

People First. People Always.

Inpatient Guide

A guide to your mental
health hospital admission

Aurora
South Coast
Private Hospital

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Contents

Welcome to the South Coast Private Inpatient Program	4
Acknowledgment of Country.....	5
Your Rights and Responsibilities	5
The Purpose of this handbook	7
Overview	8
Why is an inpatient group program important?	8
What can be gained from attending group programs?.....	8
What is expected of me?.....	8
How do I attend a group?.....	9
Inpatient Schedule	9
Group Programs - What's it all about.....	10
Type of Groups	10
What to expect in groups	10
Which groups should I go to?.....	10
Group Standards.....	10
Art Room Rules.....	11
Wi-Fi.....	11
General Information.....	12
Access to GP Services.....	12
Access to Interpreter Services.....	12
Air Conditioning Units.....	12
Discharge from the Hospital.....	12
Escalation of Care	12
Emergency Procedures.....	12
Exercise, Health and Wellbeing.....	13
Falls Prevention.....	13

Contents

Hot Water in the Shower.....	13
Information Groups.....	14
Laundry.....	14
Meals.....	14
Nurse Call System	15
Other Fees.....	15
Pathology Lab.....	15
Patient Bedside Information.....	15
Patient Courtyard.....	15
Patient Entry and Exit to the Facility.....	16
Patient Orientation.....	16
Patient Timetable/Schedule.....	16
Telephones.....	16
Visiting Hours.....	17
Visual Observations.....	17
Accreditation at South Coast Private Hospital.....	17
South Coast Private Carer Program.....	18
Other Services.....	19
Other Services - Resources.....	19
Other Resources (in other languages).....	21
Notes.....	22

Welcome to the South Coast Private Inpatient Program

By choosing to come to South Coast Private Hospital, you have taken a significant first step in addressing the challenges in your life. We are committed to working with you to address these challenges, that concern you and your loved ones.

During your stay with us, your psychiatrist and health care team will create a personalised treatment plan to help you achieve your goals. Shortly after your arrival, your psychiatrist will discuss which group program is most suitable for you. It is essential for your recovery that you participate in each group program recommended by your psychiatrist. We will provide you with a timetable for group program timetable along with your individual treatment schedule. If you have any questions or would like to learn more about which activities may be beneficial for you, please don't hesitate to reach out to our group programs staff.

While your admission to hospital marks the beginning of your recovery, overcoming mental health challenges is a continuous process. Often there is much work to do and making life changes is likely to take some time. The efforts you make here as an inpatient can serve as a crucial foundation for your recovery. Most often, people need additional support post-discharge and this is why we also offer follow-up support through our programs. These programs can be attended after you are discharged from hospital. If you are interested in attending these follow-up programs, please discuss this with your psychiatrist.

I extend a warm welcome to you as you begin your stay with us. Should you need any further information about your time here, please feel free to talk to me or any member of the programs staff. We are here to assist you in achieving the goals outlined for your admission.

Sincerely,



Erin Ash

Chief Executive Officer

Acknowledgement of Country

South Coast Private Hospital acknowledges that Aboriginal people are the First People of this country and pay respect to their Elders past, present and emerging and acknowledge their continuing connections to their ancestral lands.

Our hospital invites you to join in our acknowledgement of country and pay respect to the traditional custodians of this land, waterways and sky, the traditional people and their Elders, past, present and emerging. We also acknowledge the broader Aboriginal and Torres Strait Islander community and extend our gratitude for their contributions to health and healing.

Please let our staff know on admission if you identify as Aboriginal or Torres Strait Islander. We will work with you to ensure you receive the care and services that are culturally appropriate for you to contribute to your comfort as a patient at our hospital.

Please note that all information collected by our health service is subject to privacy laws to guarantee your information is protected and used appropriately.

Your Rights and Responsibilities

Whilst in our care, you have the right to:

- considerate and respectful care, regardless of race, creed, sex or nationality
- know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care
- seek a second opinion
- receive information from your doctor, in language you understand,
- regarding your illness, its likely cause, the expected treatment, the plans for discharge from the hospital and follow up care
- be fully informed regarding your treatment, state of health, accepted alternative methods of treatment (including risks and advantages of each) plus the consequences of refusing treatment, prior to giving consent.
- unless the law prohibits, you may refuse recommended treatment, tests or procedures and you may leave against the advice of your doctor at your own risk upon completion of discharge forms
- be informed of estimated costs prior to any treatment

- refuse to participate in medical studies or experimental treatment
- confidentiality of your information, unless written permission is provided by you or your representative, or it is required by law
- know your discharge plan and any continuing health care you may require, including the time and location of appointments and the name of any doctor who will be providing follow up care
- not be restrained, except as authorised by your physician or in an emergency when necessary to protect you or others from injury
- be visited by people of your choice during daily visiting hours as established by the hospital, send and receive personal mail, and be visited by clergy
- retain and use personal possessions as space permits unless to do so would infringe on the rights of other patients or unless medically contraindicated
- be maintained in a safe and secure environment
- make complaints and have access to advocacy and assistance to resolve such complaints.

As a patient, you have the responsibility to:

- provide accurate and complete information regarding matters relating to your health
- report unexpected changes in your condition to staff
- ask questions if you do not understand your treatment plan or what is expected of you
- follow the treatment plan recommended including following the instructions of staff involved in your care
- keep appointments where able to do so, or informing the hospital/doctor if unable to attend as planned
- provide information concerning your ability to pay for services; ensure your health insurance policy remains financial for the duration of your admission
- accept the consequences of your actions by refusing treatment or instructions
- be considerate of the rights of other patients and hospital personnel
- be respectful of hospital property and the property of other persons in the hospital at all times
- be responsible for your own personal items whilst in hospital.

The purpose of this handbook

The purpose of this handbook is to assist you with your goals for admission as well as provide practical and helpful information for you and your family. The workbook outlines what inpatient group programs are offered and what you can expect in each of the groups. It is not recommended that you attempt to attend all groups. Early in your admission, one of our programs staff will discuss with you which groups are most suitable for you. This will be reviewed with you from time to time during your stay. There are 2 sections to the handbook:

Overview

This section explains what the inpatient group programs are about and what is generally expected of people attending the groups. If you are still feeling uncertain about groups after reading this section, please ask a member of staff to clarify things for you. Remember that it is quite normal and expected to feel anxious about attending groups if you have never been to them before. Staff understand this and will help you feel welcome and comfortable.

The General Program

This section details the general group program which includes a wide range of different kinds of groups which run throughout each weekday. There are also some general groups that run on the weekend. The general program includes three to four groups Monday to Friday. Most patients will find that they benefit from attending the general program. Some patients can only tolerate one or two groups per day, especially if they are unwell. The programs staff will discuss with you what will best suit your needs.

Hospital Contact Details

Intake	1800 250 000 – Dial 1
Day Program	1800 250 000 – Dial 2
Wollongong Clinic	1800 250 000 – Dial 3
Reception	1800 250 000 – Dial 4
Psychology Clinic	02 4286 6896
Nurses Station Level 2	02 4286 6820
Nurses Station Level 3	02 4286 6830
Nurses Station Level 4	02 4286 6840

Email Address: sco.info@aurorahealth.com.au

Overview

This section will tell you more about the inpatient group programs and how you can access them.

Why is an inpatient group program an important part of your treatment?

- Most patients find that they need to participate actively in their own therapy for it to be effective.
- The programs are aimed at addressing the most common issues that people need support with, such as distress, anxiety, depression, trauma & addiction issues.
- Participating in purposeful and meaningful activities is necessary to promote healthy mental functioning.
- The programs help to provide routine and structure to your day.
- The programs help to provide a balance of work (e.g. exercise & personal development sessions), rest (e.g. relaxation & mindfulness) and play (e.g. art & games).

What can be gained from attending group programs?

- A safe and supportive environment for personal development.
- Learning how to become well and stay well.
- Friendship and support from fellow patients.
- Learning practical skills such as better coping skills and strategies.
- Improving your communication and social skills.
- A sense of community, social, personal connections and involvement.
- Fun, relaxation and enjoyment.

What is expected of me?

- Active participation in the group to the best of your ability.
- Adherence to the group standards.
- Respecting the safety rules for specific areas such as the art room.
- Consideration of others in the group and respect for their individual differences, opinions and values.
- Sharing of your experiences as you feel comfortable and as appropriate for the group forum.
- Turning mobile phones off or to silent mode during groups.
- To bring along your copy of the inpatient workbook to all sessions. You will receive your workbook at your first session.
- If you use reading glasses, please bring them to the group.

How do I attend a group?

- Your psychiatrist will discuss with you which group program you will find most beneficial.
- The following morning a nurse will provide you with an “orange slip” which has the details of your group program including name, time and location.
- Check the schedule, which is published each day, copies of which are located for patients at the nurse’s stations.
- Sign in when entering and sign out at the nurse’s station when leaving the ward level to attend sessions or take escorted or unescorted leave of the facility. This allows your nurse and doctor to know where to find you. It also allows us to evaluate attendance to activities and modify the program accordingly.

Inpatient Schedule

Sunday



Monday



Tuesday



Wednesday



Thursday



Friday



Saturday



Group Programs - What is it all about?

Types of groups

We provide a range of different types of inpatient groups. Our programs staff will discuss your program with you soon after you are admitted to the hospital. Your psychiatrist will discuss group suitability.

What to expect in groups

Groups are great opportunities for you to learn about how to cope and function better, as an individual and with others. Each group is facilitated by an experienced group facilitator/health professional. One of the most beneficial aspects of group sessions is the opportunity to share with others who may have had similar experiences to you. As a result, you may not feel so alone in your situation. The groups we offer vary in the kinds of participation required. For example, some groups are physical (e.g. gym) while others are more psychological (e.g. groups on goal setting or problem solving). In any case, you should only participate within your own comfort level and not push yourself or feel any need to compete with others. You will gain most from groups if you feel relaxed, comfortable and safe.

Which groups should I go to?

The decision about which types of groups you should attend will be made in consultation with you, your psychiatrist and other members of the treating team who have been involved in your assessment. Towards the end of your admission, you are also encouraged to discuss your follow-up care with your treating psychiatrist and programs staff, to ensure that you are adequately supported post-discharge.

Group Standards

Confidentiality

It is important that personal information you hear whilst in the group or at break times is kept within the four walls of the group room and not discussed with anyone else. This respects the privacy of all group participants and ensures an atmosphere of trust in the group. Relatives and friends are unable to come into group sessions, except for the Saturday afternoon psychology information session.

100% Listening

When someone in the group is speaking it is important to give them our undivided attention. It is extremely important for everyone to feel they are being heard and to be given an opportunity to express themselves without being interrupted. **Please switch mobile phones off or to silent mode during group sessions.**

Commitment

It is expected that you attend all of the group sessions and be punctual unless you are particularly unwell or otherwise unable. Your commitment to the program will ensure that both you, and other group members, will gain the full benefits of the program.

Personal Safety

It is vital that you respect the safety needs of all individuals in the group. This includes refraining from inappropriate language or physical contact, and notifying the facilitator if you need support, feel unsafe, or need to leave the group for any reason.

Art Room Rules

- The art room is for patient use only. To protect your privacy and confidentiality, visitors are not permitted to enter the art room. The art room is opened between 8.00am to 8.00pm for general use except when there is a closed group session as per the daily schedule.
- Guidelines for behaviour in the art room are the same as the Rules of Conduct for all programs. There is a notice board in the art room setting out these guidelines.
- Please exercise patience if your facilitator is helping others. He/she will endeavour to attend to you as soon as possible
- Be considerate of other group members trying to concentrate and keep noise to an acceptable level.
- Please minimise wastage of paint and other art materials by only using small amounts at a time.
- Please ensure packing up and cleaning of your art/craft materials, returning art/ craft supplies to the allocated cupboard, draws, or shelves, and please keep the art area tidy.

Gym Rules

- Use of the gym is limited to current inpatients only. No visitors are permitted to use the gym facilities.
- A pre-exercise screen is to be completed and reviewed by our exercise physiologist before you commence to use the gym.
- You must have medical clearance from a GP and approval from your treating psychiatrist before using the gym unsupervised.
- You must sign in when using the gym and sign out when leaving.
- As this is a hospital environment, please ensure you wear appropriate clothing (including a t-shirt covering mid drift) and enclosed footwear at all times.

- Please bring your own towel to the gym.
- All equipment is to remain in the gym.
- No food is to be consumed in the gym
- Respect other patients, which includes keeping music at a reasonable volume and sharing use of equipment.
- The gym space is to remain neat and tidy. Equipment is to be wiped down after use with disinfectant wipes. Return all weights to the racks after use.
- Report any issues to nursing staff immediately.

General Information

Access to GP Services

On admission you will receive a comprehensive physical examination by one of our GPs.

- Acute medical issues that arise during your admission (for example, side effects from medications, and a fall) will be triaged according to clinical need.
- For minor ailments you may be granted leave to attend an external appointment with your own GP or nursing staff can provide details of a local GP at a nearby medical centre.
- Patients should not expect that longstanding; chronic health conditions or minor ailments will be reviewed and diagnostic services undertaken as a routine part of the admission. All pre-existing conditions are continued to be followed up by your usual GP upon discharge.

Access to Interpreter Services

If English is not your first language, interpreter services are available for support and use. Please ask nursing staff for assistance in accessing services.

Air Conditioning Units

Nursing staff can assist in helping you operate the system in your room.

Discharge from the Hospital

Once your doctor has approved your discharge, we will commence planning for your return home. If you are an inpatient, discharge time is usually 10:00am. Please arrange to be picked up at this time.

Escalation of Care

Patients and their families and/or carers play an important role in providing information to the health care team. If at any stage during your hospital admission you, or your family and/or carer identify deterioration in your condition or have any concerns about your care, you are encouraged to call for assistance immediately.

You can do this by:

- Pressing the nurse call button near your bed or chair
- Asking to speak to the nurse in charge
- Asking to speak to your doctor

Emergency Procedures

In the event of an emergency, please remain calm and follow the directions of our staff who are trained in emergency procedures.

- if you are on the ward, please go to the nurses' station until a staff member advises you if further action is required.
- If you are in group, please follow the directions of your group facilitator.
- If you are in the dining room, please go to the piano.
- If you are in the gym, art room or on the ground level, please go to the reception area where you will receive further instructions.
- A staff member will accompany you or direct you to a safe location if required and are available to help if you need assistance.

Exercise, Health and Wellbeing

Exercise has been shown to be effective in improving mood and reducing anxiety. We offer exercise groups, open gym sessions and exercise physiology information sessions, to support your wellbeing. These are suitable for all different fitness levels, and you don't need prior experience to join in. These groups are also a fun way to connect up with other people. Relaxation techniques are also taught in some of these groups.

Fall Prevention

Falls and slips can happen when you are in an unfamiliar environment, on medication or feeling fatigued. These and other factors may affect your balance, and you may not be as steady on your feet as you normally are. We ask you to take particular care when standing or moving about, to prevent injury to yourself that may prolong your hospitalisation. We will conduct a falls risk assessment as part of your admission. In addition, you can reduce your risk of falls by:

- always taking special care when walking or getting to your feet, especially if you are taking pain relieving medication
- making sure you are familiar with your surroundings
- taking particular care when moving around at night and ensure you turn lights on
- wearing non-slip socks and well-fitting footwear with non-slip tread. Thongs and sandals are not generally recommended
- using any walking aides required/prescribed
- using the nurse call bell if you feel unsteady and wait for the nurse to attend to you.

Hot Water in the Shower

For your safety and as mandated by health department regulation, there are mixing valves which allow a maximum temperature of 43.5 degrees Celsius. When using the shower please be aware that prolonged use may lead to a large build-up of steam in the bathroom. If this occurs when you open your bathroom door the fire alarm may be activated. When taking a shower, it's best to leave the bathroom door closed during and after your shower.

Use of hair dye in the bathroom sink and shower area that stains the facilities is not permitted. Patients may be charged for stain removal.

Information Groups

These informative groups are on topics that patients tend to have many questions about. They include weekly groups on diet and nutrition, conducted by our experienced dietician. A good healthy diet is important for general wellbeing and weight control.

Laundry

A patient laundry room is located on level 2. This room may be used to wash and dry your clothes. A laundry basket and clothes airer are available in every room for patient use. If these items are not available in your room, please let nursing staff know. Please make an effort to empty the machines after the cycles are complete so other patients can use them. Access to the laundry room is daily, from 7:00am to 10:00pm.

Meals

The Kitchen is open for patients at the following times:

Breakfast	7:00am to 9:00am (Hot breakfast 7:30-8:55)
Tea Break	10:30am to 11:00am
Lunch	12:00pm to 1:00pm
Tea Break	3:30pm to 4:00pm
Dinner	5:30pm to 7:00pm

If there is something on the menu that you do not like, you can talk to the chef and kitchen staff and make requests. The chef and kitchen staff will endeavour to fulfil your request if possible. Requests for extra portions or specific meals due to dietary requirements will be facilitated where adequate notice is given.

All meals must be eaten in the Dining Room unless there is a documented clinical reason to allow meals to be consumed in patient bedrooms.

Visitors are not permitted in the dining room at any time as this is a patient only area.

Wi-Fi

Wi-Fi Network Name: AHC-PATIENT

After you connect you will be prompted to enter the following information;

Username: Your Medical Record Number

Password: Date of Birth (format DDMMYYYY)

To ensure a smooth transition please request your Medical Record Number from your nursing staff on your level or ground floor administration staff.

Nurse Call System

A Nurse can be contacted by approaching the Nurses station and asking for assistance. This is your first port of call for issue resolution. If you are in distress or unable to make the journey to the Nurses station, press the **Green** nurse call button/buzzer located in your bedroom toilet or by your bedside. Your nurse will show you how to operate the nurse call system during orientation.

There are duress call buttons located throughout the facility. These buttons are **Orange** and have the word 'Duress' written beneath them. If there is a situation where you feel the need to call for **emergency** help press this button and a staff member will respond immediately.

Other Fees

Fees charged by other medical specialties, pharmacy, allied health, radiology and pathology practitioners will be billed separately by the relevant provider after your stay. You can pay your bill with MasterCard and Visa credit cards, money orders, bank cheque, cash and EFTPOS.

Pathology Lab

This is located on Level 2 at the top of the Heritage stairs.

Patient Bedside Information

The purpose of this bedside information is to orient and give you general information about the running of our hospital, to answer frequently asked questions and to welcome you to South Coast Private (SCP) making your stay and treatment as straight forward and effective as possible.

Patient Courtyard

There is a communal courtyard located on Level 2 where patients can socialise, spend time relaxing and unwind throughout the day. **The Courtyard is a no smoking area.**

Smoking Area Guidelines

Inpatients may smoke in the smoking room on Level 2 only. Smoking within 4 metres of the entry and exit points of the facility is prohibited by law and signage displayed.

The smoking area is not designed or intended as a place for socialisation. There are multiple other common areas available for social activities and relaxation.

To ensure the safe and appropriate use of the smoking area, please follow the guidelines below:

- Between 10:00pm and 6:00am there is to be only two patients at one time in the smoking area.
- Vacate the smoking area promptly after finishing your cigarette.
- Do not sit on the floor. This is for your safety and to reduce hygiene and infection risks.
- Food is not to be consumed in the smoking area at any time.
- Furniture, blankets, books, music devices, and similar personal items are not to be brought into the smoking area.
- Keep the area hygienic and tidy. Please place all cigarette butts in the provided ashtrays.
- Comply with any requests from nursing staff to vacate the area.

Nicotine Replacement Therapy is available to those patients interested in taking up this valuable opportunity. Please consult Nursing staff for arrangements.

Note: Fire Brigade attend all fire alarms, and this is at a cost of \$1700 (one thousand and seven hundred dollars or greater) If it is found a patient has been smoking, using a vapourer or an electronic cigarette outside of the smoking area and this is the cause the alarm to go off, patient responsible will incur the cost.

Patient entry and exit to the facility

- Patients are issued with magnetic key cards that control access to their rooms and the use of the elevators. Patients are not allowed to access the basement of the building at any time.
- Patients are allowed to enter and exit the facility depending on their care level. This will be clarified with you at admission and may be subject to review at the discretion of the doctor and treatment staff.
- You must sign into the logbooks located at the reception desks on your Ward, so nursing staff know where you are e.g. if going off site or if heading to visit your doctor or attending a therapy session.

- There is no leave for 48hrs after admission and no leave for 7 days for AOD.
- There is no overnight leave during an inpatient stay.
- Under no circumstances are Patients to give their swipe key card to anyone else. It is not appropriate to give family members, carers or visitors your swipe key card.
- Any Patient found to have given their swipe key card to someone else will be discharged from the facility as it compromises the security and safety of staff and patients.

Patient Orientation

You will be given a full hospital orientation by a staff member upon arrival. This includes a comprehensive walk about of the facility. During your orientation, you are encouraged to ask questions and seek any clarification.

If you have any questions after the orientation, our nursing staff will be happy to answer your questions. Nurses station(s) which are located on each level and supervised on a 24-hour basis.

As per the Patient Agreement you may not enter another patient's room for any reason. Patients found in each other's rooms may be discharged from the facility. Please familiarise yourself with the Patient Agreement details in the appendix.

Patient Timetable/Schedule

Each day a Daily Program Schedule is posted and attached at the Nurses station on each level. The schedule is to map out the day's activities and guide you through your day.

Telephones

Bedside telephones are available in each room. Your bedroom telephone is for local calls only (calls to mobile phones and non-local cannot be made).

Visiting Hours are as follows

- Monday to Friday 12:00pm to 7:00pm
- Saturday and Sunday 10:00am to 7:00pm
- Visitors are not to interfere with group attendance
- Visitors are not to be in the common areas on the wards
- **Patients may not receive visitors outside of the visiting times stipulated above without the documented approval of the Nursing Unit Manager.**

Visual observations

Depending on your care level staff are required to complete visual observations on a regular basis. This includes overnight; your safety is our top priority.

Accreditation at South Coast Private Hospital

South Coast Private Hospital participates in an accreditation program with the Australian Council on Healthcare Standards (ACHS). Accreditation is an important way for members of the public to know that a healthcare provider has met certain safety and quality standards. Our hospital is assessed for compliance with the National Safety and Quality Health Service (NSQHS) Standards. If you are in our hospital on a day that we have an accreditation assessment, a member of the assessment team may approach you to talk about your experience of care in our hospital. They will only meet with you if you agree to do so.

South Coast Private Carer Program

South Coast Private Hospital has a long-standing partnership with Mental Health Carers ARAFMI Illawarra (ARAFMI) which provides the South Coast Private Carer Program for all carers, family, and friends of patients at the hospital.

Mental Health Carers ARAFMI Illawarra (a One Door Mental Health service) has provided support to families and carers since 1977. ARAFMI recognises that families and carers may be faced with a broad range of difficulties when caring for a person experiencing mental health challenges. The support provided is informed by the personal experience and professional expertise of ARAFMI staff.

Types of support available include:

- Individual and family support/counselling.
- Telephone support/counselling.
- Information and education to better understand mental health disorders and how best to support people experiencing them.
- Coping and stress management skills.
- Communication skills.
- Mental health carer support groups.
- Group information and education sessions.
- Referral to Specialist Mental Health Services, Community Services, and other relevant services.
- Advocacy support.

How to access the South Coast Private Carer Program

All patients admitted to South Coast Private Hospital can refer their family members, partners, and supportive friends by requesting to do so with the nurses on their level.

Family and carers can request a referral to the carer program by speaking to the patient's nurses, psychiatrist or psychologist.

There are no costs associated with accessing carer support.

Access to the SCP Carer Program is through a closed referral system: referrals must come through SCP.

The ARAFMI Illawarra office is located at 17 Princes Highway, Fairy Meadow.

Support groups and education session are mainly delivered onsite. Information on similar services delivered in other areas can be provided by ARAFMI.

For more information, please call ARAFMI on 0419 513 684 or (02) 4283 3993, or email: arafmi.carers@onedoor.org.au

Other Services

Other Services - Resources

Suicide Prevention Information

Illawarra Suicide Prevention Collaborative; support services in the Illawarra and Shoalhaven



Beyond Blue

Beyond Blue Info



Support after suicide attempt



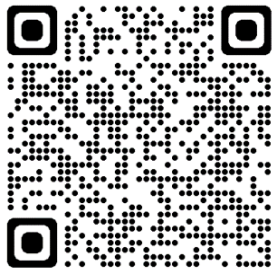
Carer Support Information



Lifeline

Phone 13 11 14
Online support services and information

I'm Feeling Suicidal



Survivors of Suicide Booklet



Postvention Australia

Information and support for people bereaved by suicide or other sudden death, including practical matters, grief and other help.



**ARAFMI Mental Health Crisis Manual
for Carers resource**

Provides practical information on what may help in a crisis situation.



ARAFMI carer referral
form



Other Resources (in other languages)

Australian Charter of Healthcare Rights and Responsibilities

My Healthcare Rights Flyer



Health Translations

Translated information about health and wellbeing



Transcultural Mental Health Centre (NSW)

Multilingual Health Information. TMHC has produced a variety of resources about wellbeing and mental health in a wide range of community languages.



Notes

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Notes

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