

Carer's Hospital Handbook



A resource for
informal carers
supporting someone
in hospital



My name	
My phone number	
The name of the person I care for	
Hospital	
Admission date	
Discharge date	

Disclaimer

The information in this booklet is current at time of printing. It contains contact details for the most important services which are unlikely to change. If any service mentioned in this booklet is no longer available, we can put you in touch with the service you need. Please call Carer Gateway on **1800 422 737 (press 1 at the menu)**.

Please note this booklet is specific to carers living in Tasmania. Services may differ between hospitals and in regional and remote areas. If there are any services mentioned in this booklet which are not available in your area, please ask the staff at the hospital you are visiting or call Carer Gateway on **1800 422 737 (press 1 at the menu)**.

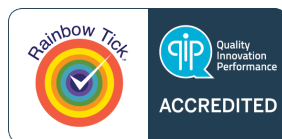
Whilst every effort has been made to ensure details in this booklet are correct, Care2Serve/Carers Tasmania is not liable for any outcomes as a result of using this booklet. Please seek medical advice if you have any queries regarding your own health or the health of the person you care for. This booklet is not designed to replace medical advice.

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Acknowledgement

We acknowledge the traditional owners of the lands and waters upon which we work, live, and sustain ourselves. This land was never ceded, and we acknowledge that the Tasmanian Aboriginal people are its continuing custodians. We pay our respects to elders past and present.

We acknowledge, value and respect people of all cultures, sexualities, beliefs, abilities, genders, and ages, and support their rights of access, equity and participation. We understand that carers in Tasmania, whilst sharing the common theme of caring for a family member or friend, have diverse lived and living experiences, and fundamentally we believe that carers are the experts in their own lives.



Do you provide ongoing care and support for a family member or friend with a chronic or life-limiting illness, disability, mental ill health, alcohol or other drug dependence, or who is frail aged?

If so, this booklet is to help you keep track of everything before, during and after their hospital visit.

Who is a carer?

The Australian and Tasmanian Governments have slightly different carer definitions. As this handbook relates to the Tasmanian Health System, the state definition applies. A carer is someone who provides unpaid care and support to a family member or friend with:

- disability
- mental ill health
- chronic or life-limiting condition
- alcohol or other drug dependence
- is frail or aged
- is a child if the person is an informal kinship carer of the child.

Anyone at any time may become a carer.

Contents

Welcome	8
----------------	----------

Carer services and support available	15
---	-----------

Preparing for hospital	23
-------------------------------	-----------

Admission checklists	28
----------------------	----

Information about the person requiring care	30
---	----

The hospital stay	39
--------------------------	-----------

Hospital contact details	41
--------------------------	----

What to expect	42
----------------	----

My questions and notes	50
------------------------	----

Tests or treatments in hospital	54
---------------------------------	----

Medication	56
------------	----

Concerns and complaints	61
-------------------------	----

Self care	65
------------------	-----------

Managing challenges and expectations	65
--------------------------------------	----

Asking family and friends for help	67
------------------------------------	----

Taking time for yourself	68
--------------------------	----

Self care to-do lists and reflections	70
---------------------------------------	----

Leaving hospital **79**

Discharge planning 79

Checklist before leaving hospital 85

After hospital **89**

Carer respite 90

Re-admissions to hospital 94

Useful contacts and information **99**

Carer services 99

Emergency contacts 101

A-Z of useful contacts and information 102

Welcome

We understand that a hospital stay can be very stressful, for you and the person you care for.

If you need support or advice, you can call our dedicated team on **1800 422 737 (press 1 at the menu)** to talk about your situation. Perhaps you are caring for an elderly parent or grandparent, a spouse, sibling, neighbour, child or friend, or a combination. You may also have your own health needs to consider. Whatever your circumstances, we are here for you!

About this booklet

This booklet is a guide to help you if the person you care for is admitted to hospital.

It is broken into sections with interactive pages to record important information, both during the hospital stay and after discharge. If the person you care for is admitted to hospital regularly, you may want to keep this booklet handy so you have all the recent information. Alternatively, you may use a new copy for each admission, whatever works best for you.

To obtain a replacement copy of this booklet please call us on **1800 422 737 (press 1 at the menu)**.

Some pages may be useful to share with others, and others are just for your own reflection.





This booklet contains:

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

This booklet is also available online as a PDF at [care2serve.com.au](https://www.care2serve.com.au)

CARER RECOGNITION

The National Carer Recognition Act 2010 and – particular to Tasmania – the Carer Recognition Act 2023 recognise the important role carers play in our community. This legislation formally recognises that:

- Carers are to be respected as valued members of a care team.
- The carer and the person receiving care are to be regarded as a partnership, in which each person has rights and responsibilities.
- Carers are to be acknowledged and treated as individuals with their own needs within and beyond their caring role.
- Carers are to be provided with relevant information and referred to appropriate services to assist them in their caring role.
- Complaints by carers on decisions and services that affect them and their caring role are to be resolved promptly and without any fear of reprisal.

TASMANIAN CARER CHARTER

Carer Recognition Act 2023 (*Tasmania*)

The Carers Charter that is contained in the Act has seven key principles:

1. Carers should be acknowledged as diverse and are to be treated as individuals with their own needs within, and beyond, their roles as carers.
2. Carers should be consulted in relation to the development and evaluation of policies and programs, and the provision of resources, in so far as those policies, programs and resources affect their role as carers.
3. Carers should be empowered to access information and services that are relevant to them in their role as carers.
4. Carers should be supported to participate in, and contribute to, the social, political, economic and cultural life of Tasmania, if they so desire.
5. Carers should be recognised and respected for their valuable caring role and should be supported in accessing, and engaging in, a wide range of services to ensure their well-being and to maintain their connections to their community.
6. Carers' knowledge about the persons for whom they are caring should be respected, acknowledging that each carer, and each person being cared for, has both rights and responsibilities.
7. Carers should be able to raise concerns about decisions, and services, that affect them as carers or the persons for whom they are caring, without the carers or such persons suffering adverse repercussions, and those concerns should be dealt with as promptly as is reasonably practicable.

The Carer Recognition Act 2023 (*Tasmania*) and the Charter set out obligations of how state service agencies and the staff who work within them should recognise, include and support carers. In the hospital context, this means that carers should be:

- recognised and asked if they need a referral for support
- included in planning meetings
- treated respectfully if any concerns about medical treatment or plans are raised
- communicated with and be kept informed of what is going on.

National Safety and Quality Health Service Standards

National standards require that hospital staff be respectful, share information, work with patients, carers and families to make decisions and plan care, and support and encourage patients to manage their own care. Health services are required to do so under these standards.

**If you are worried about your rights
or the rights of the person you care for
while they are in hospital,
please call Carer Gateway on
1800 422 737 (press 1 at the menu)
or Advocacy Tasmania on 1800 005 131.**



**Carer services and
support available**

Carer Gateway

Carer Gateway is an Australian Government initiative that provides safe, inclusive, and free support and services to carers.

The type of support Carer Gateway offers includes:

- Advice, information and referrals
- Help with navigating the maze of supports
- Tailored support packages such as planned respite or help at home with meal prep and cleaning
- Coordinating residential respite bookings if you care for someone aged over 65 (over 50 if Aboriginal and Torres Strait Islander)
- 24/7 emergency support if something stops you from caring
- Talking to someone - you can speak confidentially to a counsellor or work through caring challenges with a coach
- Carer connection sessions
- Wellness events.

These services are provided to carers as defined in the *Commonwealth Carer Recognition Act 2010 (Cth)*. As such, kinship carers are only eligible for support if they care for a child with disability, mental ill health, chronic or life limiting illness, or alcohol or other drug dependence.

**You can contact Carer Gateway on
1800 422 737
(press 1 at the menu)
Monday to Friday, 8am - 5pm
or visit carergateway.gov.au**



Carers Tasmania

Carers Tasmania is the peak body for informal carers in the state. Carers Tasmania works with the government, health and community sectors to improve conditions for family and friend carers through research, advocacy and policy development.

You can contact
Carers Tasmania on

03 6144 3700

peak@carerstasmania.org

carerstas.org

Care2Serve

Care2Serve is the service delivery arm of Carers Tasmania and the state provider of Australian Government Carer Gateway services and supports under the Tasmanian Government HACC program.

You can contact
Care2Serve on

03 6144 3729

intake@care2serve.com.au

care2serve.com.au

Aboriginal and Torres Strait Islander family support person/carers

You can ask to be put in touch with an Aboriginal Health Liaison Officer (AHLO). You can ask for this at the hospital or you can phone Care2Serve and we can connect you to the service. AHLOs can provide you with emotional support, practical assistance and information while the person you care for is in hospital. If you are connected to your local Aboriginal Health Service, they may also support you during your admission.


Culturally and Linguistically Diverse (CALD) carers

We are committed to providing carer support that is accessible to all Tasmanians.

Health services are required to provide language support if you need it. If you don't speak or understand English, you should be asked if you need an interpreter and if you want to see the Refugee and Migrant Liaison Officer during the hospital admission.

Interpreting may be provided by the National Translating and Interpreting Service (TIS National - 131 450) or the hospital. You can also use TIS to call the hospital.



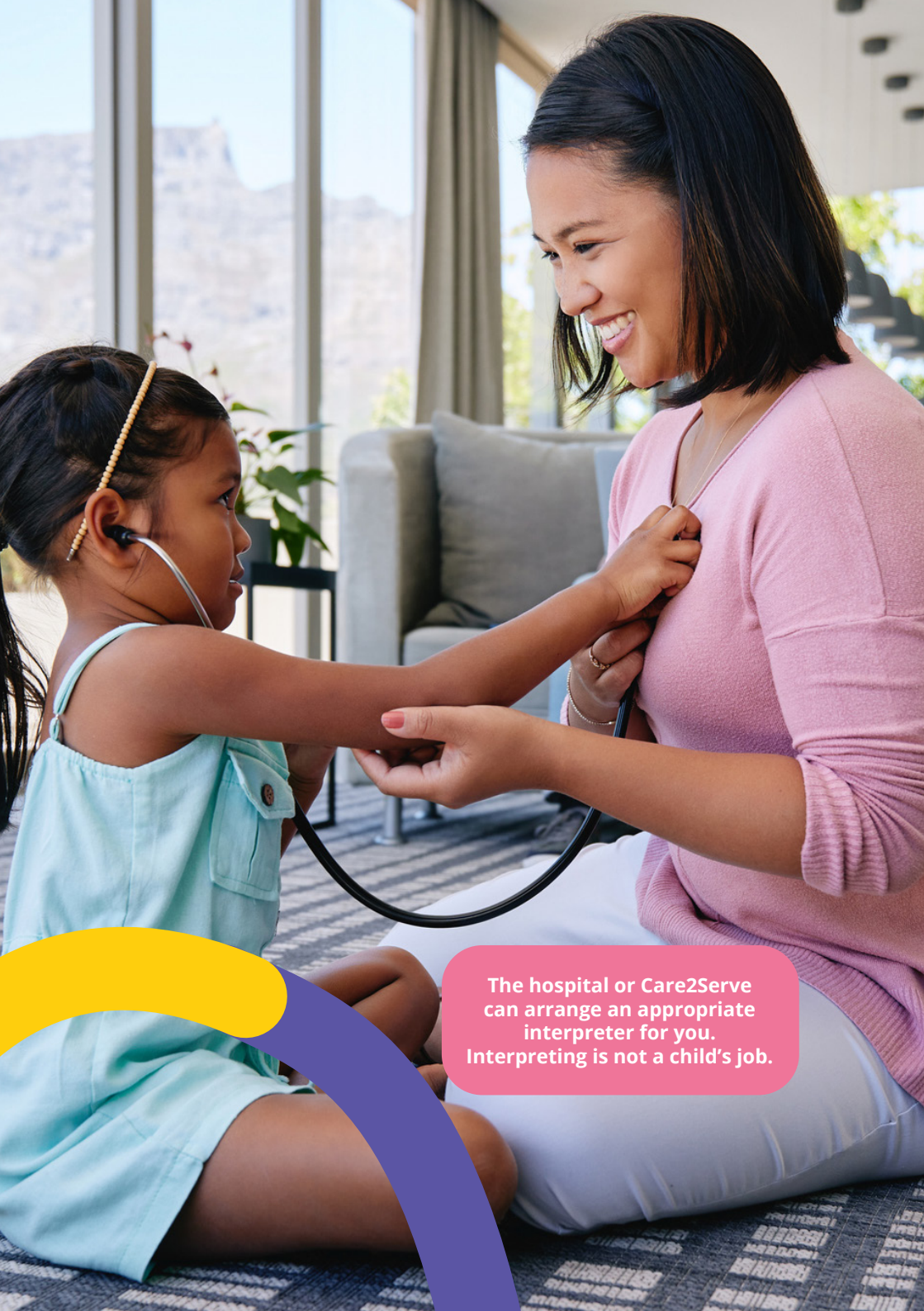


Professional interpreters are required to be accurate, impartial, and confidential. That means they can't change the messages they interpret for any reason or any person. They also must keep all information private. Interpreters can work with you over the phone or in person so that you can talk with hospital staff. You can also request a male or female interpreter.*

If a health service does not provide you with an interpreter when you need it, you can phone an interpreter on 131 450 and give them the details of the part of the hospital not providing an interpreter. They will support you to access services.

**Whilst Care2Serve and TIS make every effort to provide these services, they are subject to availability.*

Other services who can help:
Migrant Resource Centre Tasmania
03 6221 0999
Equal Opportunities Tasmania
03 6165 7515



The hospital or Care2Serve
can arrange an appropriate
interpreter for you.
Interpreting is not a child's job.



Preparing for hospital

It is very normal to feel overwhelmed when someone you care for has to go to hospital, especially if they don't want to go. It's important to reach out to people you feel will listen and support you. You could ask to speak to the hospital social worker who will find you extra support if you need it or you can call Carer Gateway on **1800 422 737 (press 1 at the menu)**.

Avoiding admission

Many people don't want to go to hospital. Sometimes this can be avoided with extra support from a GP and other services. Please ask your GP about other options that might be available.

Preparing for admission

Transport and accommodation

If it is a planned admission, it is a good idea to make your transport and accommodation arrangements as far in advance as you can.

Transport is available for patients who are too unwell to travel by car or public transport or who have no transport options. See [page 114](#) for more information.

Low-cost accommodation options are available for patients and family members across the state. See [page 102](#) for more information.

The Patient Travel Assistance Scheme may be able to provide financial help with travel and/or accommodation costs. See [page 114](#) for more information.

If you are a concession card holder, you may be eligible for reduced rates in some car parks. See the Tasmanian Government's Concession Guide online at concessions.tas.gov.au

Planned admissions

If a hospital admission is planned, you may have appointments with a nurse or surgeon to plan the hospital visit. You will be asked to fill out a form that includes:

- medical history
- allergies
- contacts
- discharge planning. This is a small, but very important, section of the form that asks if the person being admitted needs support at home and whether they have someone to care for them once they leave hospital.

You will be contacted by letter or phone and told the date and time to go to the hospital. You will be given information about what to bring and how to prepare (such as if the person needs to fast before a procedure).

If you think you might need support put in place for the person you care for after discharge but you are not sure, we suggest you tick yes.

This will help to plan support later on when you might need help available at home. This could include extra help with showering or cleaning to give you a bit of extra help during recovery.

If the person you care for already has in-home support, make sure the provider knows about the hospital admission. This is so they can plan services for when the person you care for goes home or let you know if extra help is available.



Unplanned admissions

If the admission is an emergency, the patient will be assessed by the triage nurse in the emergency department. They will decide how urgent the health issue is. How long it takes to be seen will depend on the urgency and needs of other patients.

In a life-threatening situation, you may be unable to be with the person you care for, but staff should keep you up to date.

If the person you care for is experiencing severe mental ill health (for example, contemplating suicide or other dangerous behaviour), they may be admitted as an involuntary patient under a Mental Health Treatment Order. This will depend on whether the person is able to make their own assessment and treatment decisions and whether there are risks to their health or safety or the safety of others.

The people that can apply for the Treatment Order are medical professionals. For more information please refer to [page 110](#) for TASCAT contact details.

Which ward a patient is admitted to will depend on their illness, and how unwell they are. A patient be admitted to a short stay unit for observation or short-term treatment, or may be in an open, secure or high dependency unit.



**The hospital environment can
feel very unfamiliar.**

**You can ask the staff to give you
a tour of the ward when you
arrive.**



TOP TIPS

- ◆ If you need help with planning a hospital visit, call Carer Gateway on 1800 422 737 (press 1 at the menu) and we can advise you.
- ◆ There are subsidised transport and accommodation options available (see pages [102](#) and [114](#)) – you can ask the social worker at the hospital about accommodation options.
- ◆ Tick ‘yes’ to any help you are offered at the point of admission, even if it is after leaving hospital. If you find you don’t need it, you can always let them know later.
- ◆ If the person you care for already has help at home, talk to the provider to make sure they pause the support and tailor the support to suit when you get home.
- ◆ Use the checklist on the next page to be and feel organised.

Admission checklist for the person requiring care

- Arrange transport to hospital
- Copies of my referral/test results/ x-rays
- Copy of Advanced Care Directive or Statement of Wishes
- A written health summary from my GP
- Current medications (including vitamins and herbal medicines, creams and drops)
- Day clothes and night wear (pyjamas, slippers, dressing gown)
- Toiletries (toothbrush, toothpaste, shampoo, deodorant, razor)
- Mobile phone and charger (note: these may not be allowed in certain areas of the hospital) and/or iPad
- Loose change for kiosk, newspapers, etc
- Hearing aids/glasses

Admission checklist for you

- Accommodation and/or parking arrangements
- Day clothes, night wear and toiletries (if necessary)
- Loose change, other money for expenses
- Mobile phone and charger (note: these may not be allowed in certain areas of the hospital) and/or iPad
- Address book, diary/calendar, notebook
- Books/magazines to read, snacks and water bottle
- Spare key to the home of the person requiring care in case they need a change of clothes or other items

MY NOTES

Information about the person requiring care

Studies show that when medical staff work together with patients and their families/carers, it leads to improved outcomes like reduced time in hospital, better care planning and an overall better patient experience.

The information you know about the person you care for can be very helpful to hospital staff. You can let staff know what is typical behaviour for the person you care for and what small changes might indicate something is wrong.

Rather than having to repeat the health history of the person requiring care, you can simply share this section with hospital staff when they ask.

Name

Date of birth

Allergies

Current medications

Past/recent medical history

Diagnosis	Date Diagnosed	Doctor/Hospital

Pre-admission test/treatment	Date	Result

Recent medical procedures or issues

Procedure/issue	Date	Doctor/Hospital

Other information

Other needs

Please let hospital staff know if the person you care for has any dietary needs and any cultural or other considerations. These could be likes and dislikes or special routines. Knowing these will assist the staff in providing appropriate care. Use the TIS service (see [page 111](#))

Emergency and other important contacts

If you are not available, list below who can provide backup support for the person you care for.

Type	Name	Contact Details / Notes
Emergency Contact 1		
Emergency Contact 2		
General Practitioner (GP)		
Specialists		
Guardian or Enduring Guardian		
Power of Attorney (POA) or Enduring POA		
Pharmacist		
Other		

Other information

Health Care Item	Yes/No	Details such as card number and expiry date, type of pension, location of will or advance care directive
Medicare Card		
Health Care Card		
Pension/Benefit (1)		
Pension/Benefit (2)		
Private Health Fund		
Advance Care Directive		
Will		
Medic-Alert		
DVA Card		

Other needs or questions I/we have during the admission process



TOP TIPS

- ◇ Use the checklists and tables to record information about the person you care for – these details are easy to forget, especially if you feel overwhelmed and tired.
- ◇ For easy access to paperwork, take photos of any forms and documents on your phone.
- ◇ Let hospital staff know important things about the person you care for such as communication needs, allergies, or any assistance items they need, such as glasses for reading.
- ◇ Have a backup person that knows the situation in case you need extra support or a break.





The hospital stay

When the person you care for is admitted to hospital you may be speaking to a number of different hospital staff. Things are not always straightforward, and staff/treatment can change. It can be a stressful time, not just for the person you are supporting, but also for you.

If you need support or information, contact Carer Gateway on:

- 1800 422 737 (press 1 at the menu)
- intake@care2serve.com.au
- care2serve.com.au

Your rights as a carer

Carers should be included in the planning of care for the patient. They should be listened to, asked for input, and involved in important decisions.

There is national legislation that supports this, but the recently enacted Tasmanian Carer Recognition Act 2023 outlines obligations of state service organisations, which includes the Department of Health, on how they must recognise and include carers in these processes. Please refer to [pages 10-12](#) for more information.

**If you are worried about your rights
or the rights of the person you care for
while they are in hospital, please call
Carer Gateway on 1800 422 737
(press 1 at the menu)
or Advocacy Tasmania on 1800 005 131.**



Hospital contact details

Hospital main phone number	
Ward or area name	Direct line

Visiting hours

Weekdays	Weekends	Rest Periods (no visitors)

Hospital staff details

	Name	Other information
Consultant / Specialist		
Registrar Doctor		
Intern/Junior Doctor		
Clinical Nurse Specialist or Manager		
Nurse		
Other		

What to expect

On admission

Wards start the discharge planning process on admission. You may have already ticked the 'yes' box for extra support at pre-admission (see 'Planned Admissions' on [page 24](#)). The hospital staff will be working towards a timely discharge but also ensuring that the person you care for is safe to go home.

If you believe the person you care for is not safe to go home when the time comes, you can ask the person in charge of the ward for a family meeting (see more information on [page 46](#)). In a family meeting you can discuss what supports are needed prior to going home to keep both yourself and the person you care for safe and avoid re-admission to hospital.

It is important to remember that hospitals do not want to discharge patients who are not ready to go home, and you have the right as the carer to raise any concerns with hospital staff.





Hospital staff

Doctors and nurses work in shifts, usually for 8 hours at a time. A handover occurs at every change of shift, either at the bedside of the patient or at the nurse's station.

Other hospital staff who may be involved in the admission

Social worker	Helps you get the practical or emotional support you need
Occupational therapist	Helps the patient develop or strengthen skills to maintain independence
Physiotherapist	Provides exercises and activity to prevent complications, assist recovery and function and promote health
Dietician	Identifies nutritional issues and develops nutrition programs to help alleviate symptoms and improve overall health
Pharmacist	Provides information and advice about medication and dispenses them in hospital
Speech therapist	Assists with issues with swallowing, speech and language

Ward rounds

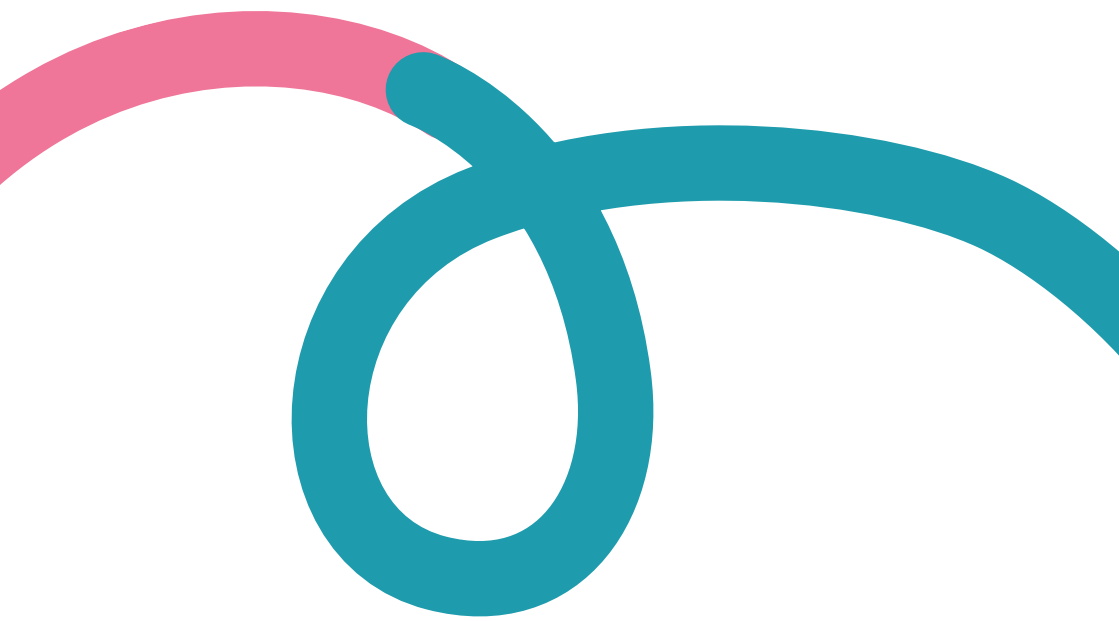
There will be ward rounds every day. A doctor and other relevant staff will assess the patient, check their records, and make changes to care or treatment if necessary. Medical students often attend ward rounds. You have the right to refuse their presence.

You may not get to see the doctor every day. You can speak with the nurse looking after the person you care for, or the nurse in charge of the ward, to stay informed. They will tell you about any plans the medical team are making.

Your involvement

You may be able to speak to clinical staff about their plans, raise issues and ask questions during ward rounds. You can also share any information that the staff should consider to prevent any unwanted outcomes for the patient.

When clinical staff talk to the person you care for about their treatment, you can be present if they agree. If they want to speak to staff privately, you may be asked to leave while they have their conversation. If you have concerns you aren't comfortable discussing in front of the person you care for, you can also ask to speak to the staff privately.



If the information being shared by hospital staff is confidential or requires legal consent, you need to have a relationship with the patient or legal guardianship that allows you to do this (see next section). However, there is no law restricting medical staff from listening to your concerns.

When the person requiring care can't give consent

If the person you care for is unable to understand their condition and treatment, you may need to make decisions for them that are in their best interests.

If you are a Guardian or Enduring Guardian you can make decisions, in consideration of their preferences and values, about their health care and accommodation, what support services they receive, and who can visit them.

If there is no Guardian/Enduring Guardian, the doctor will decide who is the "Person Responsible".

The Person Responsible for a child (a person under 18) will in the majority of cases be the child's parent. The Tasmanian Carer Recognition Act 2023 also recognises informal kinship carers, such as a grandparent or other adult relative who has responsibility for the child.

If the person is an adult (18 years or over), the Person Responsible will be (in order of priority):

- A guardian (including an Enduring Guardian)
- An unpaid carer who is providing support to the person or provided this support before the person entered residential care
- A close relative or friend of the person, who has frequent personal contact with them and cares about their welfare.

A Person Responsible is not required in a medical or dental emergency or if the treatment is minor.

Family meetings

If there are complex issues and decisions to make, you can ask the hospital staff to organise a family meeting. Staff can also initiate these meetings. This allows all the relevant health care team members to come together with you (with or without the patient and other family members, depending on the circumstances) to discuss all aspects of the situation and agree on the best way forward.

Hospitals suggest you nominate one person as the contact point and information provider for your family. This helps to coordinate communication.

Some families set up a communication book to leave messages so others know what happened during their visit, others set up a WhatsApp group or a Facebook Messenger chat.

Whatever you choose, try to keep lines of communication open, clear and consistent.



It is hard to remember information when you are stressed or overwhelmed. Write things down as you go along so it is easier to recall information you might need later.

Information from the medical/nursing team

Date	Name	Details

Out of hours questions

Sometimes you might have a question for staff once you have returned home for the day. Telephone calls about a patient are preferred between 9:00am and 5:00pm unless it is urgent. Use this space to write any questions you have as they occur to you so you can follow them up on your next visit.

My question	
Answer	
Answered by	
Date	

My question	
Answer	
Answered by	
Date	

My question	
Answer	
Answered by	
Date	

My questions and notes

While the person you care for is in hospital, you will talk to many different medical staff. It can be hard to keep track of everything and remember what has been said. This space is for you to record information during these conversations.

Date	
Name and position of person I spoke to	
Questions I asked/ What they said	
Things to follow up/ prepare at home	

Date	
Name and position of person I spoke to	
Questions I asked/ What they said	
Things to follow up/ prepare at home	

Date	
Name and position of person I spoke to	
Questions I asked/ What they said	
Things to follow up/ prepare at home	

TOP TIPS

- ◇ Use the spaces provided in this book to write down what was said and by whom – it is easy to forget in a busy hospital. You can also use a notebook or an app on your phone to record everything that you might need to remember later.
- ◇ As a carer, you have important information about the person you care for and the right to have this heard and be included in decisions. If you feel that no one is listening to important information, you can call Advocacy Tasmania, Carer Gateway or make a CARE Call (see Concerns and Complaints on [page 61](#) for more information).
- ◇ Ask the person in charge on the ward for a family meeting if you would like to discuss any questions about treatment or the discharge planning process.
- ◇ Have one person in your family/group as the main contact.
- ◇ If you have Guardianship/Enduring Guardianship for the person you care for, you can make decisions on their behalf if they cannot give consent. This includes:
 - medical decisions
 - decisions about who can visit the person you care for
 - the care or support they receive, including once they are back at home.

Tests or treatments in hospital

It may be helpful to record the results of tests as they are provided by hospital staff. The following sites may help you understand the tests that may be needed and what is involved.

Radiology Tasmania: radiologytasmania.com.au

Lab Tests Online: labtestsonline.org.au

Type of test	Date	Time
Result		

Type of test	Date	Time
Result		

Type of test	Date	Time
Result		

Type of test	Date	Time
Result		

Type of test	Date	Time
Result		

Type of test	Date	Time
Result		

Medication

The hospital pharmacist usually calls the patient's GP to find out what medication they are taking. Make sure you talk to staff about any information you have about medication you think is important. If the patient doesn't have a GP, they may give medications prescribed the last time the person was admitted.

It is very important to inform the doctor and/or pharmacist about any medications the patient is taking and if they have had any allergic reactions to any medicines in the past.

Bring in any medications in their original containers or dispensing pack, if possible. This includes herbal medicines and vitamins.



There may be significant changes to medication during the admission. You will need information about the new medications for when the person you care for leaves hospital.

You may need to ask the doctor or pharmacist:

- What does the medication do?
- Are there other medication options? Are there options other than medication?
- Are there side effects? Should the person I care for expect to feel any different?
- When should it be taken?
- How long should it be used for?
- Does it need to be taken with anything or at a certain time?
- Will it interact with any other medications?
- Is there anything that might affect the way this medication works (such as consuming certain foods or drinks)?
- How should I store the medication?
- What should I do if a dose is missed?
- What should I do if the person I care for has problems with sight/ swallowing/memory or refuses to take medication?
- What is the best way to dispose of old medication?

If there are special considerations in relation to taking or using any medications, you can request a printout of instructions from the hospital or pharmacist, which you can keep in the back pocket of this booklet.

You may be asked if the person you care for drinks alcohol or takes recreational or illegal/illicit drugs. This might be to prevent reactions to treatment or other medications being prescribed. This information will be kept confidential. Please encourage the person you care for to be as open as possible.

Current medications

Medication	
Dose and frequency	
Purpose of medication	
Current side effects/any concerns	

Medication changes during admission	
Date	
Reason for change/ purpose of new drug/important information	

TOP TIPS

- ◇ Bring all medications to hospital in boxes or Webster packs.

This includes vitamins as well as eye drops, creams, liquid and pill form.

- ◇ If there are changes to medications, make sure you and the person you care for know what has changed and that you have enough medication when you are discharged until you can get to the pharmacy.



- ◇ Medications can have side effects. Don't forget to ask what they might be.
- ◇ You have the right to ask questions about medication that has been prescribed.
- ◇ If you find that the medication is prescribed more times per day than you or the person you care for can manage, you can talk to the doctor. There may be options to change the frequency or amount to make it a bit easier.

Concerns and complaints

If something doesn't seem quite right, let a nurse, doctor or other staff member know.

If you are still worried or concerned with the response, ask if you can talk to the nurse in charge or a senior doctor.

If you are still worried, phone (03) 6166 6744 and tell the operator you are making a CARE Call.

You will be asked your name and phone number, the location (hospital, ward), and the name of the person you are worried about.

A member of the CARE Call team will listen to your concerns and act on them.

How do I make a complaint?

Feedback forms are available on every ward of the hospital. You can also speak to the Nurse Unit Manager or the Clinical Nurse Specialist. You can ask to speak to the customer or patient liaison officer if your complaint is not resolved. It may not be resolved immediately, but make sure you get a response.

If you and the person you care for need help to have your say, you can contact Advocacy Tasmania on 1800 005 131 or advocacytasmania.org.au.

If you can't resolve your issue, you can contact the Health Complaints Commissioner to lodge a complaint.

Website: healthcomplaints.tas.gov.au

Email: health.complaints@ombudsman.tas.gov.au

Phone: 1800 001 170

If you or the person you care for experience abuse, neglect or inappropriate behaviour in a health care setting, there is a list of contacts available on [page 106](#) so that you can report your concerns or make a complaint.



Self care



Hospital admissions can be very stressful. It is normal to feel worried and more focused on the health of the person you care for, rather than your own. It can be an exhausting time, both physically and emotionally.

It is not selfish to also prioritise taking care of yourself during this time. Maintaining your own health and mental wellbeing is a vital part of your caring role. Taking care of yourself means you are better able to continue caring.



Managing challenges and expectations

Hospitals are very busy and can be confusing places. Medical teams and plans can change, sometimes quickly. The best thing you can do is to keep speaking to the nurse in charge of the person you care for.

Waiting for help when you are in hospital can be frustrating and stressful. Staff are caring for a lot of people at once, many of them in complex situations. Patience goes a long way, and having realistic expectations of waiting times can help.

If you are worried the person you care for is deteriorating and you have spoken to the nurse or doctor, followed up with a more senior staff member and are still feeling concerned, call **(03) 6166 6744** and tell the operator you are making a CARE Call. They will listen to you and act on your concerns.



Asking family and friends for help

Feeling overwhelmed when someone you care for is sick is very understandable. It is important to reach out to family and friends and ask them for support.

This can be uncomfortable but remember that most people like to help and feel useful during such times. Use the table on [page 73](#) to make a list of the things they can do to help.

You could also use the website gathermycrew.org.au to make a list of the help you need and invite friends and family to become “crew” members. Once they are a part of your crew, they can choose how they would like to help from the list you have made.

Assistance for you and the person you care for

You may wish to use the time that the person you care for is in hospital to get some extra support services in place, for them and for you. This could be some in home services such as help with cleaning, meal preparation, transport or equipment such as walkers, raised toilet seats or frames. See [pages 81-84](#) for support services that are available after discharge.

You might also be eligible for practical assistance from a government funded service. Even though it may be uncomfortable to ask the question, it is important to know what is available. Carer Gateway can let you know what you might be eligible for and help you find the information you need. Call Carer Gateway on **1800 422 737 (and press 1 at the menu)**.



Taking time for yourself

You can choose whether you spend time at the hospital, or whether you use this time to take a break, knowing the person is being monitored and cared for.

Here are some simple ideas for taking time for yourself:



It is also important to think about ways you can continue to look after yourself when the person you care for is discharged from hospital. You may need regular breaks to maintain your health and wellbeing.

Carer Gateway has dedicated coaches available to support you to plan time for yourself, as well as setting and achieving any other personal goals. They also have professional and confidential counsellors who can talk with you about managing stress and emotional challenges. Contact Carer Gateway on **1800 422 737 (press 1 at the menu)** for information about what supports are available to you.

TOP TIPS

- ◇ Self care is not selfish. Take some time to think about what you need. If you want to discuss respite options or extra help you might need, call Carer Gateway on 1800 422 737 (press 1 at the menu).
- ◇ Give yourself time to come to terms with any changes as a result of the hospital admission. Be patient, with yourself and with the people around you. You are all doing the best you can.
- ◇ If you are worried that the hospital is not doing the best it can and you don't think they are listening, don't hesitate to speak to the nurse in charge or make a CARE call on (03) 6166 6744.

Self care to-do lists and reflections

Use this space to remember and keep track of your tasks, needs and to plan how you are going to care for yourself.

Task	Tick when complete	Notes

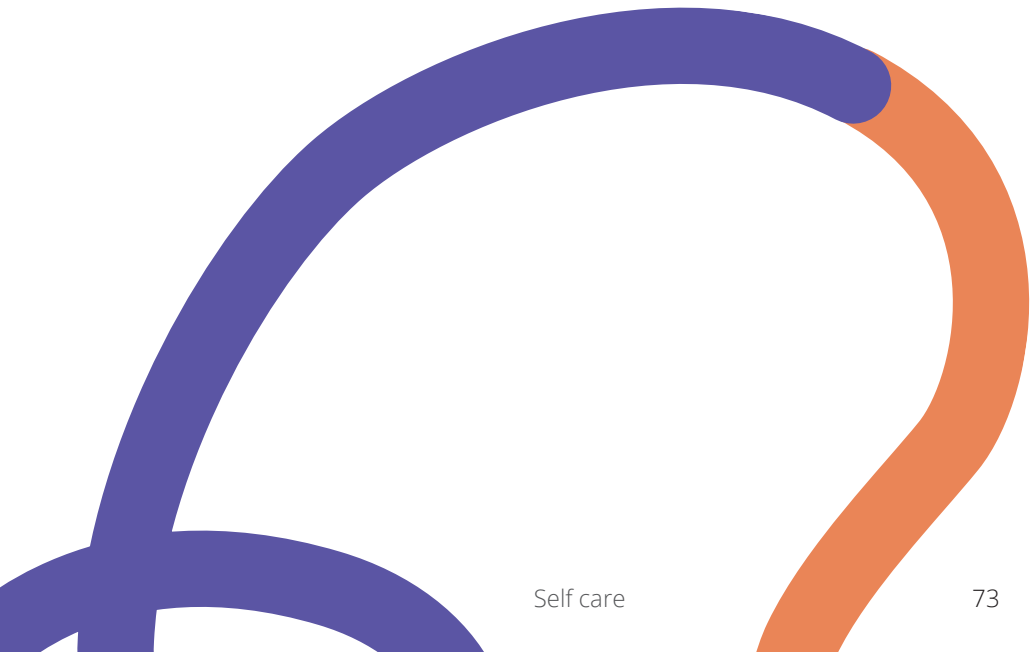
My upcoming appointments	Date/time	Contact details

Current bills I need to pay	When/ amount	Tick when paid

Things I will do to care for me during this admission	What I need to do to make this happen	Tick when complete

Things I will do to care for me following discharge	What I need to do to make this happen	Tick when complete

Things I will ask someone else to do for me	Who will I ask	Tick when complete



My thoughts

Writing down your thoughts and feelings can help maintain your health and wellbeing while you are in the caring role, as well as a useful memory jog.

You may like to reflect on what's been happening and how you feel. You can share your thoughts with others or keep them private.

A counsellor may also be able to assist with how to get the most out of keeping a journal as a mental health tool. Call Carer Gateway on **1800 422 737 (press 1 at the menu)** to book some time with a counsellor, either in person or on the phone.

Date

Thoughts/Notes

Date

Thoughts/Notes

Date

Thoughts/Notes



Leaving hospital



Discharge planning

Before the person you care for leaves hospital, there should be a discharge plan in place. If possible, the person you care for should be involved.

You should also be involved in decisions about discharge, or anything that may impact on your caring role, such as the need for in-home support, equipment or follow up appointments. Tell the hospital staff what you need to assist you to support the person you care for at home.

If the person you care for doesn't give consent for you to be involved, speak to staff separately. Tell them anything you think they need to consider and what you need. They may be able to provide you with the information you need to care for the person after discharge while still maintaining their privacy.

It is important to talk about anything worrying you.

You can ask for a family meeting if you think it is needed, or staff may initiate one if the situation is complex.





The person you care for may need extra help when they get home, such as help with showering or other personal care, nursing or wound care, cleaning, meal preparation, transport, shopping or emotional support. Hospital staff can organise these services before discharge.

Staff can also arrange a referral to My Aged Care or a home safety assessment, respite or end of life care. If you aren't sure what you need or what has been arranged, you can ask the nurse in charge or a social worker at the hospital.

If there are a number of services involved, hospital staff may write a discharge plan to list all the services and what to expect. These aren't provided for all patients. You can ask for a discharge plan if you are confused about what will happen when you go home.

Short-term support services

There are short-term support services available for people when they go home from hospital and still need a little bit of help. This is called post-hospital support. The hospital can arrange help at home for the patient. They can also organise equipment such as walkers, raised toilet seats or frames.

Most of the programs below need to be organised before discharge.

Name of program	Transition care program
Description	This program helps older people get back on their feet after a hospital stay. It provides short term care for up to 12 weeks. They can be provided in an aged care home or your home.
Services	Social work, Nursing, Personal care, Allied Health
How you apply	Contact My Aged Care on 1800 200 422 to organise an assessment
Eligibility	<ol style="list-style-type: none"> 1. Be an admitted patient of a public or private hospital 2. Have Aged Care Assessment Team (ACAT) approval

Name of program	Short term restorative care program
Description	Provides services to older people for up to 8 weeks to help delay or avoid long term care
Services	Personal Care, Physiotherapy, Nursing, Technologies, Minor home modifications, Shopping, Driving
How you apply	Talk to the social worker at the hospital
Eligibility	<ol style="list-style-type: none"> 1. No other Commonwealth funded program 2. Current needs are new (unrelated to a condition they have been in hospital for within the last 3 months)

Name of program	Post hospital support program
Description	Short term support (usually 3 weeks) with approximately 2 hours of support per week
Services	Personal Care and Domestic Assistance
How you apply	Talk to the social worker at the hospital
Eligibility	Discharge with need for support – Home Care Package services are suspended while you have this

Name of program	Statewide Mental Health Services
Description	There are varying supports available for people after discharge
Services	A range of mental health supports
How you apply	Talk to the social worker at the hospital or contact Access Mental Health 9am – 10pm daily (see page 112 for contact details)
Eligibility	All ages

Name of program	Commonwealth Home Support Program (CHSP)
Description	Specific services recommended by Regional Assessment Service (RAS)
Services	A range of services recommended by the assessor. These will be discussed with you and the person you care for
How you apply	Talk to the social worker at the hospital or call My Aged Care on 1800 200 422
Eligibility	Over 65 or over 50 (if you are Aboriginal or Torres Strait Islander) Eligibility provided by RAS

Name of program	Home and Community Care Service or Tasmanian Community Care Referral Service (TCCRS)
Description	Services through referral
Services	Services you are either referred to or you choose the service you need
How you apply	Talk to the social worker at the hospital or see page 107 for contact details
Eligibility	Under 65

There are other longer term supports available. See [page 103](#) for My Aged Care (services for those aged over 65 or over 50 if you are Aboriginal or Torres Strait Islander) or [page 107](#) for Tasmanian Community Care Referral Service (services for those aged under 65). If you need assistance, call Carer Gateway on **1800 422 737 (press 1 at the menu)**.

If the person you care for already has long term services at home (a Home Care Package, Commonwealth Home Support Program or NDIS package) make sure the service provider knows prior to discharge when they can restart their support. They may need to make a home visit to check the support plan and update it and negotiate a temporary increase in supports if needed.

Tear out and keep the following discharge checklist at the back of this booklet so you can find it easily

Checklist before leaving hospital

Is transport arranged for the trip home? Have any forms regarding claiming accommodation or travel costs been signed?

Is there a discharge plan? Do you have a copy?

Have you received a supply of medication?

Have you/the person you care for received a copy of the discharge medication list?

Have any medications no longer in use been disposed of safely?

Have services been organised to start on the day of discharge from hospital, or when required?

Has any equipment you need to provide care for the patient been organised?

Is a follow up appointment with the GP required? If so, staff should advise you how soon this appointment should be.

Have you noted any other follow-up appointments?

Have you updated family members or friends you may need to support you?

Have you thought about how you might take some time out for yourself? Have you considered and/or discussed respite options?

Have you registered with Carer Gateway to ensure you receive ongoing support and advice? If not, you can call us on **1800 422 737 (press 1 at the menu)**.

Date

Notes



**After
hospital**

Once you leave hospital, the person requiring care has their health managed by a GP. The hospital usually sends a discharge summary to the GP and uploads it to My Health Record. If the person you care for doesn't have a regular GP, they may be encouraged to find one.

There may also be specialist appointments at the hospital or in the community after discharge.

Home and community supports are available

If you realise you need more support after leaving hospital, you can discuss options with the GP or call us on **1800 422 737 (press 1 at the menu)** to find out what longer term home and community help is available. We encourage you to make contact as soon as you can, as there may be a wait involved and/or eligibility criteria for some services.

Even when support services are involved, your role as a carer remains important and you will still have access to Carer Gateway services.



Carer respite

At times, caring can be busy and exhausting. Respite provides a much-needed break for carers from their usual caring role. The tasks you normally do for the person you care for are temporarily covered by someone else during respite. It allows you to take a break from your caring role to rest, to look after your wellbeing or for other commitments.

Most respite can be planned, but support is also available in emergencies.

Short stay in a residential aged care facility (nursing home). This form of respite is available for the person you care for if they are over 65 (over 50 if Aboriginal/Torres Strait Islanders) and have been approved by the Aged Care Assessment Team. Those approved can have up to 63 days in a facility per year.

In-home respite can be organised through Commonwealth Home Support Packages available through My Aged Care, a Home Care Package, an NDIS package or other support services. A home care worker will stay with the person you care for while you have a break or attend an appointment. Carer Gateway can help you to organise and plan in-home respite or provide you with the information you need to access this support.

Retreats allow carers to have a break, relax and connect with other carers in a similar situation. Carer Gateway run carers retreats (usually for 4 days/3 nights) across the state. These are subject to availability.



Emergencies are unavoidable, and you may need help to support the person you care for if an emergency arises. This could be as a result of sickness, hospitalisation or another emergency situation. Carer Gateway offers 24/7 emergency support, 7 days a week.

If you would like to discuss any of these options, contact Carer Gateway on **1800 422 737 (press 1 at the menu)**.

Carer Gateway

carergateway.gov.au or 1800 422 737
(press 1 at the menu)
(Monday to Friday 8.00am - 5.00pm)

My Aged Care

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

NDIS

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

Some funding for respite for carers may be available through Carer Gateway, depending on eligibility criteria.

For more information about respite or for any practical or emotional help following discharge from the hospital, contact Carer Gateway.

After hospital planning

Help needed	
When/how often	
Important notes What services provide this help? Has a referral been made? If so, will the service make contact or should we contact them?	
Contact details of service	

Follow up appointment with	
When and where	
Notes	

Re-admissions to hospital

Use the following pages to add information if the person you care for is re-admitted to hospital and most of the information is unchanged. Otherwise, just ask hospital staff for a new copy of this booklet.

Hospital	Ward	Doctor
Notes		
Admission date	Discharge date	

Hospital	Ward	Doctor
Notes		
Admission date	Discharge date	

Hospital	Ward	Doctor
Notes		
Admission date	Discharge date	

Hospital	Ward	Doctor
Notes		
Admission date	Discharge date	

Hospital	Ward	Doctor
Notes		
Admission date	Discharge date	



**Useful
contacts and
information**



This list will provide you with some information about supports and services available to you and where to find them.

Carers Tasmania and Care2Serve can help you with any questions you might have, or provide you with referrals and further information.

Carer services

<p>Carer Gateway</p> <p>1800 422 737 carergateway.gov.au</p>	<p>Carer Gateway is an Australian Government initiative providing a mix of free online, telephone and in-person support services and advice for family carers.</p> <p>Care2Serve delivers these in-person services in Tasmania.</p>
<p>Carers Tasmania</p> <p>(03) 6144 3700 carerstas.org</p>	<p>The peak body for carers in Tasmania.</p> <p>Carers Tasmania works with government, health and community sectors to enhance service provision and improve the conditions for family carers through policy development, research and advocacy.</p>



Care2Serve

(03) 6144 3729

care2serve.com.au

Care2Serve is your first point of contact for access to Carer Gateway services in Tasmania. These include:

Face to face:

- Carer Support Planning
- Tailored support packages
- In person counselling and coaching
- In person peer support
- Navigating supports
- Emergency respite care
- Residential Respite booking service

Online:

- Peer support
- Self-guided coaching
- Phone-based counselling
- Practical skills courses

Emergency contacts

<p>Ambulance, Fire, Police</p>	<p>For emergencies call 000.</p>
<p>CARE Call (03) 6166 6744</p>	<p>If after speaking to the nurse or doctor, then following up with someone more senior, you are not satisfied with the response, a patient or family member can call this number during a hospital admission if they are worried something is not right and the patient is not improving or is deteriorating.</p> <p>Operates 24 hours a day, 7 days a week.</p>
<p>Kids Helpline 1800 551 800 kidshelp.com.au</p>	<p>Private and confidential phone counselling service for young people aged 5 to 25 years.</p> <p>Operates 24 hours a day, 7 days a week.</p>
<p>Lifeline 13 11 14 lifeline.org.au</p>	<p>Lifeline connects people with care by providing services in suicide prevention, crisis support and mental health support.</p> <p>Operates 24 hours a day, 7 days a week.</p>
<p>Suicide Call Back Service (24hr) 1300 659 467 suicidecallbackservice.org.au/</p>	<p>Phone, video and online counselling for people who are feeling suicidal, are worried about someone who is suicidal, or have lost someone to suicide.</p> <p>Operates 24 hours a day, 7 days a week.</p>
<p>Poisons Information Centre 13 11 26 TTY 13 14 50 poisonsinfo.nsw.gov.au/</p>	<p>Call this number if you think someone has taken an overdose, made an error with medication or been poisoned. This includes prescription/non-prescription medicines, household and industrial chemicals, plants, animal/insect bites, pesticides and other agricultural products.</p> <p>Operates 24 hours a day, 7 days a week.</p>

A-Z of useful contacts and information

ACCOMMODATION

<p>Ronald McDonald House 62 Collins Street, Hobart</p> <p>(03) 6215 9200 rmhc.org.au/our-programs/houses/hobart</p>	<p>Very close to the Royal Hobart Hospital and provides accommodation for people with children in hospital.</p>
<p>John Opie House 97 Murray Street, Hobart</p> <p>(03) 6234 4030 hobarthouse@fightcancer.org.au fightcancer.org.au/what-we-do/accomm-centres</p>	<p>Five-minute walk to the Royal Hobart Hospital offering accommodation to seriously ill patients and their carers. The house features two communal lounge areas and a spacious kitchen and dining area where guests can relax.</p>
<p>Spurr Wing 268 and 270 Charles Street, Launceston</p> <p>(03) 6331 2457 spurwing@bigpond.net.au</p>	<p>Affordable accommodation for country patients and their families having treatment in Launceston. Two separate sites close to the Launceston General Hospital and the Holman Clinic.</p>
<p>Marillac House 32 Brisbane Street, Launceston</p> <p>(03) 6331 0405 marillachousetas.com.au</p>	<p>Affordable accommodation only a short drive from Launceston General Hospital.</p>
<p>Burnie Hospital Accommodation</p>	<p>Accommodation is available at units on the hospital grounds One or two bedroom units are available. Speak to the Burnie Hospital Social Work Department to arrange.</p> <p>Parking vouchers are also available for visitors in special circumstances. Some Nurse Unit Managers can provide vouchers otherwise contact the Social Work Department.</p>

For other low-cost accommodation options, ask to speak to the hospital social worker or pre-admission staff if the person you care for is having a planned admission.

ADVOCACY

<p>Advocacy Tasmania</p> <p>1800 005 131</p> <p>intake@advocacytasmania.org.au</p> <p>advocacytasmania.org.au</p>	<p>This organisation helps older people, people with mental health illness, people with disabilities and people with drug and/or alcohol related problems, their carers and relatives to understand their rights, have their say and sort out their problems.</p>
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AGED CARE

<p>My Aged Care</p> <p>1800 200 422</p> <p>Monday-Friday 8am-8pm Saturday 10am-2pm</p> <p>myagedcare.gov.au</p>	<p>This is the national starting point for aged care services. Call them to discuss:</p> <ul style="list-style-type: none"> • Different types of aged care services • Eligibility for services and what's available in your area • Assessments and referrals to the services you need • Help with costs. <p>Care includes home maintenance, equipment, dressing, preparing meals, nursing care or care in an aged care home including respite and care to transition from hospital.</p>
<p>Tasmanian Elder Abuse Helpline</p> <p>1800 441 169</p> <p>Monday to Friday 9am-5pm (Closed public holidays)</p>	<p>Advocacy Tasmania's Elder Abuse Helpline helps older Tasmanians, their families, service providers and the wider community respond to and deal with elder abuse. You can call and ask for advice if:</p> <ul style="list-style-type: none"> • you think someone is being abused • you think you might be unintentionally causing harm to someone you care for • if you think you are being harmed, abused or taken advantage of. <p>It is a confidential service.</p>

<p>Dementia Australia</p> <p>(03) 6279 1100</p> <p>tas.admin@alzheimers.org.au</p>	<p>The Tasmanian branch of a national body that provides support, information and counselling for people with dementia and their family and carers across the state.</p> <p>Respite services include day respite and overnight respite. Other services include support groups, social and creative groups, education and training. Availability depends on location.</p>
<p>COTA (Council on the Ageing) Tasmania</p> <p>(03) 6231 3265</p> <p>cotatas.org.au</p> <p>Level 12, 39 Murray Street, Hobart, Tasmania, 7000</p> <p>admin@cotatas.org.au</p>	<p>COTA provides information and advice for Issues affecting older people.</p>
<p>Older Persons Advocacy Network</p> <p>1800 700 600</p> <p>opan.org.au</p>	<p>Service to help you understand and exercise your rights, access aged care services and solve aged care problems.</p>
<p>Dementia Behaviour Management Advisory Services (DBMAS)</p> <p>1800 699 799 (24 hours)</p> <p>dementia.com.au/dbmas</p>	<p>Helping to improve quality of life for people living with dementia and those caring for them.</p>

ALCOHOL AND OTHER DRUG SERVICES

<p>Alcohol and Drug Service</p> <p>1300 139 641</p> <p>health.tas.gov.au/health-topics/alcohol-and-drugs/alcohol-and-drug-services</p>	<p>The Alcohol and Drug Service is a state-wide service across Tasmania. They provide programs and treatment to help you with alcohol, tobacco and other drug issues.</p> <p>All services are free, voluntary and confidential.</p> <p>They work with both adults and young people.</p>
<p>Alcohol Drug Information Service (ADIS)</p> <p>1800 811 994</p>	<p>A service providing information, advice and referral on any matter in relation to drugs and alcohol. Services whole of Tasmania.</p> <p>Operates 24 hours a day, 7 days a week.</p>
<p>Family Drug Helpline</p> <p>1300 368 186</p>	<p>Supporting families and friends of people who use substances as well as bereaved families in Australia.</p> <p>Operates 24 hours a day, 7 days a week.</p>

CHILDREN AND ADOLESCENTS

<p>Headspace</p> <p>1800 650 890</p> <p>headspace.org.au</p>	<p>Headspace supports young people aged 12-25 years.</p> <p>Doctors, health workers, and mental health professionals help with issues related to mental health, physical health, work and study, alcohol and other drugs.</p>
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COMPLAINTS

<p>Aged Care Quality and Safety Commission</p> <p>1800 951 822</p> <p>myagedcare.gov.au/contact-us/complaints</p> <p>agedcarecomplaints.gov.au/</p>	<p>The Aged Care Quality and Safety Commission helps with concerns about aged care services that you or someone you know is receiving.</p>
<p>Tasmanian Health Service Consumer Feedback</p> <p>Launceston General Hospital: 1800 008 001</p> <p>Royal Hobart Hospital: (03) 6166 8154</p> <p>North West Regional Hospital and Mersey Community Hospital 1800 062 322</p>	<p>You or the person you care for can provide feedback – positive or negative – over the phone, in person or in writing.</p> <p>Complaints are not kept on patient files.</p> <p>Complaints can be anonymous. You can also request that the complaint is not investigated.</p>
<p>Ombudsman Tasmania</p> <p>1800 001 170</p> <p>ombudsman@ombudsman.tas.gov.au</p> <p>ombudsman.tas.gov.au</p>	<p>The Ombudsman investigates complaints about Tasmanian State or local government administration.</p>

DISABILITY

<p>National Disability Insurance Scheme (NDIS)</p> <p>1800 800 110</p> <p>ndis.gov.au</p>	<p>Provides funding for supports and services to eligible people under 65 who have permanent and significant disability.</p>
<p>Tasmanian Community Care Referral Service (TCCRS)</p> <p>1300 769 699</p>	<p>Arranges services such as domestic assistance and personal care for eligible people under 65 who do not have NDIS-funded services.</p>
<p>Tasmanian Companion Card</p> <p>1800 009 501</p> <p>companioncard.tas.gov.au</p>	<p>A Companion Card is issued to people with a significant, permanent disability, who can demonstrate that they are unable to access most community activities and venues without attendant care support.</p> <p>The card allows the holder to receive a second ticket for their companion carer, free of charge, from participating businesses and organisations.</p>

EQUIPMENT

TasEquip

dhhs.tas.gov.au

South	North	North West
<p data-bbox="129 408 300 437">(03) 6166 7393</p> <p data-bbox="129 469 362 528">Repatriation Centre, 90 Davey St, Hobart</p>	<p data-bbox="417 408 588 437">(03) 6336 5036</p> <p data-bbox="417 459 648 564">Launceston General Hospital, Unit 3, 213 Wellington St, Launceston</p>	<p data-bbox="701 408 871 437">(03) 6426 2429</p> <p data-bbox="701 469 931 558">Mersey Community Hospital, Moriarty Road, Latrobe</p>
<p data-bbox="124 608 949 687">TasEquip provides equipment following discharge to palliative care patients and to Tasmanians with a disability who are ineligible for NDIS or who have an unrelated medical condition.</p> <p data-bbox="124 719 852 804">Includes shower chairs, walking aids, adjustable height seats, and wheelchairs and electric wheelchairs (only when palliative care is required).</p> <p data-bbox="124 836 706 865">The loan fee is \$50 for one or more items each year.</p> <p data-bbox="124 895 454 924">To be eligible, clients need to:</p> <ul data-bbox="124 954 953 1235" style="list-style-type: none"><li data-bbox="124 954 633 983">• be a permanent Tasmanian resident, and<li data-bbox="124 991 953 1043">• be a Centrelink benefit recipient – Health Care, Pensioner Concession, and<li data-bbox="124 1054 919 1107">• be living in the community or required for discharge from hospital, and<li data-bbox="124 1118 930 1235">• have had an assessment by an authorised prescriber. This is usually an Occupational Therapist (OT). They work in the hospital and the community and can assess you prior to discharge to prescribe the equipment needed to go home safely.		

FINANCIAL SUPPORT / LEGAL ADVICE

Department of Human Services/Centrelink

13 27 17

(Disability, Sickness and Carers Line)

centrelink.gov.au

Centrelink provides financial assistance to eligible carers. If you are in an ongoing caring role, you may be able to apply for a Carer Payment and/or a Carer Allowance.

Link your myGov account linked to Centrelink to apply online.

Go to: <https://my.gov.au> or call the myGov help desk on 13 23 07.

The helpline is available 7 days a week.

You can also call the Centrelink Carersline on 13 27 17 between 8am and 5pm on weekdays or visit your nearest Centrelink Office.

You can make an appointment with a Centrelink Social Worker by calling phone 13 28 50. Centrelink also has Multicultural Services Officers and Aboriginal Liaison Officers.

If you are experiencing financial hardship you can apply for an Advance Payment.

You will receive part of your payment early and pay it back later. You can do this by calling your regular payment line or visiting Centrelink.

<p>Department of Human Services/ Medicare</p> <p>13 20 11</p> <p>humanservices.gov.au/customer/dhs/medicare</p>	<p>Medicare payments and services give you or your dependent family members access to free or low-cost medical, optical and hospital care, and access to cheaper prescription medicines.</p>
<p>Tasmania Legal Aid</p> <p>1300 366 611</p> <p>Mon-Fri, 9am-5pm legalaid.tas.gov.au</p>	<p>Provides free and confidential legal advice as well as representation, family dispute resolution services and legal education to the Tasmanian community.</p>
<p>Public Trustee</p> <p>1800 068 784</p> <p>tpt@publictrustee.tas.gov.au</p>	<p>Provides various services in Wills, Deceased Estate Administration, Enduring Powers of Attorney, Executor Services, Financial Administration and Trust Administration.</p>
<p>Tasmanian Civil and Administrative Tribunal (TASCAT)</p> <p>1800 657 500</p> <p>guardianship@tascat.tas.gov.au</p>	<p>TASCAT can give you advice about becoming an Enduring Guardian for the person you care for. Enduring Guardians can make decisions about health care and accommodation, what support services the person receives, and who can visit the person.</p>
<p>Guardianship and Administration Board</p> <p>1300 799 625</p> <p>guardianship@justice.tas.gov.au</p> <p>publicguardian.tas.gov.au/guardianship</p>	<p>The Guardianship and Administration Board can give you advice about Enduring Guardianship too, though all Enduring Guardianships and Guardianships are registered at TASCAT.</p>

INTERPRETER / TRANSLATOR SERVICES

<p>Auslan Interpreter Service</p> <p>1300 287 526 admin@auslanservices.com</p> <p>auslanservices.com</p>	<p>A national service that provides interpreters for D/deaf or hard of hearing patients and carers.</p>
<p>National Relay Service</p> <p>1800 555 660 TTY 1800 555 630 helpdesk@relayservice.com.au</p> <p>relayservice.com.au</p>	<p>An alternative to the phone for people who are D/deaf, hard of hearing or who have a speech impairment and need to communicate over the phone.</p>
<p>Translating and Interpreting Services (TIS)</p> <p>13 14 50 tisonational.gov.au</p>	<p>Provides translation and interpretation to assist access to health services. Call TIS for an interpreter and they can contact who you need to speak to while you are on the phone.</p>

LGBTIQ+

<p>Qlife – Counselling and Online Chat support service</p> <p>1800 184 527 qlife.org.au</p>	<p>QLife is an Australia-wide telephone and webchat peer support and referral service for LGBTIQ+ people and their loved ones.</p> <p>QLife is a free and anonymous service run by LGBTIQ+ peers for those wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.</p>
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MEDICATION

<p>NPS Medicinewise</p> <p>1300 633 424 nps.org.au</p>	<p>Provides useful tools and information about medicines, conditions and medical tests to help Australians make better health choices.</p>
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MENTAL HEALTH

<p>Mental Health Families and Friends Tasmania</p> <p>(03) 6228 7448 mhfamiliesfriendstas.org.au</p>	<p>Provides systemic advocacy from a family/friend perspective. They also run peer support groups and meetings online.</p>
<p>Access Mental Health</p> <ul style="list-style-type: none"> • Immediate counselling support over the phone • Information about the Tasmanian mental health system • Help making a referral to public mental health services <p>1800 332 388</p> <p>Monday-Friday 9am to 10pm</p>	<p>Central point of entry to Mental Health services for all Tasmanians and provides advice, assessment and referral. It is staffed by community mental health clinicians who:</p> <ul style="list-style-type: none"> • will assess your information and determine the most appropriate action • may refer you to a Mental Health Community team in your area • will provide contact details for another service if they are more suitable to assist you • may refer you to a Community Mental Health Crisis Response team who are available extended working hours seven days a week.
<p>My Health Record</p> <p>1800 723 471 myhealthrecord.gov.au/for-carers</p>	<p>An online summary of your health information. You can choose to have a My Health Record or to permanently delete it at any time.</p> <p>It is important to speak to the GP about keeping it up to date. You can help the person you care for manage their My Health Record if you are a nominated representative.</p>

PALLIATIVE CARE

Specialist Palliative Care Service

Hobart
6166 2820

Launceston
6777 4544

Burnie
6477 7760

Specialist palliative care services are available from the Royal Hobart Hospital, the Launceston General Hospital and the North-West Regional Hospital in Burnie.

These can be arranged by speaking to a social worker, nurse or doctor.



TRANSPORT

<p>Patient Travel Assistance Scheme (PTAS)</p> <p>Royal Hobart Hospital: 6166 8225 or 6166 8546</p> <p>Launceston General Hospital: 6777 6249</p> <p>North-West Regional Hospital: 6434 6984</p> <p>ptas@dhhs.tas.gov.au</p> <p>dhhs.tas.gov.au/ptas</p>	<p>PTAS provides financial help with travel and/or accommodation costs to Tasmanian residents who need to travel:</p> <ul style="list-style-type: none">• more than 50 km (one way) to the nearest oncology or dialysis treatment centre• more than 75 km (one way) to the nearest appropriate specialist medical service• more than 75 km (one way) to access lymphoedema treatment from their permanent residence. <p>Benefits are paid for interstate referrals if the treatment is unavailable in Tasmania.</p> <p>You may be eligible for financial assistance with your accommodation and travel if the doctor determines the patient requires an escort.</p> <p>For more information, please speak to the hospital social worker or contact the Patient Transport Team.</p>
<p>Non-Emergency Ambulance</p> <p>1800 008 008</p>	<p>Specialist care provided in an ambulance. Paramedics can administer IV and medications. Usually used for transfers between public hospital facilities and hospital discharges to nursing homes.</p> <p>Can provide support for outpatient appointments, palliative care discharge.</p>

<p>Non-Emergency Patient Transport</p> <p>1300 513 997 (business hours) 1800 008 008 (after hours)</p>	<p>Provide free, pre-booked, transport for outpatient appointments and palliative care for medically stable public patients if they require a wheelchair, stretcher, or a basic level of care or monitoring.</p> <p>It requires a referral from a healthcare professional.</p>
<p>Community Transport Services Tasmania Inc. (CTST)</p> <p>1800 781 033 info@ctst.org.au ctst.org.au</p>	<p>Provide transport for social and non-emergency medical appointments to people who do not have access to suitable or appropriate transport. They have wheelchair accessible vehicles in most areas.</p> <p>Transport will include carers where possible.</p> <p>Vehicles are driven by friendly local volunteers.</p>
<p>Transport Access Scheme</p> <p>6166 3350 passenger.transport@stategrowth.tas.gov.au</p>	<p>Provides 50% of taxi travel costs for eligible people with permanent and severe disability who hold a</p> <ul style="list-style-type: none"> • DHS or DVA Pensioner Concession Card • DHS Health Care Card, or • Commonwealth Seniors Health Card <p>Speak to a hospital social worker or call the Tasmanian Department of State Growth.</p>

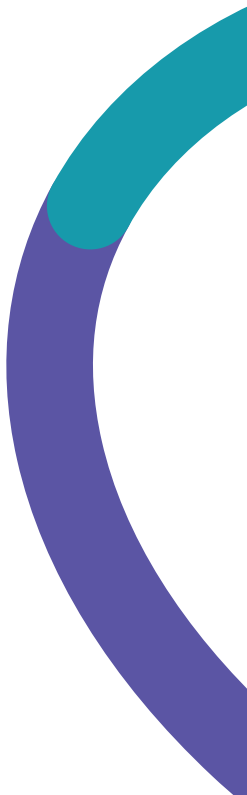
CONDITION-SPECIFIC ORGANISATIONS

The following organisations may be able to provide you with information that could be of help to your understanding of the illness/disability of the person you care for. Some also have carer support groups. This is not a complete list of conditions. Please contact your GP for further condition-specific information or call Carer Gateway on **1800 422 737 (press 1 at the menu)**.

ASSOCIATION	PHONE	WEBSITE
Association of Children with Disability	1800 244 742	acdta.com.au
Arthritis Foundation	1800 011 041	arthritistas.org.au
Asthma Foundation Tasmania	1800 278 462	asthma.org.au
Autism Association Tasmania	1300 288 476	autismtas.org.au
Carers Tasmania	(03) 6144 3700	carerstas.org
Cancer Council	1300 656 585	cancertas.org.au

ASSOCIATION	PHONE	WEBSITE
Dementia Australia	1800 100 500	fightdementia.org.au
Diabetes Australia Tasmania	1800 177 055	diabetesaustralia.com.au/ tasmania
Down Syndrome Tasmania	1300 592 050	downsyndrometasmania.org.au
Huntington's Disease Tasmania	(03) 6431 3403	huntingtonstasmania.org.au
Leukaemia Foundation	1800 620 420	leukaemia.org.au
Macular Disease Foundation	1800 111 709	mdfoundation.com.au
Motor Neurone Disease Association of Tasmania Inc.	1800 806 632	mndatas.asn.au
Multiple Sclerosis Society of Australia	1800 042 138	ms.org.au
National Stroke Foundation	1800 787 653	strokefoundation.com.au
Parkinson's Tasmania	1800 644 189	parkinsons.org.au





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