



PATIENT INFORMATION GUIDE

# LISMORE BASE HOSPITAL

2020

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# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)

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## Welcome

Welcome to the Lismore Base Hospital. Your care and comfort are our main concern and our staff will do all they can to make your stay as pleasant as possible. Being in hospital can be a worry, so we are providing you with this information to help you during your hospital admission.

The Lismore Base Hospital is part of the Northern NSW Local Health District. We are an accredited teaching hospital and the largest hospital within the Local Health District.

This guide is divided into six sections:

1. General information about the Lismore Base Hospital
2. Being a patient
3. Being discharged
4. Other services and information
5. Services on the hospital campus
6. Allied Health

# 1. General Information About Lismore Base Hospital

## 1.1 Visiting Hours

Your family, friends and carers are welcome to visit you during your stay in hospital. Children must be supervised by an adult at all times. When visitors arrive, we ask that they identify themselves at the nurse's station.

### General Visiting Hours

General visiting hours are 10.00am–8.00pm at the discretion of the Nurse Unit Manager and Nurse in Charge.

Should your visitors need to visit outside these hours, please speak to the nursing staff.

## 1.2 Telephone Enquiries Regarding Patients

To assist with patient care, we request that non-urgent telephone enquiries be made after 9.00am each morning. Nursing and medical staff are only able to discuss confidential information with the patient or their person responsible (with the appropriate permission).

## 1.3 Consent for Treatment

Your informed consent is needed before any treatment begins. This means you will be given understandable and clear information about your choices so you can make the right decisions about your health and healthcare. Consent is your agreement for a healthcare professional to provide you with treatment and care, including any tests, medicines, treatments or procedures.

The only exceptions to this are:

- If it is an emergency;
- If you are unconscious;
- If you require treatment under the *Mental Health Act (2009)*; or
- If you have an infectious disease (*Public Health Act 1991*).

By coming into hospital you have given general agreement for the treatment needed for your condition. You can change your mind at any time, so please discuss this with your doctor.

Operations, anaesthetics, blood transfusions and certain procedures require your specific consent. You will be asked to sign a consent form after the need for the procedure has been explained to you.

If you are unable to give consent and require major or specialist treatment, your doctor will seek consent from the "person responsible" for you. This will be, in the order of priority, your:

- Guardian;
- Partner;
- Unpaid carer; or
- Other relative or friend.

If none of the above are available, the Guardianship Tribunal may be contacted.

## 1.4 Communicating with Staff

Good communication between you and staff will ensure that you get the best care.

If you have any questions about your medical treatment or stay in hospital, please ask one of your healthcare team.

When you arrived in hospital you would have been seen by many staff and asked many questions. These questions are to make sure we have all the information we need to give you the best possible health care. If you feel there is any other information we need to know, please tell your doctor or nurse.

### 1.5 Staff Identification

All staff are required to wear identification badges with their name, photograph and job title. Do not hesitate to ask the identity of anyone not wearing a badge. If a person without an identification badge approaches you and you are concerned, please alert a member of staff.

### 1.6 Confidentiality & Information Privacy Code of Practice

NSW Health is committed to safeguarding the privacy of patient information, and has implemented measures to comply with the *Health Records and Information Privacy Act 2002*.

Our doctors, nurses and other staff are bound by law, by NSW Health policy and by a strict code of conduct to maintain confidentiality of patient information.

#### Collection of Information

- We collect your personal information so that we can provide you with treatment and advice.
- Test results and further information collected while you are being treated are kept with your medical record.
- We only collect information that is relevant and necessary for your treatment and to manage the health service.
- We will take all reasonable steps to ensure the information we collect about you is stored securely.
- We are required by law to retain medical records for certain periods of time depending on the type of record and facility.
- We have appropriate systems and policies in place to protect your information from loss, unauthorised access and misuse. Any computer system we use where your health information may be stored, is secure.
- If you do not wish us to collect certain information about you, please tell us. We will discuss with you any consequences this may have for your health care.

#### Use & Disclosure

We will use or disclose your information for purposes directly related to your treatment, and in ways that you would reasonably expect for your ongoing care. This may include the transfer of relevant information to:

- Your nominated GP;
- The Ambulance Service;
- Another treating health service or hospital;
- A specialist for a referral; or
- For blood tests, x-rays, and so on.

## Access to your Information

- You are entitled to request access to all personal information held by health service providers in NSW, including your medical record.
- You will be asked to apply for access in writing and provide identification.
- You may be charged a fee if you request copies of your personal information or medical record.
- Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm.
- If you believe the information we hold about you is incorrect and an error has been made, please let us know and we will correct the information.
- If we believe the information is correct, you may request for your view to be noted on the record.
- Requests for access to, or correction of your medical record should be addressed to the Lismore Base Hospital Clinical Information Department. All personal health information collected whilst you are attending the hospital is kept confidential unless the law or other ethical considerations require such information to be given to some person or authority.

## 1.7 Your Rights & Responsibilities

As a patient, you have certain rights and responsibilities within the health care system.

## You Have the Right To:

- Receive services that are based on need and free from discrimination.
- Receive treatment regardless of race, ethnicity, language, age, sexual preference or disability.
- Be treated in privacy.
- Be included in decisions about your care and choices about health care.
- Request a health care interpreter if English is not your first language.
- Comment on care and have your concerns addressed.
- Choose whether to be treated as a public or private patient in a public hospital.
- Be informed of any costs of services.
- Receive information on where treatment is available, if not available locally.
- Apply for a travel allowance if you need to travel more than 100km (one way) to receive treatment.
- Access qualified health personnel and receive competent care.
- Confidentiality of your health and personal details. These will not be shared unless the law requires us to give the information to some other person or authority.
- Have the support of an Aboriginal Health Education worker or Liaison Officer if you are of Aboriginal or Torres Strait Island descent.



- Receive person-centred care that is both safe and of a high quality. If something goes wrong with your treatment or care we will tell you as soon as possible. We will apologise, explain what happened, tell you about the possible effects and what we are doing to prevent it happening again.

You should understand:

- Who is caring for you.
- Your condition, including results of tests or procedures.
- Treatment options available, including the proposed treatment, expected benefits, when treatment would start, length of treatment.
- Any information that may affect your decision such, as:
  - o Risks involved in proposed treatment.
  - o The likelihood of risks happening.
  - o The consequences of having no treatment.
  - o Possible side effects.
  - o Possible complications.
  - o Any significant outcome that may affect your physical or mental wellbeing.
- How long it may take to recover.
- Your expected date of discharge (going home) from the hospital, facility or community care.
- When you can expect to go back to your usual work and activities.

### You Are Responsible For:

- Treating other people, patients and staff with courtesy and respect.
- Acting in line with our zero tolerance to violence policy. If you do not observe this, you will be asked to leave the premises or services provided in your home will be withdrawn.
- Letting us know if you are unhappy about the way you are being treated.
- Answering any questions about your health care honestly. This includes family history and any allergies you may have.
- Knowing your own medical history, including medications taken.
- Asking your healthcare worker questions. If you do not understand the purpose of all tests, treatments and possible alternatives, ask us to explain these to you.
- Cooperating with the treatment provided.
- Letting us know if you are receiving any other health treatment.
- Telling us if your religious or cultural beliefs make it difficult for you to cooperate with the recommended treatment.
- Keeping appointments, or letting us know if you are unable to attend an appointment.
- Providing a safe environment for health care workers in your home. This should be free from tobacco smoke, violence, harassment, and unrestrained animals.



**Every person working in or using Lismore Base Hospital – staff, patients and visitors – has a right to personal safety. Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances.**

## 1.8 Helping Our Research & Teaching

Lismore Base Hospital is a teaching and research hospital. You may be asked to participate in research projects or student education. You can choose not to do this and your decision will not affect your care. However, any participation you can offer will help improve health services provided to other patients in the future.

An important role of our hospital is the teaching of medical, nursing and other health care students at the bedside by specialists. As a patient, you may be asked to discuss details of your illness with students and be examined by them.

We realise that you may feel shy or a little awkward with the students, but we hope you realise the importance of their training and feel able to co-operate. If at any time, however, you do not wish to be seen by the students, please let the Nursing Unit Manager or Department Manager know so we can respect your wishes.

## 1.9 Do You Have Special Needs?

Please let the staff know if you have special needs, for example, if you are hearing or sight impaired or have special dietary needs. We will do all we can to ensure that your needs are met.

Interpreters are available to help staff communicate with patients, families and carers. This service is confidential and provided free of charge.

## 1.10 Alcohol, Non-Prescribed & Illegal Drugs

We need to know if you use any drugs as this can affect your treatment and recovery. The use of these is seen as a medical matter and is treated confidentially. If you believe you may have the potential for withdrawal or are interested in receiving drug and alcohol counselling, please let your nurse or doctor know. Patients, family or friends bringing illegal drugs onto the premises will be referred to NSW Police.

# 2. Being a Patient at Lismore Base Hospital

## 2.1 How Long Will You Stay?

Advances in medical technology mean that your stay in hospital will probably be much shorter than it would have been ten years ago. Many procedures that would have previously meant an overnight stay are now done as a 'day only' procedure or during an outpatient visit. In general, this means people spend less time in the hospital. The doctors and nurses will discuss your care with you while you are in the ward.

Your health care team will be able to tell you your Estimated Date of Discharge. This is the date when it is expected you will be well enough to return home. Some people recover more slowly than others, so this is why the date is estimated.

If there are any delays in preparing you to leave hospital, the staff will let you know your Estimated Date of Discharge has changed.

## 2.2 Choosing Between Public & Private Health Care

Every Australian resident has the right to choose to be treated as either a private or public patient. The exceptions to this are:

- If you are receiving treatment in an insurance matter, for example: if you have been involved in a Motor Vehicle Accident or injured at work.
- If you hold a Department of Veterans' Affairs Card.
- If you are an Overseas Visitor and not from a reciprocal agreed country.
- Self-funded private paying patient.
- Australian Defence Force cardholder.

It is very important that you tell the admissions staff whether you choose to be admitted as a private or public patient. Patient Liaison Officers are available to discuss the benefits of each option and help you to choose the one which suits you best.

## 2.3 Being Admitted as a Private Patient

If you are a potential private patient, the Patient Liaison Officer will discuss this issue with you and seek your consent to be admitted as a private patient. If you have any questions or concerns, please call the Patient Liaison Officer ([02] 6620 2153) who is available seven days a week. Please ask the Patient Support Officer on your ward to arrange for them to come and see you.

Lismore Base Hospital has electronic access to most health funds for the purpose of eligibility checks and is able to provide a printed copy of your entitlements and costs.

### How You Benefit:

As a private patient, you can enjoy the following benefits:

- You may choose to be treated by a doctor(s) of your choice, including the doctor on call, provided your chosen doctor holds private practice rights with this hospital. Your chosen doctor may call other doctors into consultation to assist with your care.
- Excess for private hospital care and stay is waived.
  - o You will not have any out-of-pocket expenses for hospital generated accounts for accommodation, prosthesis, pathology and radiology.
- Where a private single room is available, this may be offered to you if you have single room health cover. Patients who are very ill will be given priority for a single room.
- Post-discharge care will usually be carried out by your chosen doctor in his/her private rooms.
- Waiver of television hire charges.
- A simple billing process. Our staff will submit a claim form for you. You need to sign the form before submission.
- Private health fund checks to ensure you are fully covered for your admission to hospital, and no gaps to pay.

## How the Hospital Benefits

- It is our aim to provide all patients with the highest possible standard of care. To do this we need to constantly update our equipment and keep staff well trained
- The hospital receives funds when patients elect to use their private health insurance
- The fees received from privately insured patients provide additional funds for Lismore Base Hospital
- This assists us to continually improve our services to you.

## 2.4 Your Ward

Different wards may have different routines and systems. A member of staff will explain your ward layout and routine to you.

At the start of each nursing shift, the nurses who look after you will introduce themselves to you. Your plan of care will be discussed with you on a daily basis or as it changes. You will notice a care (white)board near your room or bed. Make sure you ask your nurse or doctor if you are unsure about your plan of care or any details on your care board.

Patients are accommodated in single, double or four-bed rooms. Some rooms are mixed gender. In the mixed gender rooms male and female patients are roomed together. Most often this is to enable efficient use of technology and allow staff to provide a specialised service to patients.

If you are not comfortable in a mixed gender room, every effort will be made to accommodate you in a single gender room.

Single rooms are allocated on a medical needs basis. If a single room is not required for a patient for a medical reason, it may be made available to private patients who will be charged for the accommodation. It is important to note that you may be asked to move if a patient requires the room for a medical reason.

Each bed has a call button that registers your need for assistance from the nursing staff. Please press the button once only and a nurse will come to you as soon as possible.

## 2.5 Monitoring Your Medications

When you are admitted into hospital you will be asked what medicines you are taking. Please make sure you have a full list of ALL your medicines, even those bought from supermarkets or health food shops.

Please let staff know if you have brought your own medicines to hospital. When you are admitted the nurse will remove them for safe keeping during your hospital stay. Your medicines will be returned to you before you are discharged.

If you have had any previous unexpected reactions to medications or dressings etc., it is very important to tell the hospital doctor, pharmacist and nurse so that this can be recorded on your medication chart. While you are in hospital you will be given medicines from the hospital stock. Remember that these might be another brand and appear different to your own tablets.

You must not take your own medicines while you are in hospital unless this has been authorised by your doctor.

Hospital pharmacists work in most ward areas together with medical and nursing staff. The pharmacist will talk to you about your medicines during your stay and can answer any questions, especially if changes have been made. Your pharmacist can also give you an updated medicines list when you are discharged. They can send a copy to your doctor and community pharmacy if necessary. If you are unsure about your medications, please ask to speak to the pharmacist.

## 2.6 Patient, Family & Carer Escalation (REACH)

REACH is an easy-to-use system that helps patients, their family and carer(s) to raise their concerns with staff if you notice a worrying change in your condition or that of your loved one. We encourage you to first raise your concerns directly with your nurse or doctor. If you remain worried after speaking with your nurse or doctor, REACH provides you with more options to escalate your concerns further. REACH stands for Recognise, Engage, Act, Call, and Help is on its way.

You may RECOGNISE a worrying change in your condition or that of your loved one. We encourage you to ENGAGE with your nurse or doctor and tell them your concerns. If you remain concerned, or if the condition is getting worse, then ACT. Ask to speak to the Nurse in Charge and request a clinical review. This should occur within 30 minutes. If you are still worried, make a REACH CALL.

The REACH phone number is displayed at the bedside. You can use the bedside phone, your mobile phone or ask for a ward phone. Your call will be answered by a senior staff member then HELP will be on its way.

## 2.7 Helping Yourself Recover

Our knowledge about the best ways to help people get well improves all the time. For example, we now know that people both recover and heal more quickly if they resume their normal activities as soon as possible. With this in mind, staff will encourage you to resume your usual routines such as walking and showering as soon as possible.

## 2.8 Meals

The Food Services Department operates between 6.00am and 8.00pm, seven days a week.

We are now offering a wider range of tasty and nutritious meals and more personalised service.

Most patients will receive a pictorial menu and will be able to choose from at least 12 hot meals at lunch and dinner, along with soups and desserts or freshly made salads and sandwiches.

Staff with mobile devices will take orders just hours before meal time so patients can select the meal that best suits their immediate feelings of hunger and wellness. A dietitian is available for advice on special dietary needs.

Patients on special therapeutic diets will be provided with meals that meet their requirements as recommended by their health professionals (eg. speech pathologist, dietitian or medical officer).

Patients who require support at meal times will be recognised and provided with assistance.

## Meal Times

Breakfast:	7.25am
Morning Tea:	9.40am
Lunch:	12.00pm
Afternoon Tea:	1.15pm
Dinner:	5.00pm
Supper:	6.50pm

Refreshments are available at the Coffee Shop from 7.00am to 2.00pm, Monday to Friday; 7.00am to 5.00pm, Saturday and Sunday (subject to change on public holidays).

Please direct any enquiries or concerns about your meals to the Food Services Manager, who can be contacted through a Food Services staff member.

You may also be asked not to eat or drink before a procedure or test. This is called 'Nil by mouth'. Staff will let you know the time you should stop eating or drinking. It is very important that you follow this instruction. If you do not, it may affect your procedure or test and may increase your length of stay in hospital.

Permission may be obtained for family or friends to assist you at meal times.

Your family may bring you food, as long as you have checked with the nurse that this is ok for your condition or treatment and you are not nil by mouth for a test or procedure. It is important to us that you eat well while in hospital. We try to limit tests, procedures and other activity around meal times.

## 2.9 Overseas Patients

If you have been admitted to hospital and you permanently reside overseas, you will need to speak to the Patient Liaison Officer to clarify your health cover. This will not affect your care or the treatment provided.

## 2.10 Ambulance Services

Medicare does not cover the cost of ambulance services.

There are a number of insurance options available. For further information, please contact your private health fund or the Ambulance Service of New South Wales, toll free, on 1300 655 200.

In certain circumstances, Compulsory Third Party (CTP) or Workers Compensation insurance may cover ambulance services. For further information, please contact your insurance company or your employer.

# 3. Being Discharged from Lismore Base Hospital

## 3.1 Discharge Planning

Sometimes, your illness means that you have to make changes to the way you look after yourself. For example, you may require:

- Daily wound care
- New medications
- Daily nurse visits
- Assistance with bathing
- Assistance with shopping and housework
- Therapy visits.

We will work with you, your family and carers to plan how to continue your care after you leave hospital. Your General Practitioner (GP) will play a role in monitoring your recovery.

If you feel you need assistance at home or have special needs, please discuss this with your nurse as soon as possible. Referrals to other health professionals may also be required.

Good planning for your discharge can mean a shorter stay in hospital. Within 24 hours of your admission to a general ward you will be allocated an Estimated Date of Transfer or Discharge. The Estimated Date of Discharge is based on the average stay for patients with your condition and is a guide only. Its purpose is to help your care team streamline your stay in hospital so that you can be discharged or transferred at the right time. Please ask your doctor or nurse what your Estimated Date of Discharge is.

The Estimated Date of Discharge will help you and your carers prepare for your discharge. It is important to ensure that you have adequate support when you return home. Please also consider transport home as this is not a service provided by the hospital. If you are awaiting transport home, you may be transferred to the Discharge Transit Unit on the day of discharge.

It's important to know your Estimated Date of Discharge so you can prepare to return home. You might need to:

- Arrange transport home on that day
- Make sure your family or other support services know when you will be home (e.g. Meals on Wheels)

- Organise someone to help look after you when you get home
- Book follow-up appointments.

If you are concerned about whether you can manage at home, ask the ward nurse to arrange an appointment with the social worker.

If you require alternative care arrangements, such as a nursing home or hostel, it will be important for your carers to start enquiries early. The social worker and nursing staff will assist you with these enquiries.

Please let a member of staff know if you think there may be problems preventing you from going home.

### 3.2 Discharge of Children

Children will not be discharged into the custody of anyone other than their parents or guardians, unless written arrangements have been made by their parents or guardian with the Nursing Unit Manager.

### 3.3 Transfers to Other Hospitals

If you need to be transferred to another facility during your hospitalisation, this will be arranged by hospital staff in consultation with you and your family. When you no longer require specialised care at Lismore Base Hospital and the acute phase of your illness is over, you could be transferred to another one of our hospitals to complete your convalescence. This will be discussed with you and your family/carer prior to this occurring.

### 3.4 When You Go Home

On the day you go home, you should plan to leave the ward by 10.00am. Your assistance in leaving on time will help avoid delays for people waiting to be admitted. You may be transferred to the Discharge Transit Unit prior to your discharge home.

It is expected that you will organise for someone to pick you up from hospital or you may choose to take a taxi or bus. Please let a member of staff know as soon as you know of any problems preventing you from going home.

Remember to take with you any x-rays you brought in, medications or valuables.

### 3.5 Continuing Services

Your health team may recommend continuing care from community nurses or other health professionals after your discharge. If necessary, you will be given follow-up outpatient appointments. Your health care team will advise you of their recommendations and organise any care that is required.

A nursing discharge summary will be sent home with you if you are referred to community nurses.

If you require a medical certificate for your employer, please ask your doctor.

### 3.6 General Practitioner

It is recommended that you visit your local doctor within three days of being discharged from hospital. The hospital will send your summary to your local doctor or specialists involved in your care, unless you specifically advise that this should not happen.

If you wish, a copy of your summary can be sent home with you. Please ensure that your general practitioner's details are correct.

### 3.7 Discharging Yourself Against Medical Advice

Leaving hospital against your doctor's wishes may be dangerous to your health. Please think carefully before you make your decision. If you do decide to discharge yourself, against medical advice, you will be asked to sign a form releasing the hospital from all responsibility.

If after discharge, your condition causes you concern, please don't hesitate to seek medical attention from your doctor or return to the Emergency Department for treatment.

## 4. Other Services & Information

### 4.1 Aboriginal Liaison Officer

The Aboriginal Liaison Officer acts as an advocate and provides support for Aboriginal inpatients and their families. The Aboriginal Liaison Officer can be contacted on (02) 6620 7556.

### 4.2 Donations & Fundraising

Donations and fundraising activities are greatly appreciated. If you would like to make a donation or bequest under a will, please speak to the Nursing Unit Manager (NUM) on your ward.



### 4.3 Fire & Emergency

Our staff are fully trained in emergency procedures. In the event of an emergency, you should stay by your bed until instructed otherwise by a hospital staff member.

In the case of fire, do not use the lifts. All that is required of you is to: remain calm; stay within the ward until the Nurse-in-Charge guides patients to a safe area or fire escape stairs.

### 4.4 Infection Control & Hand Hygiene

Patients can assist in preventing the spread of infection by washing their hands or using the hand rubs available. Visitors should be encouraged to wash their hands on arrival and after visiting you in hospital.

We ask all patients and visitors with signs or symptoms of a respiratory illness to cover their nose/mouth with a tissue when coughing or sneezing. We would prefer that visitors do not attend the hospital with flu-like symptoms.

If spitting is necessary, please spit into a tissue and dispose of the tissue in the nearest rubbish bin. Hand washing or rubs should take place after any of these activities. If in doubt, ask the staff member attending your care if they have washed their hands.

### 4.5 Laundry

The hospital does not have the facilities to launder personal items of clothing. You are responsible for the care and maintenance of your own clothing.

### 4.6 Mail

There is a mail delivery service to the wards every weekday. The Patient Support Officer will post stamped letters for you.

Letters should be addressed as follows:

Mr/Mrs/Ms (full name)

C/- Ward \_\_\_\_\_

Lismore Base Hospital

PO Box 419

Lismore NSW 2480

### 4.7 Mobile Phones & Photographs

Please follow directions in relation to mobile phone usage in clinical areas.

It is a breach of patient and staff privacy, to take photos of others without their permission. Persons found to have taken photos or recorded other patients or staff without their permission may be reported to NSW Police.

### 4.8 No Lift Policy

The health service has a 'No Lift' policy to ensure the safety of all staff and patients. Staff are required to use mechanical lifters (hoists and slide sheets) when transferring or moving patients. If you require any further information regarding the 'No Lift' policy, please ask the nurses looking after you.

### 4.9 Smoking

The Lismore Base Hospital has implemented the 'NSW Health Smoke Free Health Care' policy to protect the health of staff, patients and visitors from exposure to tobacco smoke. This means that you are not allowed to smoke inside the buildings, on the balconies, throughout the hospital or anywhere on the hospital grounds.

#### 4.10 Telephone Service

The telephones situated at the patient bedside are only able to receive calls. To be connected to hospital switchboard, please dial 9 from the ward or (02) 6624 0200.

There is a public telephone located on Level 4 within the main entrance area of the hospital.

#### 4.11 Television Service

Television services are available for hire (no charge for private patients). Connection can be arranged by dialing extension 1800 063 829 or speaking to the ward staff. Services included are free-to-air channels and selected paid television programs. Various radio stations are supplied without a fee. Your television service will remain connected regardless of where you are transferred throughout the hospital. As the television service is provided by an external company, Lismore Base Hospital is not responsible for the collection of fees.

We regret that not all beds have a television accessible to them. We will attempt to place patients who want to access television service in a bed where it can be accessed.

Television sets are to be turned off at 11.00pm for the comfort of all patients.

#### 4.12 Valuables

The hospital has the capacity to hold small valuable items on your behalf, if specifically handed in for safe keeping.

They will be kept in the customer service office safe. You can access your items with the assistance of ward staff between 8.00am and 5.00pm, Monday to Friday; and 9.00am–5.00pm on weekends.

You are responsible for any items you choose to keep with you on the ward.

#### 4.13 Compliments, Complaints, Concerns & Suggestions

At Lismore Base Hospital we aim to provide the best health service possible. Feedback from patients, families and friends help us identify what is working well, as well as areas for improvement. We appreciate compliments and take complaints seriously.

To resolve your issues as quickly as possible, we encourage you to ask to speak with the Nursing Unit Manager of your ward. There is a Nurse Manager available to assist you with care issues or concerns 24 hours per day.

Alternatively, you can request a hospital feedback form from the Nursing Unit Manager of your ward. You can also write to the General Manager or call the General Manager's office on the telephone number: (02) 6620 2354.

Written correspondence can be sent to:

General Manager  
Lismore Base Hospital  
PO Box 419  
Lismore NSW 2480

or

Chief Executive  
Northern NSW Local Health District  
Locked Mail Bag 11  
Lismore NSW 2480

The Health Care Complaints Commission is independent of the public health system. Anyone can lodge a complaint with the HCCC. Complaints must be in writing and there are officers who can assist you. They can be contacted on 1800 043 159.

Any complaints or comments you make will be treated confidentially and will not change in any way the care that is given to you now or in the future.

## 5. Services on the Hospital Campus

### 5.1 Accommodation

If your family or carers need help finding accommodation during your hospital stay, an accommodation directory is available through the Social Work Department.

'Our House' provides purpose-built accommodation (20 units) for patients who are undergoing treatment at Lismore Base Hospital and their carers and family members. It is conveniently located in Hunter Street, directly across from the hospital. Contact reception on (02) 6629 4350 or email [reception@ourhouse.org.au](mailto:reception@ourhouse.org.au) for all accommodation enquiries.

### 5.2 ATM Facilities

An automatic teller machine (ATM), which accepts most cards, is located on Level 4 in the Main Reception area of the hospital.

### 5.3 Fresh Plus Cafe & Coffee Shop

Fresh Plus has a Café on Level 2 and a coffee shop near the Main Reception area on Level 4. In both locations they offer hot and cold food and drinks, healthy snacks and fresh fruit for purchase. Fresh Plus also stocks a small selection of magazines, newspapers, gift lines and basic toiletries for purchase.

### Opening Times

- Level 2 Café: 7.00am–7.00pm, Monday to Friday, and closed weekends. Phone: (02) 6620 2316
- Coffee Shop: 7.00am–2.00pm Monday to Friday, and 7.00am–5.00pm, Saturday and Sunday. Phone: (02) 6620 2392 (subject to change on public holidays).

### 5.4 Consumer Representatives

Lismore Base Hospital has a Community Advisory Group and community representatives participate in many service, quality and planning meetings.

Your Local Health District Board also has appointed community representatives.

If you would like to learn more about the role of the community representatives, make contact with one, or enquire about participating as a community representative, please call the Community Engagement Manager on (02) 6624 0333.

### 5.5 Gifts & Flowers

The United Hospital Auxiliary (UHA) gift shop, located on Level 4 at the front entry, sells a range of magazines, puzzle books, gifts and flowers.

The UHA also operates a hospital trolley, which circulates throughout most wards Monday to Friday, selling magazines, snacks and local newspapers.

During some periods (for example, COVID-19 restrictions and holiday periods), the UHA gift shop is closed and the trolley is non-operational.

## 5.6 Interpreter Service

A free confidential interpreter and sign language service is provided to patients 24 hours a day, seven days a week. Please advise the nursing staff on admission if an interpreter is required. Interpreter service can be contacted on 1300 131 450.

## 5.7 Organ & Tissue Donation

There are almost 1,600 people in Australia on the organ transplant waiting lists at any given time. The Australian Organ Donor Register is the only national register for people to record their decision about becoming an organ and/or tissue donor for transplantation after death.

Recording your decision on the Australian Organ Donor Register is voluntary and you have complete choice over which organs or tissue you wish to donate. You must be 16 years or older to register.

For people with serious or life-threatening illnesses, an organ and/or tissue transplant could mean a second chance at life. By choosing to record your donation decision on the donor register, you could save the lives of up to ten people and improve the lives of dozens more.

Family consent is always needed before donation can go ahead, so remember to discuss your decision with your family and those close to you.

For further information and registration, you can call the Australian Organ Donor Registry on 1800 777 203, or visit their website [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or visit your local Medicare office.

To make your decision count, register as an organ and tissue donor today on [www.donatelife.gov.au](http://www.donatelife.gov.au) It only takes a minute.

## 5.8 Car Parking & Transport

Paid car parking is available in the multi-storey hospital car park in Uralba St. Please pay at the Level 4 booth before exiting the car park. Concessional rates are available for pensioners either at the carpark office or hospital customer services desk located at the front entry of the hospital. Paid time limited on-street parking is available on Uralba and Hunter Streets. There is a five-minute drop-off and pick-up area at the hospital main entrance and another outside the Emergency Department.

All Northern Rivers Buslines town services go past Lismore Base Hospital. These are route numbers 682, 683, 684 and 685. Northern Rivers Buslines can be contacted on (02) 6626 1499.

Ballina Buslines' Lismore to Ballina and return service, route 661, also goes past the Base Hospital. They can be contacted on (02) 6686 3666.

Taxis can be booked from anywhere in Australia on 131 008. Taxis are available to patients and visitors in the drop-off and pick-up area at the Main Entrance.

If you cannot use conventional public transport, one of the following organisations may be able to assist you. Some of these organisations rely wholly or in part on volunteers.

Community Transport Organisations can assist with medical transport for the frail-aged and people with a disability. Call to check your eligibility.

You need to register with your local organisation and book your health transport at least three days in advance.

**Northern Rivers Community Transport** serves the Lismore, Richmond Valley and Kyogle local government areas. Their contact number is (02) 6628 6000.

Residents of Byron and Ballina Shires should contact Tweed Byron and Ballina Community Transport on 1300 875 895.

**Richmond Valley Volunteer Health Transport** works in the Richmond Valley, Kyogle and Lismore areas. They can be contacted on (02) 6662 7940.

**Mid Richmond Neighbourhood Centre** offers assistance with health transport for disadvantaged people living in the lower mid Richmond Valley. Contact them on (02) 6682 4334.

Alstonville residents who have difficulty with transport may contact LiNC, a church-based network who can assist by providing a volunteer to get them to hospital. They require notice of at least one week. Contact LiNC on (02) 6628 6960.

**The Health Transport Unit for Northern NSW** may be able to assist if you are unable to get to the hospital any other way. Their contact number is 1300 552 961.

\*Be sure to let the admissions staff know when you arrive if you'll need help with transport home. If you came with one of these organisations they can let them know when you are expected to be discharged.

More Northern Rivers transport information can be found on [www.goingplaces.org.au](http://www.goingplaces.org.au)

The NSW Health Isolated Patient Transport Assistance Scheme offers financial assistance for patients and carers travelling more than 100km (one way). Your doctor or the hospital social workers can help if you wish to apply for this assistance.

## 5.9 Power of Attorney

You may wish to consider authorising someone else to make decisions for you in the event of an illness preventing you making decisions for yourself. This is achieved by going through the process of assigning a Power of Attorney to a carer or friend. Please ask the ward staff to contact a social worker if you would like to discuss this further.

## 5.10 Volunteers

We have a network of dedicated volunteers that work throughout the hospital supporting patients and staff. The Lismore Base Hospital UHA works tirelessly to raise funds to purchase vital equipment. If you are interested in learning more about becoming a volunteer, please contact the General Manager on (02) 6620 2354. You would be welcomed.

## 5.11 Worship & Chaplaincy

Chaplains from a wide range of religions and denominations visit the hospital. If you would like a chaplain to visit you during your stay in hospital, please ask the ward staff. The hospital has a multi-faith room on Level 4, halfway along the hospital link-way for patients, staff and visitors use.

## 5.12 Justice of The Peace

A justice of the peace is available on-site during business hours to witness documents. To access this service, please ask the ward staff.

## 5.13 Hospital in the Home (HITH)

Your health problem may suit being treated within the Hospital in the Home (HITH) Program. Most stable patients who live in the Lismore and Ballina area may be suitable for transfer to the HITH Program. Care is delivered in your home by an experienced nurse and/or physiotherapist. If you are interested in checking whether you are suitable for referral to the HITH Program, please ask your nurse or doctor.

## 6. Allied Health Services

### 6.1 Medical Imaging

Contact Medical Imaging reception on (02) 6620 2456.

Lismore Base Hospital provides the following Medical Imaging services:

- X-ray
- CT
- Ultrasound
- MRI
- PET/CT
- Angiography/screening room procedures

Selected outpatient services are available during regular business hours. There are 24hr acute services for hospital patients. For more information or a booking, contact Medical Imaging reception on (02) 6620 2456.

### 6.2 Nutrition & Dietetics

Contact Allied Health Reception on (02) 6620 2155.

The Nutrition and Dietetics Department of Lismore Base Hospital provides clinical nutrition services, including:

- Nutrition assessment
- Implementation of therapeutic diets
- Management and education for inpatients of Lismore Base Hospital
- A limited service for general outpatients in the Lismore area

### 6.3 Speech Pathology

Contact Allied Health Reception on (02) 6620 2155.

Speech pathologists are available for:

- Management of communication and swallowing problems for inpatients.
- Outpatients with head and neck cancer (including laryngectomy), tracheostomy and dysphagia, via the Lismore Base Hospital Speech Pathology Outpatient Clinic.
- Video Fluoroscopic Swallow Studies.
- Assessment and monitoring via the Adult LBH Multidisciplinary PEG Clinic.

## 6.4 Aged Care Assessment Team (ACAT)

Contact ACAT on (02) 6620 6222.

ACAT provides assessment for elderly clients in their homes and, if required, in hospital and residential aged care facilities.

The team also offers support to those elderly who wish to remain at home by informing them of appropriate services that would most suit their needs. ACAT also provides assessment and approval for entry into residential aged care facilities, as well as carer information about supports, such as in-home and residential respite. ACAT clinicians have an expert knowledge of services both government-funded and private, and are often aware of what is most readily available.

## 6.5 Physiotherapy

Contact Allied Health Reception on (02) 6620 2155.

The Lismore Base Hospital Physiotherapy Department provides acute inpatient services, seven days per week. It also participates in limited outpatient clinics, such as the Paediatric Inpatient Follow-Up Clinic, Fracture Clinic and Hand Clinic, for which a referral is required.

## 6.6 Social Work Department

Contact Allied Health Reception on (02) 6620 2155.

The Lismore Base Hospital social work team can assist and enable individuals, families and groups to adjust to the changes in their health, personal and family situations to:

- Promote the psychosocial wellbeing of patients, their family/carers and significant others.
- Maximise the coping ability of patients following acute and chronic illness and the subsequent changes to health functioning.
- Facilitate the patients and family access to intra and inter hospital transfers, providing support and information in relation to accommodation and travel reimbursement processes, thereby, eliminating the stressors associated with the costs of health services delivery to individuals and families.
- Maximise the potential of patients who are unable to return to their former lifestyle as a result of illness.
- Maximise the coping ability of patients following surgical intervention involving a loss of body image and/or a loss of health functioning.
- Facilitate and promote appropriate access to community resources.

## 6.7 Occupational Therapy

Occupational therapists provide assessment and treatment services to adults and children who are experiencing difficulties with normal, everyday activities post injury or illness due to changes in their physical or cognitive function. Occupational therapists can assist in improving functional independence and safety following discharge through skill development, prescription of assistive equipment, home modifications (rails etc.), and referral to community-based services.



## 6.8 Sexual Health Clinic

Contact SHAIDS on (02) 6620 2980.

Provides a confidential service supporting clients with sexual health disease and issues relating from this condition.

## 6.9 Cardiac Rehabilitation Program

Provides education and group exercise program for patients with cardiac disease. If you are interested in being referred to the Program, ask your doctor or nurse.

## Local Community Services for Your Information

The following pages contain information on a curated range of local community services chosen to help you and your visitors during and after your stay.

Though a service's feature in the publication doesn't imply an endorsement on behalf of the hospital, we want to thank these service providers for their support, without which this publication would not be possible.

Please take the time to look through their services and consider their usefulness to you.



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# NSW HEALTH PATHOLOGY COLLECTION CENTRES

**NSW Health Pathology is your public pathology provider offering bulk billing services to patients.**

**Our community collection centres are located at:**

**Ballina** Ph.: 6620 6270  
Ballina District Hospital Fax.: 6620 6288  
Fox Street,  
8.00am – 12.00pm (Mon – Fri)  
Closed Saturday

**Grafton** Ph.: 6641 8780  
Grafton Base Hospital Fax: 6640 2466  
Arthur Street,  
8.00am – 5.00pm (Mon – Fri)  
8.30am – 11.00am Saturdays

**Grafton** Ph.: 6641 8780  
O Plus Health Medical Centre  
52-74 Fitzroy Street  
8.00am – 4.30pm

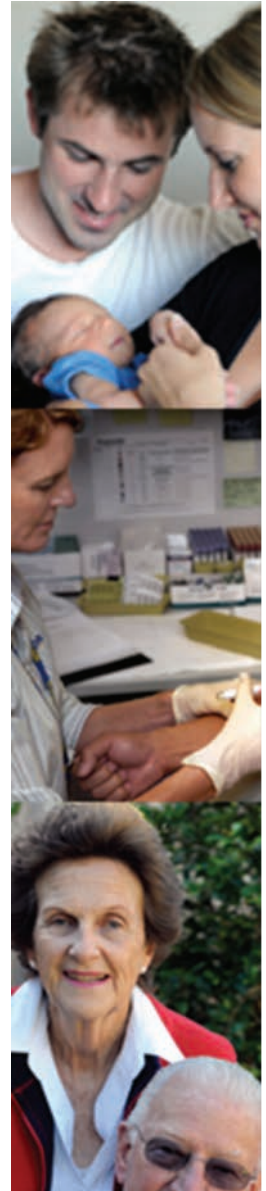
**Lismore** Ph.: 6620 2900  
Lismore Base Hospital Fax: 6620 7249  
60 Hunter Street,  
8.00am – 5.00pm (Mon – Fri)

**Lismore** Ph.: 6621 5206  
Suite 8 Conway Plaza Fax: 6622 1639  
Carrington St  
7:30am – 4:00pm (Mon – Fri)  
8.00am – 12:00pm Saturday

**Maclean** Ph.: 6640 0163  
Maclean District Hospital Fax: 6645 5187  
21 Union Street,  
8.00am – 3.00pm (Mon – Fri)  
Closed Saturday

**Murwillumbah** Ph.: 6672 0263  
Murwillumbah District Hospital Fax: 6672 0216  
Ewing Street,  
7.30am – 3.00pm (Mon – Fri)  
Closed Saturday

**Tweed Heads** Ph.: 07 5506 7425  
The Tweed Hospital Fax.: 07 5506 7822  
Florence Street,  
7.00am – 5.00pm (Mon – Fri)  
7.30am – 3.00pm Sat/Sun/Pub Hols



**NSW Health Pathology provides in-patient pathology services for all public hospitals located in Northern NSW.**

**NSW Health Pathology is dedicated to the provision of high quality and innovative diagnostic, consultative and educational services for patients and clinicians.**





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Email: [admin@byronagedcare.com.au](mailto:admin@byronagedcare.com.au)

Web: [www.byronagedcare.com.au](http://www.byronagedcare.com.au)



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## Meals on Wheels Lismore

For more than 50 years, Lismore Meals on Wheels has been delivering meals to the aged, frail and disabled members of the community to assist them to continue living independently at home.

If planning, shopping or preparing meals has become a burden for you or your family, we will arrange for our caring volunteers to deliver a variety of nutritious meals to you on a regular basis.

If you live in Lismore, Alstonville, Wollongbar, Nimbin and surrounding areas, and you would like to know more, please contact us.

**Telephone Paula and staff on 6624 8215  
or drop in and see us at**

**2-27 Oliver Avenue, Goonellabah 2480**

**E. [lismore@mealsonwheels.net.au](mailto:lismore@mealsonwheels.net.au)**

***More than just a meal***

Lismore Meals on Wheels is a not-for-profit service funded by the Australian Government's Home and Community Care Program

## Lismore Home Modification Service

Builders Lic # 3514C ABN 70 712 994 485

43 Habib Drive, South Lismore, 2480  
[homemods@bigpond.net.au](mailto:homemods@bigpond.net.au)

**Phone: 6622 2323**

We are a community-based, not-for-profit, home building and maintenance organisation operating for over 20 years in Lismore. We provide modification and some maintenance work for frail-aged people, with disabilities and their carers, so they may remain in their homes longer.

Some examples of the modification work we provide are:

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- Hand-held showers, lever taps, anti-slip treatments.
- Minor carpentry, electrical, plumbing and gardening work.
- Major modifications – bathrooms and access.

Your occupational therapist will recommend modifications that suit your needs. You may be eligible for a subsidy. We are a Registered NDIS Provider



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northcott@northcott.com.au

northcott.com.au

  
**Northcott**  
Let's see what you can do

The Northcott Society ACN: 000 022 971 ABN: 87 302 064 152

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- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

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**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENCIA.ORG.AU**

**YOUR  
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YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)



NDIS  
registered  
provider



## Disability support

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Our team in Ballina can support you with:

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- > Coordination of Supports
- > Vocational Skills
- > Therapy
- > Everyday Life Skills

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### Contact details:

02 6620 6600

northcott@northcott.com.au

northcott.com.au



The Northcott Society ACN: 000 022 971 ABN: 87 302 064 152

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# Uniting



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