



Information for carers

Frequently asked questions

This document is intended to provide carers with information about Sir Charles Gairdner Hospital (SCGH) and Osborne Park Hospital (OPH) and the resources and support available to them.

Carer rights, support and resources

What are my rights in the hospital setting?

The [Carers Recognition Act \(2004\)](#) outlines the rights of carers in Western Australia. It describes how carers are to be treated and how they are to be involved in delivering services that affect them and their caring role. As a carer, you have a right:

- To be treated with respect and dignity
- To be included in the assessment, planning, delivery and review of services that impact on you and your caring role
- To have your views and needs taken into account, along with the views, needs and best interests of the people you care for, when decisions are made that impact on you and your caring role
- For any complaint you might make related to services that impact on you and your caring role to be given due attention and consideration.

What information will be given to me?

A carer should receive information about anything that **impacts on them and their caring role**,

An example is discharge planning – if the discharge is dependent on you being available to care for the patient, you should be included in any discharge planning discussions. However, consent to share information is required from the patient.

The patient's wishes regarding who receives information about their condition and treatment will always be respected.

How can I make staff aware that I am a carer?

If you are not the next of kin, please tell any staff member you are the carer and ask them to include this information in their clinical documentation and handovers.

How much involvement will I have in decision making?

You should be involved in decision making that **impacts on you and your caring role**. For example, if a person's care needs have changed during their hospital admission, you should be involved in discharge planning discussions, to ensure that you are able to resume caring for that person at home. Consent from patients is required for carers to be involved in decision making.

How can I access medical records or other relevant information?

There are several ways you may be able to get access to information you need to help the person you are caring for.

- The WA Freedom of Information (FOI) Act gives the public a right to access information held by the hospitals. You can submit a **Freedom of Information Application** to request access to a medical record or information about a person, lodged by someone on that person's behalf. To find out more, contact the hospital FOI coordinators on (08) 6457 6006 or email scgh.foi@health.wa.gov.au or see e [FOI page](#) on the website.

- Individuals can nominate a representative, such as a carer, to access their **My Health Record**. The level of access (general, restricted or full) is determined by the record owner. You can find out more on the [My Health Record website](#).
- As a carer you may be able to apply to be an authorised representative of the **My Health Record** of the person you are caring for, if that person lacks capacity to make decisions for themselves. You can find out more on the [My Health Record website](#).
- Health care professionals should include you in any **relevant discussions or meetings** about the person you care for if the decisions made in those meetings affect your caring role, and with the consent of the patient. If you feel this isn't happening, please talk to any trusted health care professional involved in the person's care.
- If you have questions or would like support to access information you can ask to speak to a hospital **social worker**.

What practical or emotional support is available for me??

All healthcare professionals should be able to provide you with some level of support while you are at the hospital. **Chaplains and social workers**, in particular, are very experienced at providing emotional support to people in times of need. Please ask any health care professional if you would like to speak either.

Carers Corners, or carer information areas, are available throughout clinical areas. These are designated spaces providing relevant information such as Welcome to Ward packs and other brochures and handouts. You can always ask a healthcare professional to show you where they are or ask to be referred to a social worker.

The Carers WA **Prepare to Care Hospital Program** provides information and support to people caring for patients during a hospital admission and after being discharged. This is a free book that should be in the Carers Corner – if you can't see it in the display brochure holders, please ask a staff member. The information is also available on the [Carers WA website](#).

Are there support groups or information sessions for carers?

Carers WA provide a wide range of support services, including support groups and information sessions. You can contact them:

- By phone - 1300 277 377
- By email - info@carerswa.asn.au
- Via their [website](#).

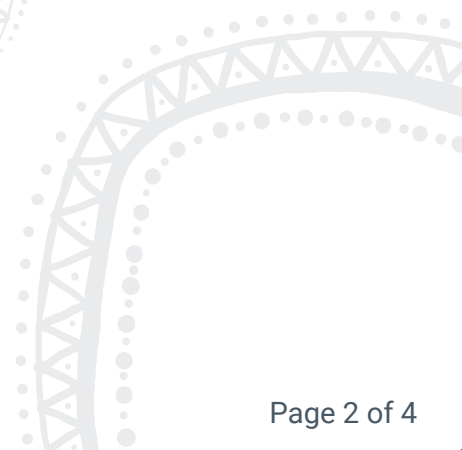
Carer Gateway is an Australian Government program providing free services and support for carers. This includes:

- In-person and online peer support groups
- Tailored support packages to help with accessing planned respite, transport services and more
- In-person and phone counselling
- In-person and online self-guided coaching
- Online skills course to support your wellbeing
- Access to emergency respite.

<https://www.carergateway.gov.au/>

There will be a **Carers Information Stall** in Watling Walk at Sir Charles Gairdner Hospital four times a year, and there are brochures in the displays along Watling Walk all year round. There is also information on site at both hospitals during National Carers Week every October.

The hospital **social workers** will be able to provide you with more information about ways to find information and support.



Who can help if I feel overwhelmed?

Hospital **social workers** are available Monday to Friday. Ask a staff member to put you in touch.

External support services include:

- Carers WA: (08) 9228 7400, Monday to Friday
- Carer Gateway: 1800 422 737, Monday to Friday. An after-hours service is available, including weekends
- Crisis Care: 1800 199 008. A 24-hour WA Government phone service for people needing urgent assistance
- Mental Health Emergency Response Line (MHERL): 1300 555 788 in Perth, 1800 676 822 in the Peel region. Provides contact with a trained mental health clinician.

How can I report concerns or complaints?

If you are concerned that the person you care for is getting sicker while in hospital, there is a 3-step process known as **Aishwarya's CARE Call** to raise your concerns:

1. If you are worried about a change in the condition of the person you care for, tell a nurse or staff member.
2. If you are still worried, tell a senior nurse or staff member.
3. If your concern is urgent you can call the Aishwarya CARE Call line on 1800 792 621.

There are several ways you can provide feedback, whether a compliment or a complaint:

- Email the **Consumer Liaison Service**: CLS@health.wa.gov.au
- Complete an online feedback form
 - » [SCGH online feedback form](#)
 - » [OPH online feedback form](#)
- Phone (08) 6457 2867 during office hours Monday to Friday and speak to someone in the Consumer Liaison Service
- A random selection of patients will be sent the MySay survey after they have been discharged. Carers are able to complete this.
- There are consumer feedback forms on the wards. You can fill in the form then either drop it in one of the feedback boxes around the hospital; give it to a staff member, or email it to the Consumer Liaison Service (see email address above)

- Share your experience either publicly or anonymously via [Care Opinion](#).

More information, including how to access interpreter services or language services to help you provide feedback, is [available here](#).

Further information

When can I visit?

Visiting hours are subject to change. Please see the hospital websites for visiting hours. Carers may be able to come outside those times, depending on the circumstances.

- [Sir Charles Gairdner Hospital](#)
- [Osborne Park Hospital](#)

Where can I park?

Visitor parking is available at both sites.

Parking is free at OPH, please [see the website for parking details](#).

There is a charge at SCGH, please [see the website for parking details](#).

Family and carers may be eligible for parking subsidies at SCGH. Eligibility criteria apply, and there is a limit of one permit per patient per day. Contact your social worker to discuss.

Please note that the SCGH parking facility is privately operated.

Can I get help with transport or travel costs?

Discounted travel on public transport is available to concession card holders, seniors, pensioners and veterans. Refer to [TransPerth](#) for information about [discounted or free travel on public transport](#).

Carers may be eligible for free travel on [TransPerth](#) services if they are travelling with someone who is carrying a **Companion Card**. A Companion Card is a card issued to people with a disability who require support from a companion to travel. Information about Companion Cards can be [found here](#).

WA **country residents** may be eligible for financial subsidies towards travel and accommodation costs, through the [Patient Assisted Travel Scheme \(PATS\)](#).

Are there food outlets or cafés?

Osborne Park Hospital

There is a kiosk (in F block) and a café (in B block). You can find them on [this map](#).

Sir Charles Gairdner Hospital

There are many cafés and food outlets at the hospital. You can find out more about them [here](#).

If you would like to walk off campus, there are plenty of food and drink options on Hampden Road, just a 5-10minute walk away.

Is there a quiet space, spiritual room or carer lounge?

Osborne Park Hospital

- Any of the cafés or kiosks
- Chapel, ground floor, E Block
- Any of the garden areas or courtyards

Sir Charles Gairdner Hospital

- Chapel, ground floor, Watling Walk
- Muslim Prayer Hall, first floor, G Block, next to the hospital library
- Solaris Cancer Support Centre, ground floor, Watling Walk
- Aboriginal Family Room, ground floor, near main entrance
- Any of the garden areas
- Kings Park is a 10-15 minute walk away, via the Kids Bridge near Perth Children's Hospital

Can I stay overnight if needed?

Overnight stays (also known as boarding) are approved only in certain circumstances if it is necessary for the patient's wellbeing. The decision to allow a family member/carer to board is made by the treating team. This will be arranged for the boarder, and meals or meal vouchers will be provided. Please discuss this with staff; the people best placed to help you are the ward nurse manager or a social worker.

Where can I store belongings or mobility aids?

Carers are responsible for their own belongings in hospital. Please do not bring large amounts of personal belongings, including money or valuables, into hospital. There is limited space in patient rooms, and hospitals do not have secure storage facilities available. The hospital is not liable and does not accept responsibility for any loss of belongings or valuables during someone's stay or visit.

If you need to bring in a mobility aid for the person you are caring for, you can leave it in their room. Please make sure it is clearly labelled with the person's name. The hospital may be able to loan standard equipment to patients, so only bring essential or customised equipment.

What support is available after discharge?

Carers WA and Carer Gateway can provide ongoing support after the person you are caring for is discharged.

A social worker can also advise you of community-based support options.



The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.



Sir Charles Gairdner Hospital

- 📍 Hospital Ave, Nedlands WA 6009
- 📞 General enquiries (08) 6457 3333
- 📞 Hearing impaired (TTY) (08) 6457 3900
- 🌐 scgh.health.wa.gov.au

Osborne Park Hospital

- 📍 Osborne Place, Stirling WA 6021
- 📞 (08) 6457 8000
- 📞 Hearing impaired (TTY) (08) 6457 3900
- 🌐 oph.health.wa.gov.au