



LIVERPOOL FAMILY CARE CENTRE

Client Handbook



Vision Statement

*Our vision is for children to be safe, healthy and nurtured by
confident families and communities*

10 Murphy Ave. Liverpool, 2170

P 02 9821 4555

F 02 9821 4559

www.karitane.com.au
CARELINE: 1300 CARING (227 464)

Karitane is a child and family health organisation that provides residential and community support services for families in NSW with children 0-5 years.

FAMILY CARE CENTRES

The Karitane Family Care Centres are located at Liverpool and Randwick. The family Care Centres offer Community Support at secondary level care from either our centre based or outreach programs. Client referrals include issues relating to sleep and settling, feeding, toddler management and maternal psychological health.

The Family Care Centres aim to empower families by providing education and support in a relaxed homely environment. The Family Care Centres are staffed by a multidisciplinary team consisting of Registered Child and Family Health Nurses, lactation Consultants, Psychologists, Social worker, and administrative staff. A range of services are provided including half day stays, individual counselling, education and therapeutic groups and some outreach services. Referrals are accepted from primary Health Care providers e.g. Child and Family Health Nurses. Referrals are accepted from the Liverpool LGA.

Karitane recognises that a family should be viewed holistically rather than just as an infant/mother dyad. Partners/support person are encouraged to attend the appointment and siblings may attend when their involvement is part of the intervention provided by LFCC. A home visit may be deemed more appropriate when there is more than one child.

WHAT TO EXPECT AT MY APPOINTMENT

An initial nursing consultation can be up to 2.5 hours and Allied Health referrals 1 to 1 1/2 hours. All clients will be offered a follow-up contact. Your case file will remain active for up to 6 weeks after last contact. After discharge a new referral will then be required for further intervention.

There is no cost for these services but a donation would be greatly appreciated. All donations over \$2 are tax deductible. Most group programs run for 2 hours each session. There is a fee for some programs and child care is provided. Refreshments (tea, coffee, water and biscuits) are supplied.

WHAT WILL I BRING?

Bring whatever you usually need to attend to your baby/child for the planned duration of the consultation or group.

Suggested items include:

- Personal Health Record Book (Blue book)
- Disposable nappies/nappy sacks
- Changes of clothing for the infant (in case of soiled clothing or changes in weather)
- Any equipment used to support your breastfeeding needs e.g. breast pads
- Dummies (Pacifiers) if used
- bottles, teats and formula (if bottle feeding)
- Your infant's usual solids or finger foods
- Toddlers feeding cups if used
- Anything you use for sleep association/ preparation for sleep e.g. wrap, story book or special blanket/comforter
- A list of any questions you may have is often helpful.
- Medicare card
- Medication for child if required (e.g. epipen)

THINGS I SHOULD KNOW ABOUT KARITANE FAMILY CARE CENTRE SERVICES.

- Karitane is a smoking and drug free facility. Consumption of alcohol is not allowed at clinic or during home visits.
- Parking is available on the street and closest public transport is the T way bus from Liverpool Train Station(Stop at Memorial)
- You are responsible for your own valuables when on the premises.
- Karitane is a teaching facility; therefore staff may be accompanied by medical/nursing students or staff on orientation. It is your right to ask that you do not have a student at your appointment.
- On occasion Karitane undertakes research projects. Your participation would be appreciated but your family is in no way obligated to be involved in such projects. Your choice to not participate will not affect your care in any way during your stay.
- You and your infant's safety is important to us. Please observe all signs in this regard.
- Fire safety advice is located in each room and exit signs illuminated at all times. Please calmly follow staffs direction if a safety procedure is required while you are on the premises.
- Phone use during your stay is requested to be limited. When receiving a home visit please turn off your TV.

WHAT HAPPENS IF MY CHILD OR MYSELF ARE ILL ON THE DAY?

We require clients to be free from any illness which may impede your ability to fully take part in the range of services available. Should you become ill, a suitable re-admission date will be negotiated if appropriate.

ACCESS TO YOUR INFORMATION

You are entitled to request access to all personal information including your medical records held by Karitane. Normally you will be asked to apply for this access in writing and to provide identification. There may be a fee involved if you request copies of your personal information or medical record. Access to your personal information may be declined in special circumstances, if for example, giving access would put you, or another person at risk of harm.

If you believe any information held about you is incorrect, misleading or out-of-date please let us know as you have the right to question a correction. Upon receiving your request Karitane will make provision to allow placing an addendum in your medical record.

COLLECTION OF INFORMATION

Personal information is collected whenever you attend a SSWAHS hospital as an inpatient, outpatient or emergency patient, or if you visit or receive any service from a community health service. When you first attend a SSWAHS facility a personal Health Record is created for you. Your record is given a medical record number (MRN) which enables your health information to be correctly identified and securely filed. The information collected from you includes general personal information such as your name, address, date of birth, religion and insurance details. It also includes medical information such as present and past illnesses, test results, operations performed, medications and other related clinical information. We may also collect information from a family member, friend, carer, or other person to enable us to provide you with the best care, treatment and advice. We only collect information that is relevant and necessary for your treatment and for Health Service management purposes

STORAGE OF INFORMATION

Information about you is stored in a medical record paper file and electronically in the SSWAHS computer system. This may include information about usage of drugs and alcohol, episodes of mental health, incidence of domestic violence etc. The electronic information is linked throughout all SSWAHS facilities. All reasonable steps are taken to ensure the information we collect about you is stored securely. We are required by law to retain medical records for certain periods of time. In accordance with the HRIP Act, appropriate systems and policies are in place to protect your information from loss, unauthorised access and misuse.

If you do not wish certain information about you to be collected and recorded, you should tell your treating doctor/clinician and he/she will discuss the consequences this may have on your healthcare.

USE AND DISCLOSURE

Your clinical information will be used or disclosed by your health team to provide treatment and ongoing care. In addition it may be used or disclosed for other related purposes (e.g. sending you a reminder to attend an appointment); and in ways that would be reasonably expected for your care and wellbeing. This may include for example, the transfer of information to your GP, or to another treating health service or hospital, or referral to a health professional and so on.

Your personal information may also be used or disclosed for the following, other related purposes.: to provide certain information to State and Commonwealth agencies to comply with certain laws (eg reporting notifiable diseases and births and deaths) or for statutory reporting ;

- To provide your personal information as evidence in court, if subpoenaed
- For purposes related to the operation of the NSW Health service, for example to conduct safety and quality improvement initiatives;
- In accordance with the statutory guidelines issued under privacy law, for research purposes approved by a SSWAHS Human Research Ethics Committee; for staff and student training purposes; or for planning, financial or management purposes;
- Where lawful and practical, individuals can request certain sections of their medical record to be withheld from professionals/ agencies. If this is the case speak to your treating health professional or We may use your information to contact you regarding patient/client satisfaction surveys that help Clinical Information/Medical Records Department;
- We may use your information to contact you regarding patient/client satisfaction surveys that help us to evaluate and improve our services.

YOUR RIGHTS AS A CLIENT OF KARITANE

- To feel welcomed by all staff.
- To be introduced to staff members and to be shown staff identification cards.
- To be listened to.
- To be treated with respect, consideration, and dignity.
- To have your personal and cultural beliefs and practices respected.
- To assistance without discrimination on any basis.
- To refuse to have health profession students participate in your care.
- To decide who will be present when you receive health care.
- To have issues relating to you and your child discussed with you, in words you can understand.
- To take part in developing your care plan.
- To make decisions about yours or your child's health care.
- To question advice or treatment.
- To request an appointment to read and discuss your health care file in the presence of a health care worker and to have your comments recorded.
- To have a free and confidential interpreter service.
- To refuse any assessment or treatment offered by the service.
- To have research fully explained, and be provided with written information.
- To refuse to take part in research.
- To have information provided about any costs you may incur at Karitane.
- To have you and your child's information kept confidential. Karitane staff is bound by a duty of confidentiality and do not discuss/disclose information about you or your child, except:
 - With your verbal and/or written consent (e.g. verbal consent may be obtained over the telephone).

- In cases where a child is considered to be at risk of harm. In these cases staff are legally required to contact the relevant service (e.g. Department of Community Services).

YOUR RESPONSIBILITIES AS A CLIENT OF KARITANE

- Informing the staff if you are not going to be available for your appointment/admission.
- Informing the staff if you or your child is unwell at the time of your appointment/admission.
- Informing staff if you have changed your address or telephone number and providing new contact details.
- Answering questions about yours and your child's health frankly and honestly.
- Advising staff of any medication/herbal remedies you or your child are taking.
- Letting the staff know if you or your baby are also receiving treatment from another health professional.
- Informing staff of anything that may impact on the care of you or your child.
- The decisions that you make.
- Asking questions about your management/treatment.
- Following the management/care plan you have agreed to.
- Advising your health worker if you decide not to continue with the management/care plan.
- Taking responsibility for your family's care.
- Maintaining respect for the staff, volunteers and other families attending the service.
- Advising staff if you are unhappy about the way you are being treated.

Your Feedback

Karitane has a commitment to providing a high standard of care to families.

An essential part of this commitment is an effective system for responding to your feedback.

Your comments can be directed to the Nurse Unit Manager on 9821 4555 or Karitane's Chief Executive Officer, P.O. Box 241, Villawood NSW 2163 or call (02) 9794 2300

You can also contact the: NSW Health Care Complaints Unit, Locked Bag 961, North Sydney, 2059.

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