Allowah
Presbyterian Children's Hospital



Welcome to Allowah

Allowah Presbyterian Children's Hospital has over sixty years' experience in providing support to children with complex disabilities. We provide children and their carers with respect, dignity, emotional and spiritual support within a Christian environment in a way that maximises their quality of life.

Our vision is to be a centre of excellence, providing quality child & family centred supports to children with complex disabilities. We will be a source of encouragement, education and resources for other providers, and a place that seeks justice and shows mercy in Jesus' name for children and their families.

Allowah is a modern, bright and light facility in Dundas Valley, NSW. We support children and young people from birth to the age of eighteen who have physical and intellectual disabilities such as genetic or chromosomal disorders, birth trauma, cerebral palsy, head injuries, and conditions acquired after birth. The transdisciplinary approach to the provision of support through Allowah is key. We provide both hospital services and disability support services.

Some Key Contact Information

Allowah Presbyterian Children's Hospital
8 Perry St, Dundas Valley NSW 2117
Phone: 02 8877 3400

Director of Nursing
Christine Towers:
Christine.Towers@allowah.org.au

Director of Disability Services
Maura Hanney:
Maura.Hanney@allowah.org.au

Occupational Therapists
Mette Haulrik & Fiona Nielsen:
OccupationalTherapy@allowah.org.au

Speech Therapist
Amy Ananin:
speechtherapy@allowah.org.au

Dietitian
Daniela Gerlach:
Dietitian@allowah.org.au

Family Worker
Justine Spurrs:
familyworker@allowah.org.au

Chaplain
Rochelle Weston:
rochelle.weston@allowah.org.au

Physiotherapist:
Ruby Wong:
Physio@allowah.org.au



Our Values

The values of Allowah are grounded in the Christian faith, acknowledging that the Lord our God is one, and that we should love him with all our souls and with all our minds and with all our strength (Mark 12:29,30). Our values shape what we do every day. But what does that look like?

HUMILITY We will:

- seek to meet the needs of others before addressing our own needs; and
- work with a servant heart. Matt. 20:25-28

INTEGRITY AND TRUTH We will:

- speak honestly and openly to all with sensitivity and care;
- speak without fear if an error has been made; and
- be slow to judge when mistakes are reported. 2 Cor. 4: 1-2

COMPASSION We will:

- show generous care to children and families;
- provide practical assistance in a kind and gentle manner;
- meet the needs of others as soon as we can;
- not rush our services to meet deadlines that don't put the child first; and
- ensure we have time to care. Col. 3:12, Mark 12:31

JUSTICE We will:

- encourage the abilities of children;
- foster the potential of children to achieve to their capacity;
- support and encourage a workplace that is fair and just; and
- advocate where we can on behalf of children and families. Gen. 1:27

Allowah's website

Our website can be found at www.allowah.org.au. You can even follow us on facebook at www.facebook.com/AllowahDisabilitySupport

Australian Council on Healthcare Standards Accreditation

Allowah is accredited under the EQuIPNational Standards for health care services.

NDIS Quality & Safeguard Commission

Allowah is a registered provider of NDIS supports. We are accredited by the NDIS Quality & Safeguard Commission against the NDIS Practice Standards.



Our Child and Family Centred approach

Family, friends, carers, spiritual and pastoral advisers and the community all have a role to play in a child's life. A Child & Family Centred approach is supported by the Australian Charter of Healthcare Rights, The Australian Safety and Quality Framework for Health Care, the National Safety and Quality Health Service Standards, the NSW Disability Service Standards and other policies. A Child & Family Centred approach delivers great benefits to children and their families. At Allowah, we have worked to include this approach in everything from the building to the way we write our policies and the way we train our staff. Children and their families who come to Allowah are at the centre of what we do.

Service Charter

What you can expect from our service

We will:

- communicate openly and honestly in a timely manner
- treat you with courtesy and respect
- support your right to make your own decisions
- give you information about managing any complaints or disagreements
- listen to your feedback and seek to improve our services
- protect your privacy and confidential information
- provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law
- provide you with information about other providers if we can't assist you

You can help us by:

- informing us about how you wish supports or care to be delivered
- treating our staff with courtesy and respect
- talking to us if you have any concerns and giving us honest feedback
- telling us if your circumstances change and providing us with up to date information

We will review our Service Charter every two years in consultation with people accessing our services and supports, their families and carers, staff and other stakeholders.



Key Allowah Sta

CEO

Elizabeth McClean

Our CEO, Elizabeth McClean has worked with the Presbyterian Church for 12 years. Liz has a background in human resources, industrial relations and management consulting. Liz loves taking management theories and legislation and making them work for people. Liz has a "hands on" role at Allowah and is responsible for setting direction, making policy decisions and making sure Allowah is the best it can be at every level. Liz loves working at Allowah because it is a place of excellence and she loves working with people who want to do the best for those for whom they care. And she loves working at Allowah most of all because it is a place that seeks justice and shows mercy in Jesus' name for children and their families.

Director of Nursing

Christine Towers

Christine has been at Allowah for many years, first as our Clinical Nurse Educator and now as our Director of Nursing. Christine loves working with the Children at Allowah and leads a team of dedicated nurses.

Medical & Nursing Staff

Allowah is a medical and rehabilitation paediatric hospital. We have an experienced GP and our Paediatricians visit the hospital regularly and are on call 24/7. Our Paediatricians can liaise with your child's own medical specialists regarding treatment to ensure that current health care plans are followed through whilst your child is at Allowah. We have a dedicated team of nurses that includes our Executive Director of Nursing, our Deputy Director of Nursing, Registered Nurses, EENs, Enrolled Nurses and Assistants in Nursing. Our staff are skilled and capable of meeting the individual needs of each child. All Allowah staff are committed to providing the highest quality Child & Family Centred Care possible. The focus is on quality, safety and continuous improvement. Our nursing staff actively participate in the development, implementation and review of policies, practices and partnerships with families.

Each shift at Allowah has a Registered Nurse assigned to oversee that shift. Nurses on each shifts work together as a team, focusing on child and family centred care to ensure the children's needs are met and activities are organised in line with each child's plan.



Director of Disability Services

Maura Hanney

Maura is the director of all NDIS related supports and Allied Health at Allowah. She is also a Physiotherapist. Maura has been working at Allowah since 2011 and is an important part of our allied health team and the Manager of our Disability Support Services. Maura has over 20 years experience working with children who have developmental delay and / or disabilities. She enjoys working with children who may have complex physical challenges and yet manage to smile each day. Maura believes that Allowah's friendly environment and team approach provides many learning opportunities for staff and the best outcomes for the children.

Administration Manager

Jan Kavanagh

Jan is one of the longest serving members of the Allowah team having worked at Allowah for over 32 years, and will most likely be the first face you see when you come into Allowah and the voice you will hear on the phone. Jan's experience gives her a wealth of knowledge as she looks after all areas of administration for Allowah including records and accounts. Jan loves seeing the children coming in to Allowah each day and being part of the friendly team of staff working at Allowah.

Family Worker

Justine Spurrs

At Allowah we are committed to a child and family centred approach to providing disability services and healthcare. As part of the commitment we employ a Family Worker, Justine Spurrs who has been working at Allowah since 2011.

Justine gives ongoing informal emotional support to parents, siblings and other family members. She can provide counselling for parents struggling to cope or whose relationships are under strain and can make referrals to independent or specialist counsellors outside of Allowah when needed. Justine loves the caring environment at Allowah, where the holistic wellbeing of children and their families is taken into account. She also enjoys seeing the children flourish in their own unique ways despite the many challenges they face.

Chaplain

Rochelle Weston

Rochelle joined the Allowah Team in 2016 and has a background in Pastoral Care and Nursing. She enjoys looking for the hand of God in people's stories and delights in the way God can so easily become the topic of conversation. For her there is no greater joy than caring for children in need.

Rochelle is an important a part of the family at Allowah. She has seen the Staff offer hope to children and families entering through their doors, and it has been inspirational. She is pleased to be joining in the work that God is doing at Allowah.



Visiting Allowah

Parents, siblings and grandparents are always welcome and encouraged to visit children while they are at Allowah. The following guidelines are in place for visiting Allowah:

- We ask that you wash your hands when you arrive to help us keep infections to a minimum. Hand wash is located in the toilets (in the hallway to the right off the main entrance corridor) and hand sanitiser is also available in a number of locations throughout Allowah.
- We ask visitors to please sign in and out of Allowah when visiting using the sign in book at reception or the nurse station on weekends.
- Please be mindful when planning your visit, that visiting Allowah may be overwhelming for some children. Our suggestion is that visits to Allowah by young children be made by family members who are accompanied by a parent or carer.
- Please be mindful when taking photos / video images of your child that these should not be taken where other children are visible in the images.
- There are a number of family visiting areas available within Allowah with designated activities and resources for siblings during their visit. Please feel free to make use of these ares:
    - The red couches in the Orange Room (to the left along the corridor as you enter Allowah). This area also has the Wii games console set up for siblings and other family members to enjoy while they visit.
    - The alcove with the orange couches which is located on the ward (to the right of the Nurses' Station)
    - The outdoor gazebo area
    - The outdoor wicker chairs

Parking is available on site or on Perry Street or under Allowah. There are disabled spaces available and you are welcome to drop off or pick up at the door.



Planning your child's care and support

A plan is developed for each child accessing Allowah's services. We develop an individual plan using information which can come from family, community therapists, specialists or our multidisciplinary team. The aim is to prioritise the needs of your child and set goals which help us work together to maximise your child's health, development and wellbeing. Meeting together ensures that families are directly involved in deciding these goals and how they can be achieved.

How can children access Allowah's services

Private Health: Patients with private health cover can be admitted to Allowah for acute care.
NDIS: Allowah offers a wide range of NDIS supports which can be funded through an NDIS plan.
Private payment: Access to all services is available to those who wish to pay privately.
If you are unsure about how to pay for services please talk to us and we will work on a solution for you.

Informed financial consent

Private Insurance
For Hospital admissions, you should confirm with your health fund prior to admission the following:

- ☐ What does my policy cover?
- ☐ Do I have an "excess" payment on my insurance policy?
- ☐ Are there any co-payments required for each night my child is in hospital?
- ☐ Does my policy exclude some treatments, for example rehabilitation?

Please note that if you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of your child's admission. Any excess will be required to be paid on admission.

If your child is a third party patient, an overseas patient or uninsured all fees and charges will be explained to you prior to admission.

NDIS

For NDIS supports you will be provided with a service agreement setting out all relevant financial information.

Accessing your child's records

If you would like access to your child's records at any time please ask the Executive Director of Nursing or the Chief Executive Officer. Records will be disclosed in accordance with relevant privacy legislation and as required by law.

What to bring to Allowah if your child is staying overnight

During your child's stay at Allowah, we will provide all meals and bedding. You should bring with you:

- Labelled clothing and shoes – sufficient to cover the period of your child's stay; at least two sets of clothes per day. If their stay is longer than 3 days, their clothes will be laundered by Allowah. Please note that sew in labels are strongly preferred for clothing as other labels fade and come off in the wash.



- Nappies - disposable nappies sufficient to cover the period of admission– we ask you to send 5 nappies per day.
- Medications and where required a completed Medications Form from your doctor.
- Any specialised equipment your child uses e.g. wheelchair, positioning equipment, splints, AFOs etc.
- Communication books, devices etc.
- Familiar toy, dummy (labelled)
- Toiletries: - any special body washes and creams (otherwise Allowah uses sorbolene, not soap when bathing the children)
    - toothbrush and toothpaste in a container
    - brush / comb
    - shampoo, conditioner
    - deodorant for older children

We take all care but do not take responsibility for lost clothing or other items. It is so important that children's belongings are clearly labelled as this is the only way staff can ensure the right belongings stay with and go home with the right child. You will be required to purchase a roll of quality sew in labels so that Allowah can label any unlabelled clothes. A small fee will be charged if this is necessary. You may choose to purchase a second roll for use at home. Allowah has contacts for companies that produce quality labels – if you are interested, please ask at reception.

Consumer Partnership

Allowah has a strong commitment to partnering with our consumers. For us, this means partnership with parents of the children who use Allowah services, our volunteers and other organisations and groups who support us. Allowah conducts regular surveys of parents, has a newsletter for parents and has established a Consumer Partnership Committee which gives input into decision making in key areas of Allowah.

What to do if you are worried?

If you are ever concerned about your child you should immediately talk to the Nurse in Charge. If you are still worried or concerned please contact the Executive Director of Nursing or ask the Nurse in Charge to contact him. You can contact the Executive Director of Nursing on 02 8877 3400.

Allowah has implemented the REACH program for parents and carers who are concerned about their child. REACH stands for

Recognise: We know you may recognise a worrying change in your child's condition
Engage: We encourage you to engage with the nurse looking after your child or the RN in Charge to share your concerns
Act: Ask the RN in Charge for a "Clinical Review". This should occur within 30 minutes.
Call: If still concerned make a REACH notification by talking to the RN in Charge about activating a Rapid Response
Help is on the Way: The RN in Charge will call 000 for an ambulance.

We encourage you to first speak with your treating nurse who may be able to help you to resolve your concerns. Allowah's Rapid response involved transferring patient care to another medical facility.



Complaints, compliments and suggestions

We love to hear what you think so if you have a complaint, compliment or suggestion please let us know. You can do that in person, over the telephone, via our website at www.allowah.org.au or in writing.

Complaints may be made formally or informally in a way that suits you. You can make a complaint to any member of our staff and they will ensure the Executive Director of Nursing receives it, or you can contact the EDON directly on 02 8877 3400 or scott.hurren@allowah.org.au

If you are not satisfied by our response you can contact the NDIS Quality & Safeguarding Commission with regard to NDIS supports or the Healthcare Commission with regard to hospital care.

Reportable incidents – NDIS supports

Allowah has an obligation to report the following incidents to the NDIS Quality & Safeguarding Commission:

- the death of a person with disability
- any injury to a client
- alleged abuse and/or neglect of a client by a worker, another participant, a family member, another service provider, visitors, members of the community, etc
- unlawful sexual or physical contact or assault
- sexual misconduct
- unauthorised use of a restrictive practice

If you want more information about any of these things, please ask us.

Notifiable Data Breaches (NDB) Scheme

As an organisation with security obligations under the Australian Privacy Act 1988, Allowah must also comply with the obligations of the NDB Scheme.

The NDB Scheme introduced an obligation to notify individuals whose personal information is involved in a data breach that is likely to result in serious harm. The notification must include recommendations about the steps individuals should take in response to the breach. The Australian Information Commissioner must also be notified of eligible data breaches.

When Allowah is aware of reasonable grounds to believe an eligible data breach has occurred, we will promptly notify individuals at likely risk of serious harm. The Commissioner will also be notified as soon as practicable.

For more information please see our Privacy Policy.



Open Disclosure

Australian Health organisations are working to improve the way they handle things that don't go to plan. Part of improving the way they manage these situations is by being open with you about what happened. The process of communicating with you when things haven't gone as expected is called Open Disclosure.

If your child is harmed during their stay at Allowah, our doctors, nurses or other healthcare workers will talk with you about it. We encourage our staff, as well as patients and their families to identify and report when things go wrong or when patients are harmed so that care can be improved.

Most things that don't go to plan in health care are minor or are found before they affect a child. For things which don't result in harm, our doctors or nurses will talk with you about what went wrong in the same way they talk with you about other aspects of your child's treatment. They should talk with you as soon as they are aware of the incident.

If your child is seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held. If you think a serious incident has occurred which has not been acknowledged you should inform our CEO, Elizabeth McClean at emcclean@pcnsw.org.au

Privacy

You will be provided with a copy of Allowah's Privacy Policy.

Your Healthcare Rights

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

Allowah Presbyterian Children's Hospital has adopted the Charter of Healthcare Rights within the Hospital and its programmes. A brochure and more information is available at the Hospital and on our website.

Medical students at Allowah

Allowah has an excellent education programme providing medical, paediatric & allied health student placements, nursing undergraduate student placements, disability sector placements as well as new graduate and post-graduate internships for graduated Registered nurses who work alongside Allowah staff. This provides us, and others, with a workforce that is skilled and capable in the care of children with complex medical needs. If you have a concern about students interacting with your / their child, please let us know and we will ensure those providing the training are aware.

Closed Circuit TV

Allowah uses camera surveillance systems (commonly referred to as CCTV) for the purposes of maintaining safety and security of its patients, clients, employees, visitors and other attendees. Those CCTV systems may also collect and store personal information and Allowah will comply with all privacy legislation in respect of any such information.