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A Masjid, or Muslim prayer room, is available for use on the fifth floor of the Samuel Way Building in Room 503. The room is kept unlocked and members of the Hospital community are welcome to use it at any time.

## ***Hours***

There is a chaplain on call at all times.

## ***Contact Information***

Coordinating Chaplain

Rev Carl Aiken

Ph (08) 8161 7000 pager 5851

Email [carl.aiken@cywhs.sa.gov.au](mailto:carl.aiken@cywhs.sa.gov.au)

Father Kevin O'Loughlin

Ph (08) 8161 7000 pager 5732

Rev Joan Claring-Bould

Ph (08) 8161 7000 pager 5736

## ***Location***

Room 335, 3rd Floor,  
Good Friday Building

## ***Mailing address***

Chaplains

Women's and Children's Hospital

72 King William Road

North Adelaide SA 5006

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## Child Minding (Creche)

The Hospital has a free child minding service for:

- siblings of inpatients and outpatients (Paediatric Wards and Nurseries)
- children whose mother is attending Women's Outpatient Clinics.

Three qualified staff members run the Creche and are assisted by a team of trained volunteers.

The Creche accepts children up to 10 years of age.

Please provide food and drinks, and any changes of clothing (including nappies) your child may need. The creche can provide water, but no other food or drinks. Please clearly label any clothes, toys and other items you intend to leave with your child.

### ***How to access the service***

The creche is a 'drop in' centre - no booking is necessary. Children may be left in the creche only while parents/caregivers are in attendance at the Hospital.

### ***Hours***

Monday to Friday from 8am to 4pm.

Children must be collected by 4pm.

### ***Contact Information***

Unit Head/Creche Coordinator

Maria Lai

## ***Location***

The Centre is located on the ground floor of the Good Friday Building.

## ***Mailing Address***

Creche  
Women's and Children's Hospital  
72 King William Road  
North Adelaide SA 5006

## ***Phone/Email***

Ph (08) 8161 6394

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## **Access for People with Disabilities**

Many people with disabilities experience problems accessing health services. While physical access is an obvious barrier, communication and attitudinal barriers may have an even greater impact. The WCH is committed to the elimination of discrimination on the basis of disability.

### ***Car Parking***

Disabled parking spaces are available at:

- Kermode Street Carpark - nine parking spaces
- Kermode Street - three parking spaces (three hour) located near the entrance to the Hospital
- Underground Carpark - one parking space
- Brougham Place (Street Parking) - four parking spaces (three hour).

### ***Toilets***

Disability access toilets are located in the following Hospital locations:

- Kermode Street foyer
- Women's Outpatients - 1st floor Queen Victoria Building

- Antenatal/Gynaecology Ward - 2nd floor Queen Victoria Building
- Postnatal - 4th floor Queen Victoria Building
- Children's Outpatients - 1st floor Rogerson Building
- Medical Imaging - 2nd floor Rogerson Building
- Nutrition and Food Services/ Cranio Facial Unit - 1st floor Rieger Building
- Laboratories - Rieger Building, floors 4, 5 and 8
- Day Surgery - 3rd floor Good Friday Building
- Hydrotherapy Pool - ground floor Good Friday Building
- Finance - 1st floor Angus Building.

### ***Building accessibility***

All entrances to the Hospital buildings are disability friendly except for the two Samuel Way Building entrances. The closest alternative access route to the Samuel Way Building is via the King William Road entrance.

There are lifts throughout the Hospital that provide access to all public areas.

### ***Hearing impaired***

Please ask a Hospital staff member if you are hearing impaired and require the assistance of a deaf signing service.

The Hospital Switchboard has a teletypewriter (TTY) that inpatients can use.

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## **Interpreter Service**

If English is not your first language, you may require help to understand what is happening to you or your child. The Hospital uses an interpreting service that can provide face-to-face interpreting for many languages. If you require this service, please ask a Hospital staff member.

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## **Siblings of Children with Special Needs (Disability or Chronic Illness)**

Siblings Australia is based within the Department of Psychological Medicine at the WCH. It provides services for families, in particular siblings, where there is a child with special needs. The organisation also provides resources, training and consultation for professionals who work with these families.

Ph (08) 8161 6737

Email [info@siblingsaustralia.org.au](mailto:info@siblingsaustralia.org.au)

Website <http://www.siblingsaustralia.org.au>

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## **School at the Hospital**

The Hospital Schooling Service is a statewide service that is staffed and resourced by Department of Education and Children's Services (DECS) and located at the WCH.

It is a special school in that it accepts children, free of charge, from government and non-government, interstate and overseas schools.

Schooling is provided for school age children who are:

- in hospital frequently
- expected to be in hospital more than three days
- outpatients unable to attend their own school
- the brothers or sisters of country patients.

### ***How to register for the School:***

Ask a member of the Hospital staff, telephone or visit the School room for a referral. The School is located on the Ground Floor. Just follow the signs from the Kermode Street entrance. The telephone number for the School is (08) 8161 7262.

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## **Patient and Consumer Feedback**

We welcome feedback from our patients, families and visitors. While everyone is pleased to hear compliments and praise, we also want to know if you have concerns about any of our services.

Despite our internal checks and balances, occasionally we are unaware that a process or service is not working efficiently, and this may only be recognised by our consumers. We rely on you to tell us when things go wrong as this will help us correct any shortcomings with our services.

Because we value your feedback we try to promote a 'complaint friendly' philosophy among our staff.

### **Who can provide feedback?**

We accept feedback from anyone who has used our services, as well as from people not directly involved, such as visitors, community care workers or professional groups. Regardless of your connection with the Hospital, or with our consumers, we value your constructive feedback.

You are welcome to provide feedback on behalf of a consumer if they are hesitant or feel unable to do so for any reason. As a courtesy we ask you to obtain their consent.

We are committed to privacy and confidentiality, so we may need to seek consent from the patient or their parent(s) before being able to respond to you.

You are welcome to provide feedback anonymously, however we may not be able to investigate your concerns fully if we are not able to discuss them with you.

## **How can I provide feedback?**

To ensure the fastest and most direct response we invite you to contact the unit, department or ward concerned. They are in the best position to provide up to date information concerning processes, waiting times or reasons for particular decisions.

We recognise that some people find it difficult complaining directly to the area they wish to complain about. We also recognise that the WCH is a large hospital, and you may have had contact with several different areas, even on one day. You may not recall the name of a unit, department, ward or staff member you had contact with.

If you do not wish to contact the area directly, you are welcome to contact the Consumer Complaints Coordinator. You may provide your feedback by telephone, fax, letter or email. Details are listed below.

### ***Consumer Complaints Coordinator***

#### ***Location***

Risk Management Services  
First Floor, Rogerson Building (near Paediatric Outpatients)  
Enter from Kermode Street

#### ***Mailing Address***

Risk Management Services  
Women's and Children's Hospital  
72 King William Road  
North Adelaide, SA, 5006

## ***Phone/fax/email***

Ph (08) 8161 6710

Pager 4550

Fax (08) 8161 6693

Email [cywhs.consumercomplaints@cywhs.sa.gov.au](mailto:cywhs.consumercomplaints@cywhs.sa.gov.au)

## ***What if I am not satisfied with the response to my complaint?***

If you make a complaint to the WCH and you do not feel it has been dealt with appropriately, or you feel you were not treated with dignity or respect, we invite you to contact the Consumer Complaints Coordinator or the office of the Chief Executive, phone (08) 8161 7408. Alternatively, you have the right to contact the Office of the State Ombudsman or the Office of the Minister for Health for further advice.

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## **Your Rights and Responsibilities**

As a 'health care consumer' you have the right to be involved in decision making about you or your family members' medical treatment. You have the right to access information concerning you, and to be sure that information about you is only used for the purpose for which it is intended. You have the right to provide feedback, including complaints, and to be confident that your feedback will be used constructively.

The WCH respects and values our patients and staff.

### **Your rights**

We want you and your family to receive the best care and attention while you are in contact with our health service. As partners we can help each other to make sure that this happens.

We will:

- treat you with dignity, courtesy and respect
- give you appropriate and timely health care
- give you information about you, or your child's health care, including options and possible complications
- obtain your consent before going ahead with treatment
- listen to your opinion
- include you and your family in decision making about your treatment
- allow someone to advocate on your behalf if you wish
- arrange a second opinion upon request
- allow you to be a public or private patient
- maintain your privacy and confidentiality
- give you access to your personal and health information and to change details if necessary
- provide an interpreter if required
- allow you to refuse involvement in research or training
- allow you to refuse treatment and explain the consequences of that choice.

If you think these rights have not been respected, please tell us or make a complaint, so that we can improve our services for other families.

## **Your responsibilities**

We want to be sure that we can give you the best care and provide the best types of treatment. To do this we expect that you will:

- treat us with dignity, courtesy and respect

- give us accurate and truthful information about your, or your child's health
  - tell us if your personal information or health condition changes
  - attend appointments or tell us if you cannot
  - ask for health care information or explanations where needed or if you don't understand
  - follow the instructions for treatment or inform us if you decide not to
  - accept the consequences if you refuse treatment
  - recognise the effects of your lifestyle choices on your health, or your child's health
  - agree to abide by our Conditions of Entry.
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## **Privacy and Confidentiality**

The WCH respects the privacy of everyone who accesses our services and information. We adhere to the Department of Health's Code of Fair Information Practice. We will take all reasonable steps to ensure that any information collected about our consumers:

- is accurate and up to date
- contains only details which are relevant
- is only available to people who need it to treat and care for our consumers or who have responsibilities related to their treatment and care
- is protected from misuse and unauthorised access by other people.

## **How the WCH manages privacy and personal information**

### ***Information collected through our website***

When you look at the WCH website we compile data that records and logs your visit. This information includes:

- your internet address or that of your proxy server if you use one
- your complete machine name or that of your proxy server if you use one (eg frank.hello.com.au)
- the date and time of your visit to the site
- the pages you accessed and downloaded
- the previous site you visited
- the type of browser you used
- any internet address you take directly via a link on our site.

This information helps us to continue to develop our website. The information will not be used to identify you in any way except in the event of an investigation where a law enforcement agency may exercise a warrant to inspect the logs.

### ***Emails to our website***

If you send an email to our website or complete a feedback form your email address will be known to WCH staff. Your email address and message will only be used for the purpose for which you have provided it.

We will not add your email address to a mailing list or disclose it to another person or organisation without your consent, except in the unlikely event of an investigation by a law enforcement agency.

Emails sent to this site are treated as a public record and are retained in accordance with relevant regulations.

## ***Access to information***

Under the *Freedom of Information Act 1991* you have the right to access the personal and health information concerning you.

An application form is available from the Freedom of Information Office or the Inquiry Desk at the Kermode Street entrance. We can explain the process when you get an application form.

For further information please contact the Freedom of Information Officer during office hours on (08) 8161 6127.

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## **Consumers and Community Participation**

The Children, Youth and Women's Health Service (CYWHS), of which the WCH is part, is committed to working in partnership with consumers and the community, and involving them in service and program planning, implementation, delivery and evaluation.

We believe that consumer participation in health care can lead to:

- improved service quality and safety
- improved health outcomes for individuals and groups
- services that are responsive to the needs of consumers.

The CYWHS has a Peak Consumer Advisory Group which meets every two months and advises the General Manager and Executive on a range of consumer issues.

If you wish to become involved in improving services at the WCH, please contact:

Ms Judy Underdown  
Community Participation Facilitator (WCH)  
Ph (08) 8161 6835  
Email [judy.underdown@cywhs.sa.gov.au](mailto:judy.underdown@cywhs.sa.gov.au)

