, only two adults are able to visit each child. Other children, including brothers or sisters, are not able to go into this area unless they are young babies who need to stay with their parents. The Hospital has a special Sibling Care Centre see page 51 for information on using this service. The nurses in the Recovery Ward are experienced at looking after patients as they wake up and will make sure that your child is comfortable.

Most children recover from anaesthesia quickly and without any problems. However sleepiness, nausea and vomiting are not unusual. If your child feels pain after surgery, they will be given pain medication.

When your child is ready, they will be transferred to a ward. If your child has come to Hospital for day surgery, they will be discharged several hours after waking up from their surgery.
If you are a parent or carer, we consider you a part of the child’s health care team, rather than a visitor, so you may stay with your child at all times.
Life on the ward

Every child’s room has a view to a garden or courtyard. Each child has their own wardrobe and access to a shared bathroom. Parents and visitors are not allowed to use the toilet facilities in children’s rooms but there are other toilets you can use on each ward.

There is a parents’ lounge on most wards where you can make yourself a hot drink; it also contains a fridge, microwave and television for parents. This is a child-free space where you can go to take a break and relax.

Each ward has its own hand-out for families, with information about that ward as well as other useful information about what’s available at the Hospital.

Visiting

• For everyone else (including siblings), visiting hours on the wards are 10am to 8pm, with a rest period during the day (ask the Nursing Unit Manager for visiting hours on Wade Ward and Hall Ward). Only parents and carers may stay with their child during the rest period. Please check with the ward for more information about rest period times and please ask family and friends not to visit during the rest period.

• Only two people at a time, including parents/carers, are allowed to visit a child in the Intensive Care Unit. Friends and family may only visit a child who is in intensive care if the parent or carer has told staff first.

• For the safety of children, families and staff, all wards have limited access after visiting hours and only parents/carers can be on the ward after hours. Some areas of the Hospital, such as the Intensive Care Units, have restricted access and are locked 24 hours a day.

• Children should always visit with an adult.

• If you don’t want to take your other children to the ward, the Hospital offers child minding, Monday to Friday from 9.00am to 3pm and on weekends between 10am and 2pm. There is a small fee (see ‘Sibling Care’ on page 51 for more details).
• Sick children pick up infections very easily. If visitors have a cold or another illness, please ask them not to visit. If you think you have been in contact with a contagious illness, such as chicken pox or measles, please do not visit the Hospital. If you are unsure, please phone the Hospital to get some advice.

• We can’t allow friends and family to visit your child if you’re not there, unless you have notified the ward in advance. The staff on the ward will discuss this process with you.

**Patient Meals**

Most of the time, patients receive a menu and can choose their meals. However, if your child has a short admission, they may not have the chance to do this. There are Dietary Assistants and Dietitians who are available to answer your questions or help with any special dietary needs. A snack trolley for patients is located on each ward.

*Never give food or drink to your child if there is a ‘Nil by Mouth’ or ‘NBM’ notice on the bed. This could be dangerous for your child. Please never give food or drink to any child other than your own.*

**Meals for parents**

Meals are not provided for parents. There are a number of places at the Hospital where you can buy snacks and meals from early morning to late evening. You’ll find more information on these when you arrive at the Hospital.

You are welcome to bring food onto the ward and keep it in the fridge in the parents’ lounge area (for more on this, please see the next section). Please remember to mark food clearly with your name and the date, and don’t forget to take it with you when you go home. A variety of snacks can be purchased from a trolley that volunteers bring to each ward every weekday morning (except on public holidays). Snacks, drinks and other items, such as toiletries, are also available from vending machines located throughout the Hospital.
Bringing food into the Hospital

Food safety is important for you and your child. To stop bacteria spoiling food, it needs to be kept below 5°C or above 60°C, otherwise it can become spoiled and may cause food poisoning.

If you bring food into the Hospital, please remember:

- Hot food is difficult to keep hot, so it’s better to chill the food overnight.
- Bring cold food or chilled food in an esky with ice. Remember, bacteria will multiply if the food is not kept cold.
- Food can be reheated in the microwave on the ward. Please make sure it’s hot before eating.

Please tell the nursing staff if you have brought food for your child to the Hospital.

If you want to bring food in for your child, you should first make sure it won’t interfere with your child’s diet or treatment plan. Please talk to staff about this.

Turner Care by Parent Unit

The Turner Care by Parent Unit is for families whose child requires hospital services without the need for 24-hour nursing care. If your child is in the Care by Parent Unit, you will be responsible for your child’s care, but with staff nearby who you can call on for help as needed. This is most common for children who have eczema, cystic fibrosis, diabetes or other chronic conditions where the parent or carer is learning how to provide care.

Only one parent is able to stay with their child in the Turner Care by Parent Unit.

Showers

Most wards have shower and toilet facilities for parents and carers. Please don’t use the children’s bathrooms.
Phones

You can make free calls from the bedside phone to any Australian landline or mobile phone. The staff will give you the dialling codes to make free calls when you arrive at the ward. Please be respectful of other patients and families by keeping your phone calls brief and please do not make calls from the ward after 8pm.

There are public phones located around the Hospital, and staff can show you where they are.

Phone cards purchased at the Kids Plus Chemist or the Bear Bite Cafeteria can be used to make calls from public phones and bedside phones in the Hospital.

It is usually okay to use your mobile phone on the wards but it may interfere with medical equipment in some cases. If you would like to use your mobile phone, please ask nursing staff first as there are some areas where this could be a problem.
Important issues

Safety

There are a number of ways you can help us make the Hospital a safer place for your child.

Medication cannot be kept by the bedside. Please give any medication you bring from home to nursing staff who will lock it away and return it to you when your child is discharged.

Make sure that all the staff looking after your child know about all their medications (including eye drops, inhalers and vitamin supplements) and any allergies they may have.

Make sure you know what medication your child is being given while in Hospital. Once your child is discharged, you will also need to have a clear idea of how to give your child their medication and any possible side effects.

Beds on the ward are designed to accommodate the patient only. Please do not share the bed with your child. Also, do not place your child in the chair bed with you. Please always put your child to sleep in their bed or cot, so staff can easily provide the care your child needs.

Our beds and cots are much higher than yours at home. To prevent falls, please make sure bed rails are raised whenever your child is in the bed.

Your child’s skin is the most important barrier against infection, so it’s important to look after it carefully. If your child is unable to move or change position, they may be at risk of developing a pressure ulcer (also called a bed sore) when there is constant pressure or friction on an area of skin. Moisture can also increase the risk of a pressure ulcer. Pressure ulcers can be very painful and can lead to further complications.

Nursing staff will look closely at your child’s skin as soon as they are admitted. It’s a good idea for you to also regularly check your child’s skin and move their position, if they can’t do this on their own. Ask nursing staff to show you how to protect your child’s skin.

ID bands are important so health care staff can make sure they are giving the right care to the right child. Please make sure your child is always wearing their ID bands and that the information on it is correct.

Ask staff about anything you don’t understand. Feel comfortable about asking for more information, the more you know about your child’s condition and treatment, the more you can be involved in their care.
Keeping hands clean is the single best way to prevent the spread of infections in the Hospital and at home. Please wash your hands before and after touching, feeding and changing your child. Also, if friends or family are unwell, please ask them not to visit to avoid spreading germs.

Don’t be afraid to ask staff caring for your child if they have washed their hands when they enter your child’s room.

For more information, ask staff about our information brochure for kids, parents and families, called ‘Stopping the spread of germs’.

Privacy

Information about your child and family is handled with the utmost respect for your privacy. Details of your child's condition and treatment will be kept confidential. Our staff are bound by strict confidentiality requirements as a condition of their employment. Generally, we will not release the contents of your medical record without your consent.

However, there are some occasions where we are required by law to release details, even without your consent, for example, under subpoena from the Courts, as part of a Medicare investigation or in the event of a notifiable disease.

Teaching

Our Hospital has an important part to play in teaching the next generation of health care professionals. Our teaching is conducted under close supervision. We hope you will help us fulfil this important role. However, if you wish to decline an examination of your child by a student, we will respect your decision.

Bringing your own electrical equipment

In the interests of safety, the Maintenance Department must check all electrical equipment, such as TVs, DVD players and infusion pumps that you bring into the Hospital before they can be used. Please check with the staff on your ward.
Activities for kids while in Hospital

There are lots of great activities for children and adolescents while in Hospital. If your child can’t leave their bed, we can bring the fun to them!

**Play Programs**
Our Child Life Therapists run play groups for children from babies to eight years old.

**Youth Arts Program**
The Youth Arts Program offers a range of creative arts, craft and leisure activities for adolescents in Hospital.

**Book Bunker Library**
Our Book Bunker has thousands of books, stories on CD or tape (great for when your child is too tired to read for themselves) and DVDs. It’s a great place for your child to visit and take a break from the ward. If your child is unable to leave the ward, you can phone the Book Bunker on extension 50808 from your bedside phone and the librarian will bring books to you. The trolley also visits wards from time to time with a selection of books to choose from. The Book Bunker Library is open from 10am to 3pm on weekdays.
Radio Bedrock and the Starlight Express Room

Radio Bedrock and the Starlight Express Room are a doctor-free zone, with video games, mini cinema, piano, songs, movies on request and art and craft.

Children’s Playground

The George Gregan Foundation Playground at The Children’s Hospital at Westmead has been custom-designed as a universal playground for children of all abilities and is wheelchair accessible. It provides a space for patients and families to be together and can help a child’s physical development and speed their recovery.

Grounds and Gardens

The Hospital has several outside areas, including the Chinese Garden and Children’s Garden. Please check with your nurse before taking your child from the ward.

Please ensure your child wears sunscreen and a hat if outside for any length of time. Please respect the Hospital grounds and ‘do the right thing’ with any rubbish. Please also observe our NO SMOKING policy while outside.

On the Ward

Most wards have a play area, TVs for hire, games and craft activities.

More information is available on each ward about the fun activities available at the Hospital
Accommodation for parents

The Accommodation Coordinator can tell you about the type and cost of accommodation available for you while your child is in Hospital.

Although you can't pre-book accommodation at the Hospital, you can phone the Accommodation Coordinator on (02) 9845 2958 to discuss the options before you arrive.

A reimbursement scheme - The NSW Isolated Patients’ Travel and Accommodation Scheme (IPTAAS) - for rural families living over 100kms from the Hospital, offers assistance with travel and accommodation expenses. Your GP, Social Worker or the Accommodation Coordinator at the Hospital will be able to give you more information about IPTAAS.

Please be aware, the Hospital is not able to provide accommodation for any siblings, apart from babies who are breastfed.

On the Ward

Single sofa beds are provided free of charge at each child’s bedside, except in the Paediatric Intensive Care Unit (PICU), the Neonatal Intensive Care Unit (NICU), the Emergency Department and Hall Ward. For these parents, please see the Parents’ Hostel information. As space is limited, there is room for only one parent to stay with each child by the bedside.

Most wards have two parent rooms (for one or two people) which are allocated by the Nursing Unit Manager (there is a nightly fee charged). Availability of these rooms is very limited and a number of factors are taken into account when a room is allocated.
Parents’ Hostel

The Parents’ Hostel on level two has a small number of rooms that can sleep up to two adults. There is a fee per room per night. Priority is given to families with children in PICU and NICU. Except for breastfed babies, we are not able to accommodate your other children in the Parents’ Hostel. For more information, phone the Parents’ Hostel on (02) 9845 2958.

Other Accommodation

There are several accommodation options in Westmead and the surrounding suburbs. For more information, phone the Accommodation Coordinator on (02) 9845 2958 or the Social Work Department on (02) 9845 2641.

You’ll also find some information about accommodation on our website, www.chw.edu.au

Ronald McDonald House

This facility is available for country families and families who need to stay at the Hospital for a long time. For more information, phone the Ronald McDonald House Manager on (02) 9845 0600.
Discharge – When it’s time to go home

Everyone looks forward to going home and we hope to make this as easy for you as possible. Your child’s health care team will discuss with you when they think your child will be ready to leave Hospital.

You will also receive everything you need to care for your child when at home, such as treatment instructions and medications (there may be a cost for medication and other supplies).

It’s important to make sure you’re comfortable with caring for your child before you leave the Hospital.

If you think there might be difficulties with arranging your own transport to go home when your child is discharged, please raise this with the nursing staff as soon as possible.

Helping your child adjust back to everyday life

Some children may return to home life quite quickly, while others may need you to help. Your child’s hospital stay, illness, physical abilities, altered appearance, medications and ongoing care will all affect the time it takes for your child to settle back into old routines. During the adjustment period, your child may return to earlier stages of behaviour or development, want extra attention, have trouble sleeping or even act aggressively.

If you have concerns about your child’s adjustment back to everyday life, speak to your local GP or a member of your child’s health care team. You’ll also find some information on our website, at www.chw.edu.au/parents/stay/prepare_for_hospital.pdf.
Staff who are here to help

Patients’ Friend

The Patients’ Friend liaises between the patient, the family and the Hospital to provide support and information about Hospital procedures, services and facilities. The Patients’ Friend is here to represent the patients’ interests and, where appropriate, negotiate on your behalf. If you have any concerns, you should speak to the Nursing Unit Manager on your child’s ward in the first instance. If you would like help with a problem that remains unresolved, please contact the Patients’ Friend.

The Patients’ Friend is located on level two of the Hospital, next to Kids Health, and can be contacted by phone on (02) 9845 3535 or on extension 53535 from your bedside phone.

Chaplains

The Hospital has a 24-hour chaplaincy service to provide support to all families regardless of their religious and cultural background. You don’t need to be religious to ask for support.

Hospital Chaplains offer:
• Comfort and support to patients, relatives and staff
• Prayer
• A listening ear
• Support in grief and loss

There is also a Quiet Room next to the Starlight Room on level two for contemplation and prayer.

Kids Health – Child Health Promotion Unit

Kids Health is an information resource centre and bookshop on level two of the Hospital, open Monday to Friday, 9am to 4pm. It offers a wide range of books, computer-based information, videos and pamphlets. The staff at Kids Health can also provide contact details for a wide range of support groups and information on rare disorders. You can phone Kids Health on (02) 9845 3585.
Social Workers

When your child is in Hospital, it can be a worrying and stressful time for you and your family. Social workers can offer support and help you and your family with any emotional or practical issues related to your child’s condition or Hospital admission.

By getting to know you and your family, the Social Worker can assess your current support needs and offer services such as counselling, information and help to access services.

A Social Worker will usually come to see you and your child in Hospital or you can ask to see a Social Worker. You can also phone the Social Work Department on (02) 9845 2641 or (02) 9845 2642 (extension 52641 or 52642 from any hospital phone). You can also visit the Social Work Department on level one, behind the ramp.

Ward Grandparents

The Ward Grandparents Program is a service available through the Social Work Department. If your child has a long admission, a trained volunteer Ward Grandparent can regularly spend time with your child if you can’t be there or when you need a break.

Volunteers

It may be possible for a Volunteer to stay with your child if you need to leave for a short time. Volunteers are also available to escort you around the Hospital if you’re not sure of the way. Please ask nursing staff for more details.

The Volunteers Shop near the Hospital’s main entrance stocks gift items, handmade crafts, toys and children’s clothing at reasonable prices. All proceeds from this shop are donated back to The Children’s Hospital at Westmead.

It may be possible for a Volunteer to stay with your child if you need to leave for a short time.
Supporting carers

The Carer Support Program acknowledges and supports carers in their caring role.

A carer is anyone who provides ongoing assistance to a family member or friend who requires help due to disability, chronic illness, mental illness or frail age.

Carers of children provide support which is more than a child of the same age would normally need, due to disability, long term illness or mental health problems. Usually a child’s carer is their parent but for some children this could be grandparents, aunts and uncles, foster carers or siblings.

The Carer Support Program at The Children’s Hospital at Westmead aims to make the Hospital a better place for carers. We do this by:

• Providing the Parent and Carer Resource Centre
• Providing Carer Support Volunteers who can come and see you at your child’s bedside, to keep you company and bring information
• Always seeking to improve the Hospital to make it more comfortable and accessible to carers
• Making sure that Hospital policies and procedures consider carers’ needs
The Parent and Carer Resource Centre

The Parent and Carer Resource Centre is provided by the Carer Support Program.

The Centre has been designed by parents for parents. It provides a relaxing and homely environment where parents and carers can take a break.

The Centre is staffed by a team of trained Carer Support Volunteers who are dedicated to providing a friendly atmosphere and a listening ear.

The Resource Centre offers the following services to parents and carers, all free of charge:

- Tea and coffee facilities
- Microwave
- A book exchange
- Information about carer services
- Information about the local area and public transport
- Computer and internet access
- Access to the Driver Reviver Room (for parents and carers of children attending outpatients appointments who need a nap before a long trip home)
- Daily newspapers and magazines

We will endeavour to respond to any query or request. If you cannot make it into the Centre or prefer not to leave your child’s bedside, our volunteers can come to you to keep you company or to bring you carer or local information. Just call extension 50580 from the bedside phone.

The Parent and Carer Resource Centre is located on level two of the Hospital. It is opposite the Kids Health Bookshop.

For more information phone (02) 9845 0580 or (02) 9845 3590.
Services for Aboriginal families

The Aboriginal Health Unit, located on level one of the Hospital, provides information and support for Aboriginal families. The Unit is a place where Aboriginal families can meet, have a cup of tea and a chat, share a meal or use the phones in a relaxed, culturally appropriate environment.

We can also help to link you with other support services that you may need. Contact the Aboriginal Health Unit before coming to Hospital and we can prepare for your arrival. Our phone number is (02) 9845 3630.

Aboriginal Health Education Officer

The Aboriginal Health Education Officer (AHEO) provides support to Aboriginal families who come to the Hospital. You can phone the AHEO Monday to Friday, 8am to 5pm on (02) 9845 2616, by dialling 52616 from any hospital phone or ask a member of staff to page them for you.

The Aboriginal Children’s Memorial Garden

The Aboriginal Children’s Memorial Garden, in the grassed area near the eucalypt trees within the Children’s Garden, was designed by Aboriginal people to be a place of cultural importance.

The Aboriginal Children’s Memorial Garden provides a peaceful place, away from the Hospital buildings, that can be visited by children, families and Hospital staff.
Other Hospital services

We understand that being away from home can be unsettling and we'll do everything possible to make this time easier for you. The information in this section is all about Hospital services.

There are lots of staff members who are here to help during your stay, from the Enquiries counter to the Volunteers, from Interpreters to the Chaplains.

Remember, if you need help at any time while you are in the Hospital, please don’t hesitate to ask any of our staff who will be more than happy to help. We also appreciate your comments on how we could improve the service provided to your child and family at the Hospital.

Breastfeeding and baby formula

The Hospital recognises the importance of breastfeeding your baby. There are two breastfeeding rooms, both on level two of the Hospital, just around the corner from the Volunteers Shop, and in the Emergency Waiting Room.

A Lactation Nurse Specialist is also available to help parents who are having difficulties with breastfeeding or formula feeding. If you have any questions or concerns about breastfeeding or bottle feeding your baby, please ask to speak with the Lactation Nurse Specialist.

If your baby is formula fed, the Hospital can provide S26, S26 Progress, S26 LF and Infasoy.

Please note that for health and safety reasons, parents are not allowed to prepare infant formulas on the ward. Staff in the Formula Room will make up the formula for your baby.

Banking Services

24-hour multi-card ATMs are located on level two, opposite the Volunteers Shop. EFTPOS (with cash-out facility) is available at Kids Plus Chemist. EFPTOS (with no cash-out facility) is available at the Cashier.
Change tables for babies and older children

Change tables for babies are in the change room near the Volunteers Shop on level two and in the Emergency Department waiting area, also on level two.

Facilities to change older children are in the Children’s Assessment Centre on level three and in the change room in the Emergency Department waiting area on level two. A hoist is available from the Occupational Therapy Department, please phone (02) 9845 3369 or dial extension 53369 from your bedside phone to access it.

Change facilities are available to any family who needs them.

Chemist

Kids Plus Chemist is open from 8.30am to 5.30pm Monday to Friday. It offers a full pharmacy service, including National Health Care prescriptions, EFTPOS facilities, gifts, personal items, stamps and phone cards. It is next to the Volunteers Shop on level two.

Hearing difficulties

For people with hearing difficulties, the Hospital has a TTY (telephone typewriter) located in the Switch Room on level two and we can organise a sign language interpreter if you need one. Communication equipment for patients can be borrowed from the Occupational Therapy Department. Please ask the staff caring for your child about this, or you can go to www.chw.edu.au

Hospital Pharmacy

The Hospital Pharmacy (which is a Hospital department and is different from the Kids Plus Chemist) dispenses hospital prescribed medications for inpatients and some outpatients.

Pharmacy hours are from 9am to 9pm, Monday to Friday and 9am to 12pm on Saturday.

Hospital School

The Hospital School provides educational services for children who will be in hospital for more than a week. The familiar routine of school can be an important part of your child’s time in Hospital.
You’ll find more information about the Hospital School on our website at www.chw.edu.au or you can phone the School Administration on (02) 9845 2813.

**Internet access**

There are internet terminals on the ground floor opposite the Bear Bite Eatery. There is a small fee charged to use these terminals. There is also free internet access available in the Parent and Carer Resource Centre.

**Laundry**

A coin-operated laundry is available for parents to use. It is located on level one at the far end of the corridor. You will need $1 coins for the washing and drying machines and $2 coins for the washing powder dispenser.

**Special equipment**

If your child needs specialised equipment (such as for seating or bathing) please let the nurse in charge of your ward know. For more information about the loan of special equipment, visit our website www.chw.edu.au

**Sibling Care**

The Sibling Care Centre is located at the bottom of the ramp on level one. For a small fee, the Centre can provide child-minding for the brothers and sisters of children who are in Hospital, the Emergency Department or are at a clinic appointment. The Centre is open seven days, 9am to 3pm Monday to Friday and 10am to 2pm most weekends, and is staffed by trained volunteers. The Centre closes on Christmas Eve and re-opens at the beginning of February each year. For bookings, please phone the Volunteer Service on (02) 9845 3840.

**Taxi Phone**

The taxi phone is a free-call phone that is linked directly to the taxi service. It is on level two, just past the Enquiries desk.
Compliments, suggestions or complaints

We aim to give you and your child the best service possible. One of the best ways for us to know what we are doing well and what needs improving is for you to tell us. We welcome comments about your Hospital experience. All suggestions and complaints will be taken seriously, followed up and used to improve services in the future.

There are a couple of easy ways for you to give us feedback about services.

1. You can talk with the Nursing Unit Manager on the ward where your child is staying or speak with a member of your child’s health care team

2. You can use one of the suggestion boxes, located on each ward and in many Hospital departments

3. You can contact:
   Clinical Governance Unit
   (The Service Improvement Unit)
   The Children’s Hospital at Westmead
   Locked Bag 4001
   Westmead NSW 2145

   Phone: (02) 9845 3442
   Fax: (02) 9845 1007
   E-mail: siu@chw.edu.au
Important numbers

The following contact numbers might be helpful to you. The last five digits of each number – shown in bold – are the extension number, which you can dial directly from any phone within the Hospital.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Enquiries</td>
<td>(02) 9845 0000</td>
</tr>
<tr>
<td>Booking Office (to confirm your child’s admission)</td>
<td>(02) 9845 2300</td>
</tr>
<tr>
<td>Accommodation Coordinator</td>
<td>(02) 9845 2958</td>
</tr>
<tr>
<td>Patient Enquiries</td>
<td>(02) 9845 3777</td>
</tr>
<tr>
<td>Patient Liaison Officer (private health insurance)</td>
<td>(02) 9845 3673</td>
</tr>
<tr>
<td>Sibling Care</td>
<td>(02) 9845 3838</td>
</tr>
<tr>
<td>Hospital School</td>
<td>(02) 9845 2813</td>
</tr>
<tr>
<td>Parent and Carer Resource Centre</td>
<td>(02) 9845 0580</td>
</tr>
</tbody>
</table>

Please refer to the ward information sheet for other phone numbers that may be helpful to you and your child while you’re in Hospital.
Supporting the Hospital and staying in touch

Many families like to say thanks for the care they receive at The Children's Hospital at Westmead.

We appreciate your gratitude, but you don’t need to thank us. Providing the best care for your child and family is our highest priority and has been at the heart of our Hospital since we first began treating sick children back in 1880.

If you do want to say thanks, you may like to make a donation or get involved in fundraising events and activities that support the Hospital. Donations help with purchasing state-of-the-art technology and equipment, supporting vital research, funding specialist staff positions, providing many enhanced facilities and creating a total healing environment for children and their families.

If you want to stay in touch with the Hospital, you can choose to join our mailing list or become a fan of Bandaged Bear on Facebook. We’ll keep you up to date about our fundraising, research, events like Bandaged Bear Day and Teddy Bears’ Picnic, merchandise and other issues we believe will be important to you.

If you would like to make a donation, find out how you can organise your own fundraising activity or join our mailing list, simply fill out this form, tear the page out of the booklet and send it to:

**Fundraising Department**
The Children's Hospital at Westmead
Locked Bag 4001
WESTMEAD NSW 2145
Please fill out the relevant section and return to us.

☐ I would like to support The Children's Hospital at Westmead:

I would like to make a donation (complete your details below) of $_________

I would like to make a regular monthly donation (debited from my credit card) of $_________

☐ Cheque  ☐ Money order (made payable to: The Children's Hospital at Westmead)

Please debit my:  ☐ Visa  ☐ Amex  ☐ MasterCard

I would like to direct my gift:  ☐ Where it is most needed

☐ To a specific department: ____________________________

Credit Card no: ____________ ____________ ____________ ____________

Expiry date: ____________ / ____________

Name on card: ____________________________

Signature: ____________________________

All donations $2 and over are tax deductible. Thank you.

**Please return completed form to:**

Fundraising Department
The Children's Hospital at Westmead
Locked Bag 4001
Westmead NSW 2145

Yes, I would like to:  ☐ Join the mailing list  ☐ Receive more information on how to organise my own fundraising activity for the Hospital

Please fill out your contact details below.

Name: ____________________________

Company Name (if an organisation): ____________________________

Address: ____________________________

Suburb: ____________________________ State: ____________________________ Postcode: ____________________________

Telephone: (home) ____________________________ (work) ____________________________ (mobile) ____________________________

Email: ____________________________

**Privacy Information:** At The Children's Hospital at Westmead we recognise the importance of your privacy and the safeguarding of your personal information. We are careful with all of your details and will only use them to contact you about fundraising, our work, events, merchandise and other issues we believe will be important to you. You can change the type and frequency of information you receive from us simply by calling us on (02) 9845 3367. Thank you.

ABN 53 188 579 090.