HANDY HINTS
FOR YOUR STAY
IN HOSPITAL

SYDNEY
CHILDREN’S
HOSPITAL
RANDWICK

The Sydney children’s
Hospitals Network
HOW TO FIND US

Sydney Children’s Hospital, Randwick is located in High Street, Randwick in the Eastern Suburbs. The closest railway stations are Central and Bondi Junction. Bus routes and numbers are listed inside the back cover providing information on bus destinations and the closest bus stops to the Hospital. For more information on bus and train services call the Transport Hotline on 131 500.

Contact us
Phone: (02) 9382 1111 or visit our website www.schn.health.nsw.gov.au

Find us on Facebook
Keep in touch with Sydney Children’s Hospital, Randwick by following our page @SydneyKidsHospital

Reviewed July 2020
Sydney Children’s Hospital, Randwick is part of Sydney Children’s Hospitals Network and is situated within a large campus of four hospitals. The campus can be a little overwhelming when you first visit, especially if you are a child. Our aim is to make your stay with us as comfortable and ‘family friendly’ as possible.

The information provided in this brochure will help to answer frequently asked questions about your child’s stay in our Hospital. If an admission date has been booked for your child, please find enclosed specific information about your child’s admission that you may find useful.

The staff of Sydney Children’s Hospital, Randwick are dedicated to promoting the health and wellbeing of your child and ensuring the best possible outcome for your stay.

For more help getting around our Hospital, ‘A Guide to Sydney Children’s Hospital, Randwick’s Grounds and Buildings’ can be viewed and downloaded from our website.

Our patients and families appreciate you only smoking in the designated smoking area located at the Barker Street entrance to the Hospital.

Please read all the information provided and do not hesitate to contact us for more information or to ask for assistance.
**WHAT TO BRING TO HOSPITAL**

**Medical checklist**
- Your child’s personal health record e.g. blue book and immunisation record
- Medicare card
- Private health insurance details or evidence of current fund membership
- A list of medications or treatments your child is currently receiving, as well as the medications themselves to show staff
- Any equipment your child needs to aid mobility, feeding or communication
- Your family doctor’s name, address and phone number
- Any relevant X-rays and results from pathology tests.

**Personal checklist**
- for overnight and long-term stay
  - Clothes (including pyjamas and slippers) and shoes
  - Soap, toothbrush, toothpaste and hairbrush
  - Favourite toys and comfort items – things to keep your child occupied e.g. activity books
  - School books/homework (the Hospital has a school on site which is run by the Department of Education and Training)
  - Special dietary formula
  - Money for your meals, parking and accommodation
  - Mobile phone charger or change for phones

Storage space on the wards is limited so please do not bring too much with you. We recommend you leave valuables at home as the Hospital cannot accept responsibility for any lost belongings.

**Preparing your child for hospital**

We recommend that you are honest with your child and answer all their questions as simply as possible. If you are unsure about how to answer, please ask a member of your healthcare team.
We suggest you tell your child:

• Why they are going to hospital
• Who they will meet
• What will happen when they arrive
• When and how long you will be staying with your child.

You can contact a Child Life Therapist for further advice on preparing your child for hospital (see page 21).

EXPOSURE TO INFECTIOUS DISEASES

If your child or a family member has had contact with anyone with an infectious disease such as measles, shingles or chicken pox within three weeks prior to your child’s admission, or if you or your child develops an infectious condition such as chicken pox, vomiting and/or diarrhoea, chest infection or whooping cough please notify the Hospital Bed Manager by paging through the switchboard on (02) 9382 1111.

If your child is unable to attend due to illness a new admission date will be arranged.

SURGERY

Prior to a general anaesthetic

Preparing your child for a general anaesthetic (GA) can significantly minimise stress and anxiety. How you prepare your child will vary depending on their age, temperament and developmental stage. Some children have had experiences which lead them to have legitimate fears or anxieties about surgical procedures or GA’s. For some children the unknown makes them feel particularly nervous. Some are by nature more sensitive and therefore more anxious than their peers. As well as our nurses and doctors, our Child Life Therapists are trained to help you and your child navigate and cope with the Hospital experience.
Child Life Therapy provide a Monday to Friday service to patients having a general anaesthetic, helping prepare them for what to expect during their surgical or procedural journey.

Child Life Therapy can be contacted prior to surgery to answer questions, help plan your child’s admission or assist with preparation prior to the day of surgery. You can access this service by speaking to nursing staff or contacting the Child Life Therapy office on (02) 9382 6984.

**Fasting for patients having a general anaesthetic**

Fasting means not eating or drinking for a certain amount of time. It is an important safety measure for your child to fast before surgery. If your child has food or fluid in their stomach during an anaesthetic there is a risk that they may vomit, which could enter their windpipe or lungs.

Your child must have nothing to eat or drink (not even a sip of water from the time you are told to fast). Please check the fasting times with the nurses in the Short Stay Surgical Unit between 3.30pm – 4.30pm Monday – Friday on (02) 9382 1447 or (02) 9382 1448.

Please write down the fasting instructions and follow them carefully to avoid delays or cancellation of your child’s surgery.

**IS YOUR CHILD TAKING ASPIRIN OR NUROFEN®?**

If your child requires Aspirin or Nurofen® in the two weeks prior to surgery, please check with your child’s surgeon or GP whether or not to stop these medications prior to surgery. In some cases these medications may cause bleeding and will need to be stopped two weeks prior to your admission to Hospital. Panadol® may be given to your child for pain relief.
Operating Theatre

If the anaesthetist agrees, one parent or carer may be allowed into the anaesthetic room to stay until your child falls asleep. It is important for parents and carers to know that anaesthetic sedation can be unsettling to watch if you haven’t seen it before. When your child is asleep, you will be asked to wait in the Parent Waiting Room, which is located next to the Recovery Unit, while your child has their procedure.

When your child’s operation has finished you will be called to the Recovery Unit to sit with your child as they wake up from the anaesthetic. Only two parents and/or carers are allowed into the Recovery Unit (no siblings).

After anaesthetic it is normal for some children to become upset. This does not necessarily mean they are in pain and in most cases will usually settle. It is common for some children to be drowsy after an anaesthetic. If you have any concerns, please speak to the nursing staff caring for your child.

If your child does feel pain after the procedure/surgery, they will be given pain relief medication as required.

If your child is having day surgery

After surgery your child will be moved to the Recovery Unit. When ready your child will return to the Short Stay Surgical Unit, level 1 (C1SW). Your child will be observed there until they are deemed ready for discharge.

If your child is staying overnight after an operation

After surgery your child will be moved to the Recovery Unit. When your child is ready they will then be transferred to a ward for overnight care. Patients needing to stay for less than 72 hours may stay in the Short Stay Surgical Unit (C1SW). In the interest of all patients please keep family and friends accompanying your child to a minimum.
When is my child able to eat and drink?

Depending on the type of procedure or operation, food and drink will be slowly given to your child. Medical or nursing staff will inform you when your child may start to eat and drink.

Going home (discharge)

Your doctor or nurse will inform you when your child can go home (be discharged) and arrange for any necessary follow-up appointments.

Children staying overnight: we aim to discharge most children by 10am. Please be prepared for early discharge so other children can be admitted.

Patient transfers

If your child no longer requires highly specialised care, your child’s healthcare team may arrange to transfer your child to an appropriate hospital in your local area. Transfers are discussed with parents or carers and allow the Hospital to continue providing high-level care to the most seriously ill children.

Unable to attend?

If your child is unable to attend Hospital due to an illness a new admission date needs to be arranged. Please phone the contact number on your admission letter.
If you have a child in hospital, please ensure that:

• You keep the cot sides fully up at all times

• You do not sleep in your child’s bed as this may block staff access to your child

• You never give food or drink to your child if there is a ‘nil by mouth’ notice on the bed – this could be dangerous for your child

• You do not give food or drink to other children on the ward as they may be on special diets

• If your child is on a special diet please consult staff before ordering meals

• Hot drinks are not taken into patient care areas

• For safety, children under the age of 10 are not allowed in the ward kitchens

• Alcohol is not consumed in the Hospital

• You only smoke in the designated smoking area (Barker Street entrance)

• Identification bands remain on your child whilst they are in the Hospital

• You inform the nurses when leaving the ward

• You do not share other children’s food or toys

• You do not pick up other children in the ward

• The curtains around the bed are kept open, unless needing to be closed for a reason, as this makes it easier to observe your child

• All medication brought into hospital is given to the nursing staff to lock in the medication cupboard. Parents/carers taking any regular medication should discuss storage of this with the Nursing Unit Manager

• You do not give any medication to your child without first letting the nursing staff know
Hand hygiene is an important step in preventing the spread of germs. Please ensure you wash your hands:

• Before entering and after leaving the ward
• Before or after any contact with your child – especially if feeding them, nappy changing or toileting
• Before and after any contact with the environment surrounding your child
• Before and after any contact with other children
• Before entering and leaving the kitchen
• Before and after personal hygiene/toileting
• After any contact with animals
• After using gloves
Public patients (non-chargeable)

As a public patient you receive accommodation and treatment free of charge from doctors nominated by the Hospital. These doctors may be training to be specialist doctors and will be under the supervision of senior specialists. This applies to Australian residents only.

If you are not an Australian Resident please contact the Admissions Office on (02) 9382 1441 to discuss your options.

Privately insured patients

If you have private health insurance you can choose to have your child admitted as a private patient which can benefit both your child and the Hospital. The benefit to your child is that you can have the doctor of your choice.

When patients use their private health insurance, the money the Hospital receives helps us maintain excellent services for all children and families.

It is important that during the admission process, we explain to you the potential benefits and implications of your decision. By understanding this information you will then be able to make a decision on whether to have your child admitted as a private patient.

Whenever possible we try to eliminate any ‘out-of-pocket’ medical and hospital costs. It is important to check with your health fund about the policy and type of cover you have.

If you do not have private health insurance, you can still choose to be admitted as a private patient. If you have any questions or need assistance with your medical and hospital accounts, please contact our Patient Liaison Officer on (02) 9382 0730, (02) 9382 1997, or ask for a copy of the brochure ‘What it means to be a private patient’ at the Admissions desk.
Sydney Children’s Hospital, Randwick is committed to protecting your child’s personal health information. We have put key measures in place to protect your child’s privacy. Your child’s personal health information, held either in paper or electronic format, may be used by this health service or disclosed to other public health services involved in your child’s care. For example, your child’s information may be used or disclosed to; other treating health services or medical specialists involved in the care and treatment of your child, to comply with a subpoena or search warrant, or for statutory reporting purposes – such as to report notifiable diseases (for example cancer and infectious diseases).

If you require further information please ask your Clinical Support Officer or the Admissions Department for a copy of the brochure ‘Your child’s health information, privacy and access’ or contact the Sydney Children’s Hospitals Network Privacy Officer, Locked Bag 4001, Westmead, NSW 2145 or phone (02) 9845 2356.

For further information visit: www.schn.health.nsw.gov.au

**Access to your child’s medical record**

You are entitled to request access to information included in your child’s medical record. You will be asked to make the request in writing and provide identification. You may be charged a fee if you request copies of the records. Access to the personal information may be declined in special circumstances, such as where giving access would place you, your child or another person at risk. In some circumstances, for older children, we also need to talk to the child/adolescent before releasing any information. If you believe the information we hold about you or your child is incorrect please let us know and we will correct it or add a notation to your child’s medical record. Requests for access to your child’s medical record should be addressed to:

**Health Information Unit Manager**
Sydney Children’s Hospital, Randwick
High Street Randwick NSW 2031
Phone: (02) 9382 0021
Respecting the privacy of others – filming and photography in hospital

Just as hospital staff respect the privacy of your family, we ask that you also respect the privacy of other patients and their families.

While hospital staff understand that you may wish to take photographs, video footage or write about your child’s hospital journey, we ask that you are mindful of the privacy of others and do not include staff or patients and their families in your photos, video records or identify them by name, without their consent. Please be aware that staff may ask you to stop taking photographs or video footage of your child if it impacts on their work, privacy, or the privacy of others.

Anyone who wishes to take photographs or video footage at the Hospital for reasons other than personal use, such as for publication in the media, must first seek permission from the Hospital’s Public Relations Department on (02) 9382 1983.

For more information please talk to your Nursing Unit Manager, Nursing Team Leader or the Public Relations Department.

Professional boundaries

Staff often form good relationships with patients and families. However, staff are required to follow the NSW Ministry of Health’s Code of Conduct which means they must maintain professional boundaries with patients and families at all times. Therefore, staff must say ‘no’ to any requests that may be seen as going beyond professional boundaries – if this happens, please do not be offended. Examples include a parent inviting a staff member to be their ‘friend’ on social networking websites and exchanging personal contact numbers.

If you have any questions or concerns, please talk to the Nursing Unit Manager or Nursing Team Leader in charge of your ward.
Sydney Children’s Hospital, Randwick is a teaching hospital. During your admission you may be asked if your child can be seen by other health professionals for teaching purposes. If at any time you do not feel comfortable allowing your child to be examined by a medical student, speak with your nurse and this request will be respected.
At Sydney Children’s Hospitals Network, we are committed to patient and family-centred care. This means we support the rights and responsibilities of everyone – patients, their families and staff.

You can expect us to:

• Introduce ourselves to you and your child and explain our role
• Give your child safe and high quality health care
• Treat your child and your family with respect and dignity
• Give you and your child care that meets your individual, cultural and social needs
• Involve you as an important part of your child’s healthcare team
• Give you clear, understandable information about your child’s care
• Listen to your views about your child’s care and answer any questions you may have
• Respect the privacy and confidentiality of your child and your family
• Ensure that you have a say in decisions about your child’s treatment
• Inform you of opportunities to be involved in research and teaching
We expect you to:

• Tell us if you have concerns about your care
• Help us identify where we can make improvements
• Ask questions if there’s anything you don’t understand
• Attend appointments or tell us in advance if you need to reschedule
• Let staff know if you plan to leave the ward
• Let staff know of any change in your personal information including contact numbers
• Follow the instructions for your child’s treatment and let your treating team or nursing staff know if there are any issues
• Respect the privacy and dignity of other patients and their families as well as staff

We want Sydney Children’s Hospitals Network to be a safe and supportive place, so we ask all staff, families, patients and visitors to:

• Treat everyone with kindness and respect
• Respect and follow the Hospitals’ policy on smoking and alcohol use
• Behave in a manner that is not aggressive or offensive (physical or verbal abuse of any kind will not be tolerated)
• Look after your personal property
• Respect hospital property and report any problems you see

If you would like to provide feedback on your hospital stay, please contact the Patient Friend on (02) 9382 0680.
Staying on the ward

When your child is admitted to our Hospital, staff will work with you to achieve the best outcome for your child. We know that hospitalised children respond best to treatment when members of their own family actively contribute to this team effort.

You are welcome to stay overnight with your child, however, parent and carer accommodation on the ward is limited, so we ask that only one parent or carer (no siblings) stay on the ward with your child. A parent may sleep in a recliner/sofa chair beside the bed. We ask that all parents staying on the wards be dressed by 7.30am, sofa beds and recliners be folded away when not in use and all linen is placed into the linen hampers.

In exceptional circumstances where a sibling is allowed to stay, please note that we are unable to provide food, nappies, clothing, bottles or supervision for children who are not patients.

A number of wards have parent retreat areas for parents and carers to sleep in. For more information, please speak to your ward’s Nurse Unit Manager.
Other accommodation options

If you require accommodation we recommend that you organise this as soon as your child’s admission date has been arranged or appointment booked. Below is a listing of options available.

Parent hostel accommodation (ICU)

The Parent Hostel is located within the Hospital and is only for parents/carers (no siblings) of children who have been admitted to the Intensive Care Unit (ICU). If your child has been admitted to the ICU please check availability with the Clinical Support Officer. Due to the crisis nature of ICU this does not guarantee accommodation.

Cost

Patients, parents and carers who live within 100kms of the Hospital – $20 per room, per night.

Patients, parents and carers who live more than 100kms from the Hospital – $43 per room, per night. Patients, parents and carers who live more than 100kms, fee reductions are available via the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Please see IPTAAS information on page 19.
Phone: (02) 9382 1156 (7am – 4pm).

Please note that all listed costs are subject to change.
Ronald McDonald House, Randwick  
(pre-booking essential)

Ronald McDonald House, Randwick is committed to providing family-centred care allowing families who live more than 100km away from the hospital, to stay by their child’s side during their treatment at the Sydney Children’s Hospital, Randwick. Whilst staying with us, you will be required to claim financial support towards accommodation and travel from the relevant government transport assistance scheme in your home state. Phone: (02) 9382 1622 for further information.

Local hotels and motels

Avoca Lodge  
235 Avoca Street, Randwick – Phone: (02) 9399 7779

Avonmore on the Park  
34 the Avenue, Randwick – Phone: (02) 9399 9388

The Blenheim Randwick
26 Blenheim Street, Randwick – Phone: (02) 8345 8400

The Centre B&B
14 Francis Street, Randwick – Phone: (02) 9398 2211

The Lurline Randwick
211 Avoca Street, Randwick – Phone: (02) 9310 0700

High Cross Park Lodge
7 Cuthill Street, Randwick – Phone: (02) 9314 5553

Coogee Bay Boutique Hotel
9 Vicar Street, Coogee – Phone: (02) 9665 0000

Crowne Plaza
242 Arden Street, Coogee – Phone: (02) 9315 7600

Perouse Lodge
6 Perouse Road, Randwick – Phone: (02) 9314 6686
IPTAAS – Do you live more than 100kms away?

Isolated Patients Travel and Accommodation Scheme (IPTAAS) provides financial assistance towards travel and accommodation costs incurred by a patient and one family member who needs to travel more than 100kms to access specialist treatment not available in their area.

For further information or to obtain an Application for Assistance form, please contact your nearest IPTAAS office, family doctor, the Social Work Department on (02) 9382 1021.

TRAVELING TO THE HOSPITAL

LIGHT RAIL

The Light Rail is located along High Street, Randwick, giving patients and visitors the option to arrive outside the Prince of Wales Hospital, just north of our Hospital.

For Emergency Department access, a short-term parking area for patient drop off is available immediately outside the entrance on High Street.

Pedestrians, please be aware of tram activity, particularly when crossing the street.

For up to date travel information, please visit www.transportnsw.info
Aboriginal Health Worker

An Aboriginal Health Worker is available to provide cultural support to patients and families who identify as Aboriginal or Torres Strait Islander. The Aboriginal Health Worker will be able to support and link families with local services in their local communities. If you wish to see the Aboriginal Health Worker, please ask your nurse or call (02) 9382 1021.

ATMs

There are three ATMs available on campus:

• High Street entrance of Sydney Children’s Hospital, Randwick, opposite Admissions and next to Pharmacy
• The Prince of Wales Hospital, High Street entrance
• The Prince of Wales Hospital foyer, Barker Street entrance, opposite the car park lifts.

Baby change tables

Baby change tables are located in the disabled toilets on levels 1, 2 and 3 and the Parent Room on level 0, South West Wing – opposite the Respiratory Department.

Breastfeeding Room

A breastfeeding room is located on level 0, opposite the Outpatients Department. To gain access to this room please ask nursing staff on your ward or in the Outpatients Department. A breast pump is also available, however you will need to provide your own consumables e.g. for tubing and bottle.

A parent room is also available on level 0, South West Wing – opposite the Respiratory Department.

Chaplains

Chaplains of most denominations are available for children and their families. Please ask your nurse or Clinical Support Officer to contact them for you. A Chapel is located in the Barker Street foyer, Prince of Wales Hospital. A Prayer Room is also available in the adjoining Royal Hospital for Women, level 0 – please check at Reception.
**Child Life and Music Therapy**

Experienced and qualified Child Life Therapists are available to assist in providing education, support and activities for your child on the ward. Child Life Therapists offer preparation and support to patients and families undergoing medical procedures and can provide opportunities for your child to participate in medical play to help them understand what is happening to them and why.

Our Child Life Therapists can also provide craft, toys and games for patients to borrow. It is recommended that if your child has a favourite activity or comfort item that you bring it with you.

Music Therapy addresses a child’s physical, emotional, intellectual and/or social needs through the medium of music. Qualified Music Therapists engage children through singing familiar songs, improvisation, distraction, song writing and filming/editing music videos. Music Therapy operates on a referral basis to most areas of the Hospital.

For further information please phone the Child Life and Music Therapy Department between the hours of 8.30am and 4.30pm.

Child Life Therapy – (02) 9382 0007  
Music Therapy – (02) 9382 1533

**Compliments, complaints and suggestions**

If you have any suggestions, compliments or complaints we encourage you to let us know either by phone, via our website or in writing. Only by receiving your feedback can we hope to improve our services for the future.

You can provide feedback either by talking to the Nursing Unit Manager on your ward, one of your child’s medical team or contacting the Patient Friend on (02) 9382 0680 or paging through switchboard on (02) 9382 1111.

You can also use one of the suggestion boxes located on each ward which allows you to provide feedback that will be reviewed by the Patient Friend and forwarded to the appropriate staff for review and further action. Feedback can also be provided via our website www.schn.health.nsw.gov.au.
Fairy Garden and Fairy Sparkle

The Fairy Garden was created by Fairy Sparkle and is a magical retreat where you and your child can visit to have some quiet time together. Here you can find gnomes, fairies, costumes to dress up in and other magical things – let your imagination fly.

You can access the Fairy Garden through the Outpatients Department 8.30am – 4.30pm, Monday to Friday or on level 1 (through the Happy Garden) – open 7 days a week from 9am – 6pm.

If you would like a bedside visit from Fairy Sparkle, ask your Nursing Unit Manager to arrange.

Happy Garden

Located on level 1, between C1North and ICU, the Happy Garden comes complete with an enchanting gazebo, over-sized toadstools, fairy lights and a little bit of magic. The terrace has been designed to provide easy access for all and is wheelchair and bed-friendly. The Happy Garden has been generously donated by Sydney Children’s Hospitals Foundation together with Fairy Sparkle.

SCHN Families and Consumer Council

The Sydney Children’s Hospitals Network (SCHN) Families and Consumer Council is a group of interested parents, carers and senior staff from both Sydney Children’s Hospital, Randwick and The Children’s Hospital at Westmead who meet on a regular basis to promote child and family friendly health care.

The Council provides valuable opportunities for appropriate consultation with consumers and community groups regarding the development, delivery and review of health services provided by SCHN.

For more information or to get involved with the SCHN Families and Consumer Council please contact the Patient Friend on (02) 9382 0680 or email SCHN-FACC@health.nsw.gov.au.
Gift Shop

Sydney Children’s Hospitals Foundation Gift Shop has something for everyone including a wide selection of gifts, cards and wrapping paper, foil balloons in all shapes and sizes, plus drinks and snacks. Mobile phone accessories, soft toys, slippers and a whole range of essentials are also available. Free delivery to the wards can also be arranged.

Profits from the Gift Shop are donated to Sydney Children’s Hospital, Randwick.

Visit us at:
Campus Centre, level 0, Barker Street entrance
Monday – Friday, 7.30am – 5.00pm
Saturday, 9.30am – 2.30pm
Phone: (02) 9382 1687

Health Care Interpreter Service

The Hospital can arrange a free interpreter service in over 50 languages. If you would like an interpreter please let staff know when you confirm your admission date or speak with your nurse on the ward.

Home Equipment Lending Pool

The Home Equipment Lending Pool (HELP) provides Hospital patients with acute or chronic conditions, access to consumables and the temporary loan of approved equipment on discharge from the Hospital or attending outpatient services.

All equipment supplied through the HELP centre requires a deposit and service/hire fee. The deposit is refunded upon return of equipment however, the service/hire fee is non-refundable as this is used to cover the cost of maintaining equipment. The maximum charge for supply of a predetermined monthly limit of consumables is $100. Cost may vary for specific items and if the item is less than $100 then you are only charged the true cost.

If the parent or carer is unable to pay either the loan fee or consumable fee they can discuss this with a social worker on (02) 9382 1021.

The HELP centre is open Monday – Friday, 8.30am – 5pm (closed between 1pm – 2pm daily). For further information please contact the HELP Officer on (02) 9382 1985.
Hospital School

Sydney Children’s Hospital, Randwick School is run by the Department of Education. The School leads educational services within the Hospital community and provides the continuity of quality education for hospitalised students and siblings.

Please contact the School for information on enrolment and the Sibling Program. Contact (02) 9382 1510, (02) 9399 7119 or visit www.sydchnhos-s.schools.nsw.edu.au

Meals for parents and carers

The Hospital is not able to provide meals to parents, carers or siblings. Meals can be purchased at the following on site food outlets:

**Sunny’s Café**

Level 0, High Street entrance
Monday – Friday, 6am to 5pm
Saturday – Sunday, 8am – 2pm

Coffee, hot food, salads, sandwiches, gourmet burgers, drinks, cakes, confectionary, fruit, yoghurt and frozen meals are all available from the Sunny’s Café.

Profits from Sunny’s Café are donated to Sydney Children’s Hospital, Randwick.

Phone: (02) 9382 1859

**The Garden Coffee Shop**

Level 1, Clinical Sciences Building,
Prince of Wales Hospital

Monday – Friday, 7am – 3pm

A breakfast and lunch menu is available providing hot and cold meals, sandwiches, pies, drinks and confectionary.
Windscreens Café
Level 0, Barker Street entrance, Royal Hospital for Women
Monday – Friday, 6am – 6pm, Saturday, 6am – 5pm and Sunday, 6.30am – 5.30pm.
Hot and cold meals, gourmet sandwiches, salads, pastas, cakes, confectionary and fresh juices and smoothies are available.

Barker Street Canteen
Level 0, Barker Street entrance, Prince of Wales Hospital
Monday – Friday, 7.00am – 7.30pm Saturday – Sunday, 8.00am – 7.00pm
Fresh hot meals, gourmet sandwiches, salads, bakery items, desserts, and coffee and cold drinks available.

Hudson’s Coffee
Level 7 – Prince of Wales Private Hospital
Monday – Friday, 7.30am – 4.30pm
Providing coffee and tea, gourmet sandwiches, cakes, confectionary and drinks.

Snack Machines
Snack machines are situated in the Hospital on level 0, north (near Sunny’s Café) and level 3 south (outside the staff lift).
A frozen food vending machine can also be located in the Hospital foyer, opposite the Admissions Department on level 0.

Other food outlets
Just a short walk from the Hospital on Belmore Road, Randwick there are many food shops, supermarkets and restaurants available.

For more information please see the ‘Information on Services Surrounding our Hospital’ brochure, available on all wards and on our website.
Parent and Carer Resource Room

A space where parents, carers and visitors can sit and relax, read or watch some television is located on level 0, between the Admissions Department and Sunny’s Café. A number of brochures and health related resources are located in this room, which is open 24 hours a day, 7 days a week.

Patient Friend

If you have any worries or concerns relating to the quality of care or service your child has received while in hospital please contact the Patient Friend on (02) 9382 0680 or page through the switchboard (02) 9382 1111.

The Patient Friend assists, supports and empowers patients and their families to have their comments, concerns and complaints addressed in a respectful and timely way by appropriate members of staff.

Parking – patients and visitors

The car park is privately operated by Point Parking and is open 24 hours.

Enter via the roundabout on Barker Street, Randwick. Take the lifts at the back of the car park to level 0. Enter the main doors of Prince of Wales Campus Centre. Signs will direct you through to Sydney Children’s Hospital, Randwick.

Disabled parking spaces are found on level B1 of the car park, in front of the lifts. Please note access to the car park has a two metre height restriction.

Please note that a five day consecutive visitor pass is available for purchase. Parking rates are subject to change, please confirm prices with Point Parking on (02) 9382 3400.
Parking concessions – for eligible patients and carers

Concession rates are now available at Point Parking station for eligible patients and their carers. You are eligible for a concession if you are:

• An ongoing cancer patient
• A patient or carer who is required to attend the hospital for a course of treatment over a period of time greater than one week
• A patient or carer attending more than twice a week (this includes carers of long-term patients who visit frequently)
• An outpatient attending daily for treatment
• A health promotion education class attendee
• A patient or carer experiencing financial hardship
• A holder of an RMS issued Disabled Parking Permit, Blue Pension Card, Gold Veterans Affairs Card, Maroon and Yellow Health Care Card, Blue Carer Allowance Health Care Card
• A Centrelink beneficiary who qualifies for a Pensioner Concession Card or a Health Care Card.

For more information and to claim your concession rate, speak to the Clinical Support Administrator within your ward or clinic who will provide you with a form to complete.

Patient enquiries

Family and friends can find out where a patient has been admitted by calling (02) 9382 1212. After hours calls to this number automatically divert to the Hospital’s Emergency Department.

Pharmacies

Sydney Children’s Hospital, Randwick Pharmacy
The pharmacy is located on level 0, opposite Sunny’s Café. The Hospital Pharmacy can only dispense from prescriptions written within the Hospital and for items that cannot be obtained at a retail pharmacy.

Opening times:
Monday – Friday, 9am – 1pm and 2pm – 4.30pm
Please note: closed for lunch 1pm – 2pm
Phone: (02) 9382 1367
**Hospital Foyer Pharmacy**
A retail pharmacy is located in the Barker Street foyer on level 0, opposite the Chapel.

Opening times:
Monday – Friday, 8.30am – 6pm
Phone: (02) 9382 8800

**Phones**

Mobile phones can be used at the end of the patient’s bed but not near the front of the bed as it may interfere with the electro-medical equipment. Phone charging units are available on most wards.

Public phones can be found at the northern end of the main corridor on level 0 and the Prince of Wales Hospital Foyer (Barker Street).

**Playground**

– **George Gregan Foundation Playground**

Thanks to the generosity of the George Gregan Foundation and its supporters, families have access to an interactive and colourful outdoor playground, accessible via the Outpatients Department, level 0 or via Hospital Road.

Home to more than 40 pieces of play and rehabilitation equipment, murals, walkways, ramps and seating areas, the playground provides children with a wonderful area to play in, away from the wards.

The George Gregan Foundation Playground is accessible via the Outpatients Department:

Monday – Friday, 8.30am – 5pm,
Saturday, 9am – 12pm and Sunday, 3pm – 6pm.

To access the playground on the weekend, please ask your nurse to page a volunteer on 44140. Children must be supervised by a parent or carer at all times.
Public Relations Department
The Public Relations Department manages the public profile of Sydney Children’s Hospital, Randwick by promoting the Hospital and its services to various audiences including media, business and members of the general public. Your child may have the opportunity to be involved in media activities or a special event. For more information please call (02) 9382 1983. For information on photography and filming in the Hospital, please see page 11.

Ronald McDonald House Family Room
Located inside the Hospital, The Ronald McDonald House Family Room provides families with a home away from home. In the Family Room, families can access a kitchen, accessible bathroom, laundry facilities, lounge and play area as well as two bedrooms (for day use only). To protect the health and safety of patients and families, any child or adult who is unwell should not enter the Family Room.

Located on level 2, the Family Room is open 7 days a week 9am – 9pm.

Security
Security officers patrol Sydney Children’s Hospital, Randwick and the campus 24 hours, seven days a week. While staying, or visiting the Hospital, please observe normal safety precautions and do not leave your valuables or personal items unattended.

To ensure the safety and well-being of patients, visitors and staff, any person using abusive or threatening language or behaving in a threatening manner will be asked to leave the Hospital immediately. To contact Security please ask a staff member to assist you or call (02) 9382 2847.

Smoking and alcohol
It is not permitted to bring alcohol or illegal drugs into the Hospital.

There is a designated smoking area located across from the Barker Street entrance to the Hospital. In the interest of our patients we ask that you refrain from smoking around the entrances to the Hospital.
Parents and carers who would like to quit smoking and require assistance are encouraged to contact the Smoking Quitline on 137 848.

Social Work Department

Social workers are part of the multidisciplinary teams that care for your child in the Hospital. The Social Work team supports the whole family’s adjustment to the diagnosis and management of your child’s illness, disability or trauma through counselling, advocacy, and problem solving strategies. Our staff will work with your family to focus on strengthening coping skills and to ensure you are referred to appropriate services.

We understand that health includes physical, emotional, psychological and social wellbeing. Please phone (02) 9382 1021 or ask a member of your child’s treating team to refer you to a social worker.

Starlight Express Room

The Starlight Foundation exists to brighten the lives of seriously ill and hospitalised children and their families across Australia.

The Starlight Express Room is a place where kids can just be kids. While in the Starlight Express Room they can choose to participate in whatever activity they like; watch the latest kid’s movies, play Nintendo Wii, Play Station, do art and craft or watch a performance from Captain Starlight. The Starlight Express Room is located on the south end of level 3, next to ward C3S.

Opening hours:
Monday – Thursday, 10am – 7.30pm
Friday, 10am – 5pm
Saturday – Sunday, 11am – 4pm

Contact Captain Starlight on (02) 9382 0006.

You can watch the Starlight Channel from your bed on Channel 2. Call extension 20006 from any hospital phone or 9382 0006 from your mobile phone to request your favourite movie, join the afternoon quiz or request a visit to your ward from Captain Starlight.
Stroller and wheelchair access

The Hospital is accessible to people with strollers and wheelchairs. Lifts and ramps ensure easy access inside the Hospital.

Television

Televisions are available free of charge at most bedsides in the wards.

Oneview

To improve your experience, we are currently rolling out the Oneview entertainment system at the hospital. In several wards, a Oneview tablet is available at the bedside for you and your child to use at no cost.

The tablet can be used to:

• watch TV, movies and storybook videos
• play games
• access the internet and social media
• fill out a survey about your time in hospital.

To get started simply turn on the device and enter the patient’s date of birth. If you need further assistance, please ask your nurse for help.

Toilets

Public and accessible toilets are located on levels 0, 1, 2 and 3 in the main corridors of Sydney Children’s Hospital, Randwick.

Accessible Toilets with equipment are located on:

• Level 0, accessible bathroom including access to a hoist is located in the South West Wing opposite the Respiratory Department
• Level 1, opposite ward C1South: Height adjustable change table, no hoist
• Level 2, opposite Rehab2Kids: Push button electric door access, Height adjustable change table and ceiling hoist (only open during business).

Visiting hours

Parents, carers and immediate family may visit at any time.

We ask that families limit the total number of visitors to help us maintain a relatively peaceful environment. We ask that all visitors and family members not staying overnight with their child leave the ward by 8pm.
Volunteers

Ward Helpers
Volunteers are available to play or sit with your child should you wish to run errands or take some time out. Our Ward Helpers are available to visit your child Monday to Friday in the morning or afternoon. For volunteer assistance, please speak to your nurse or the Nursing Unit Manager.

Ward Grandparents
Loving care when you can’t be there: Sydney Children’s Hospital, Randwick participates in the Association for the Welfare of Child Health (AWCH) Ward Grandparent Scheme. A trained volunteer grandparent can become a special visitor and friend to your child while in Hospital and when you can’t be there. They can visit your child on a regular basis for up to four hours at a time. For more details please contact the Ward Grandparent Program Coordinator on (02) 9382 1063.

Weekend Play Program
The program involves teams of two to four volunteers per ward providing play services between 9am – 12pm on Saturdays and 3pm – 6pm on Sundays. The program requires volunteers to deliver arts, crafts, games and toys to children and families on the ward, either in the Play Room or by the bedside.

WiFi
WiFi is available for patients and families within the Hospital free of charge. Please ensure WiFi is enabled on your device, select _HealthGuestWiFi_SCH and follow the prompts.
FOR MORE INFORMATION
CONTACT PATIENT FRIEND

PHONE
(02) 9382 0680
Sydney Children’s Hospitals Foundation’s core purpose is to provide significant financial assistance to fund equipment, research and clinical services at Sydney Children’s Hospital, Randwick, ensuring every child gets the best possible care every time.

The Foundation raise funds by:
- Partnering with organisations and individuals
- Holding events and fundraising campaigns
- Encouraging people to give one-off or regular donations
- Supporting fundraising activities in the community
- Running the Sunny’s Café and the Gift Shop, giving profits back to the Hospital.

Would you like to help?
If you’d like to make a tax deductible donation, become a corporate partner, or help the Foundation in another way, we would love to hear from you.

Visit the Foundation today at:
Sydney Children’s Hospitals Foundation,  
Level 9,  
Bright Alliance

Phone: 1800 244 537  
Email: info@schf.org.au  
Website: www.schf.org.au  
Follow us on Facebook @SydneyKids
Sydney Children’s Hospitals Foundation is the principal fundraising body for Sydney Children’s Hospital, Randwick. We are dedicated to working with the community to improve the quality of life for current and future generations of seriously ill children.

If you would like to make a donation please specify amount $ ____________________________

Payment information

☐ Credit Card ☐ Cheque/Postal Order*
☐ Mastercard ☐ Visa ☐ Amex ☐ Diners

Card no: ______________________________________

Expiry date: ______________________________________

Name on card: ______________________________________

Signature: ______________________________________

If you would like your donation to help a particular area within the Hospital, please let us know where:

Personal information

Full name: ______________________________________

Company: (if applicable) __________________________

Address: ______________________________________

Suburb: _____________________ Postcode: _________

Phone: ______________________________________

Email: ______________________________________

* Cheques and postal orders to be made payable to Sydney Children’s Hospitals Foundation. Please mail this form and your payment to Locked Bag 2005, Randwick, NSW 2031. Donations over $2 are tax deductible; a receipt will be forwarded to the address above.

☐ Sydney Children’s Hospitals Foundation will collect, use and disclose your personal information in accordance with its Privacy Policy available at www.schf.org.au.
370 Leichhardt to Coogee via Newtown Station, Annandale. Closest bus stop to hospital: Botany Street, Randwick.

M50 Drummoyne to Coogee via Rozelle, the City, Surry Hills, Moore Park and Randwick. Closest bus stop to hospital: Belmore Road, Randwick.

348 Bondi Junction to Wolli Creek. Closest bus stop to hospital: Arthur Street, Randwick.

400 Burwood to Bondi Junction via Campsie, Bexley Nth, Rockdale, Arncliffe, Sydney Airport, Pagewood, Maroubra Junction, Kingsford, Kensington. Closest bus stop to hospital: Arthur Street, Randwick.

372 Railway Square to Coogee via Cleveland Street Surry Hills, Carr Street Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

373 Circular Quay to Coogee via Oxford Street, Darlinghurst, Anzac Parade Moore Park and Carr Street Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

374 Circular Quay to Coogee via Central Station. Closest bus stop to hospital: corner of Alison Road and Belmore Road, Randwick.

376 Railway Square to Maroubra Beach via Moore Park. Closest bus stop to hospital: Belmore Road, Randwick.

377 Circular Quay to Maroubra Beach. Closest bus stop to hospital: Belmore Road, Randwick.

314 Bondi Junction Interchange to Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

316 Bondi Junction Interchange to Pagewood. Closest bus stop to hospital: Belmore Road, Randwick.

418 Bondi Junction Interchange to Burwood. Closest bus stop to hospital: Barker Street, Randwick.
FOR MORE INFORMATION

Sydney Children’s Hospital, Randwick
High Street, Randwick NSW 2031

Phone: (02) 9382 1111

schn.health.nsw.gov.au