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Welcome

Since its opening in May 1951, Shoalhaven District Memorial Hospital (SDMH) and its devoted staff have looked after the needs of this community, providing a wide variety of health care services to our local population.

This patient information guide will explain the various hospital services and should help answer many of the questions you may have whilst you are staying with us.

The SDMH team wish you a comfortable and pleasant stay. Please talk to any of our staff if you are worried about any concerns you may have whilst in the hospital or regarding your illness.

General Manager
Shoalhaven Hospital Group

Our Vision
Better services, Better health

Mission
To achieve this we will:

- Aim to excel in the range of services we provide
- Work with our stakeholders to meet the health needs of our diverse communities both now and in the future
- Work together to improve the health of our patients, our clients and their carers and our community
- Strive to be held in high esteem by our community and our peers
Spiritual Needs

Shoalhaven District Memorial Hospital has a policy to promote religious tolerance and respect of all faiths and complies with the Privacy Act.

Hospital Chaplains

The Hospital has a team of Chaplains specifically trained to visit people from all denominations and religions and are recognised by the identification badge. Although they attend various Churches, as Hospital Chaplains they represent all denominations, visit on a regular basis and are available 24 hours a day, 7 days a week. They provide many services including friendly visits, support in crisis, prayer, counselling, help in grief and loss, and the sacraments i.e. Communion, Baptism, etc. A list of Chaplains is kept at all Nursing Stations. If you would like to see a Chaplain, please ask Ward Staff.

Quiet Place

The Hospital’s Quiet Place is located on the Ground Floor opposite the open stairway leading from the Ground Floor to Level 1.

Please feel free to use this for quiet time, private prayer and reflection. Religious literature will be available.

Clergy & Church Visitors from all Faiths

Representatives from all denominations and faiths visit patients from their own faiths only, and must be approved by their own faiths and the Hospital, have completed the appropriate Hospital Courses and wear Hospital identification. They are not authorised to visit ALL patients. You can arrange for your own preferred Clergy or faith representative to visit you or ask the Chaplain to do this for you.
Your Care Team

Apart from the medical and nursing services provided, your care team may consist of the following professionals. If you require the services of any of the professionals listed below, please ask medical or nursing staff. Shoalhaven Hospital does not tolerate aggressive behaviour towards staff, patients or visitors.

Pharmacy

During your hospital stay the Shoalhaven Hospital Pharmacy will supply your required medications. There is no charge for these medications.

The medicines dispensed by the hospital will be equivalent to your regular medicines, however you may not necessarily be administered the same ‘brand’.

Therefore they may not look the same. Do not take any medicine from your own supply while in hospital, as this could interfere with your treatment.

If you have any concerns about your medication please discuss with your doctor, nurse or pharmacist.

On your discharge, medications commenced and/or altered during this admission will be dispensed by Shoalhaven Hospital Pharmacy. Pharmacy will dispense up to 1 week’s supply of those medications. Medications which you were taking prior to admission will not be dispensed.

Your Pharmacist will explain any changes to your medication and will provide you with an updated list to take home. Your Pharmacist can also give you information about newly prescribed medication. If you agree, a medication list can be sent to your doctor and community pharmacist when you leave hospital so they will have up to date information about changes to your medication.

The Shoalhaven Hospital Pharmacy can dispense hospital scripts for patients attending outpatient clinics. Opening hours:

Monday to Friday 11am - 1pm and 2pm- 4pm. For further information please contact 4423 973.

The hospital pharmacy cannot dispense PBS scripts – PBS scripts should be taken to your local community pharmacy for dispensing.

Social Workers

Social Workers are here to provide emotional and practical support for patients, their families and carers.

Social Workers provide:

- Confidential counselling and emotional support
- Information and referral to Welfare and Community Services
- Advice about Government entitlements such as Centrelink
- Advocacy for the best interests of patients, their families and carers
For more information please call the social work intake phone on 4423 9317. There is also an Aboriginal Health Worker available through the social work department.

**Physiotherapists**

Physiotherapists are involved in the management of patients throughout the hospital. As a patient the Physiotherapists may assess your breathing and physical abilities and will design an appropriate treatment program with you, or arrange an outpatient physiotherapy appointment following your discharge. For further information please contact 4423 9272.

**Occupational Therapists**

Occupational Therapists can help you regain your independence by providing practical support and assistance with everyday needs such as showering, dressing or cooking. They can also advise you on support equipment needs while recovering and how to make your home safer and more accessible. For further information please contact 4423 9320.

**Speech Pathologists**

Communication and/or swallowing problems can occur as a part of certain medical conditions. Speech Pathologists are Allied Health Professionals who help with communication and swallowing difficulties. Treatment is offered on both an inpatient and outpatient basis. For further information please contact 4423 9729 for adult patients and 4424 6460 for children’s services.

**Dietitians**

Clinical Dietitians take care of the nutritional needs of patients while in hospital by assessing individual nutritional requirements, providing nutrition support and dietary education as required in relation a patient’s medical condition/s. They provide an outpatient service (i.e. patients living in the community post discharge) to individuals with nutrition-related illnesses, diseases and concerns.

A doctor’s referral is required for outpatient services within service criteria. For further information please contact 4423 9356.

**Clinical Psychology**

Clinical Psychology services are available for patients from the Rehabilitation Wards at this hospital. Please ask the nursing staff how to contact them.

**Health Care Interpreter Service**

The hospital has a free and confidential interpreter service for patients who have difficulty understanding or communicating medical or other information in English. If you and your family would like to use this service, please let the ward staff know so an appointment can be arranged or call 1800 247 271.
Do you need Legal Assistance?

Experienced Wills, Estates, Business & Family Lawyers.

AREAS OF ASSISTANCE:

• Preparing a Will
• Estate Planning Advice
• Selling a Home or Business
• Business law matters
• Power of Attorney
• Executor / Beneficiary Advice
• Enduring Guardianship
• Marriage / De facto Relationships
• Property settlements
• Children’s Matters

- FRIENDLY, PROFESSIONAL -

McNamara & Associates
Lawyers & Conveyancers

Suites 6 & 7, Schofield Lane, Nowra 2541

Hospital Visits Available  Ph: 4423 0155
E. enquiries@mcnamaralawyers.com.au  W. www.mcnamaralawyers.com.au
Patient Liaison Officer
The Patient Liaison Officer (PLO) is available to answer your questions concerning the use of your Private Health Fund. The PLO can assist you in understanding:

- Your entitlements
- Excess/co-payments
- Charges
- Your Health Fund cover
- Out of pocket expenses
- Processing of accounts

Did you know:
- You are entitled to the Doctor of your choice
- We can assist you by waiving your excess for hospital stays
- We can check your level of cover and entitlements
- We can provide meals for a patient boarding with their child
- We can offer free TV hire
- We can offer single room accommodation, if available. (This is based on clinical need and should be discussed with the PLO or Nursing Unit Manager)

- You receive no accounts if you utilise our simplified billing service (which means no running around trying to make claims). Simplified billing is applied to your accommodation, diagnostic and pathology services provided by the hospital
- If as part of your treatment you require Diagnostics not provided within the hospital, you will receive an account not covered by simplified billing
- By using your Health Fund it helps your local hospital with services, equipment, staffing etc
- You may contact the PLO on 4423 9445 or ask Ward Staff to contact the PLO on your behalf.
The George Bass Motor Inn is in a quiet location, close to the Shoalhaven Hospital. Located just off the Princess highway, we are a convenient place to base yourself, a 5 minute walk to town and within walking distance to Restaurants, Clubs, Visitors Information Centre, Shoalhaven Council Chambers and the Entertainment Centre.

Features & Facilities:
“Refurbished Executive Suites”
- 4 star motel accommodation
- Self contained studio apartments with kitchen
- Two bedroom family suite with kitchen and bathroom
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- Reverse cycle air conditioning in all rooms
- Free ADSL Broadband internet connection in Deluxe Rooms. Free WiFi connection in all rooms
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- Guest Laundry

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International: +61 2 44216388
Calls from mobiles: 02 44216388
Fax: (02) 4423 1909
PATIENT INFORMATION

Patient Rights and Responsibilities

Some of your rights include
We encourage you to be involved with all decisions about your health care. Staff at Shoalhaven District Memorial Hospital will assist you in making these decisions. As a person who uses the services provided, you have the right to:

• Receive the best health care when you need it and to be treated with courtesy and respect
• Know who is treating you
• Have an interpreter if you need one
• Receive clear information about your condition and treatment and about any risks and effects and services available
• Have your privacy and confidentiality respected
• Accept or refuse the health care treatment offered
• See your medical records and have them explained to you and to apply for a copy under the Freedom of Information Act
• Have the role of your family in the care of your health recognised and the people of your choice with you
• Choose to be a public or private patient and have the difference explained including applicable costs prior to treatment
• Leave the hospital at any time (except in the case of some infectious diseases or psychiatric conditions)

• However, if you do so without hospital consent, you will be responsible for any injury or serious illness caused or aggravated by you
• Comment or complain about your health care

Your responsibilities
As a person who uses services provided by the Hospital you have a responsibility to:

• Answer questions about your health as honestly as possible
• Keep appointments or let someone know if you are unable to attend an appointment
• Follow the treatment plan you have agreed to undertake and to inform your health care worker if you choose not to continue treatment
• Acknowledge that you understand the course of treatment you have consented to undertake
• Be considerate of the rights of others who use our services, including our staff
• Assist the service in the professional development of its service providers
• Inform your Doctor or Nurse about medication or alternate therapy you may be taking and bring it into the hospital with you

The safety of our patients, staff and visitors is of paramount importance to us. Therefore, aggressive and abusive behaviour will not be tolerated.
Admission and Discharge

Admission to Hospital
For elective admissions, you will see your doctor in his/her office or in an outpatient clinic. Your doctor will review your condition and complete paperwork recommending your admission to SDMH. You will then be given the paperwork and asked to attend the Hospital’s Admissions Department.

In the Admissions Department you will complete your admission paperwork and be booked into a waiting list. All of this is done before your admission.

The Admissions Department is open for bookings Monday to Friday 9am – 4pm.

The Admissions Department is located adjacent to the front reception desk, Scenic Drive.

The contact numbers are 4423 9226 and 4423 9225.

The doctor’s rooms or clinic will advise as to how to make your appointment.

Going Home
The hospital aims to discharge patients by 10am. Please note that all patients are responsible for their transport home. If you are transferred to another hospital for admission, you will need to arrange your own transport home from that hospital.

Planning Your Discharge
Discharge involves you, your family or carer and the whole health care team in determining your needs on return to your usual life following hospitalisation. SDMH offers an extensive range of services that can address your needs. Some of the services that can be arranged following your discharge include:

- Community nursing
- Meals on wheels
- Equipment loans
- Home Care
- Specialty clinics
- Outpatient appointments
- Rehabilitation services
- Transport

Our hospital also has an Ambulatory Care Team which works in consultation with your Doctor. Should you require any further information regarding this service, please ask your Nursing staff.
Your Room

Single Rooms
The hospital cannot guarantee single rooms even though you may be a private patient.

Meal Times
Breakfast 8.00am
Morning Tea 10.00am
Lunch 12.00pm
Afternoon Tea 3.30pm
Dinner 5.00pm
Supper 7.00pm
Meal menus offer choices to cater for a range of patient requirements and cultural needs.

Valuables
Please do not bring any valuables like jewellery, mobile phones or large sums of money with you, only a small amount for newspapers and magazines etc. If you must keep valuables ask the nursing staff on the ward to arrange for their safekeeping and a receipt will be given to you. The hospital does not accept any responsibility for any damage to patients' personal clothing or for any missing items which are not declared.

TV Hire
Television sets for patient bedsides are available for hire from a television hire service on 1800 063 829.

Electrical Appliances
Small personal electrical appliances, such as hair dryers, laptop computers or CD players may be used subject to approval of the Nursing Unit Manager and a safety inspection by the Hospital’s Maintenance Department.

Fire and Emergency
All staff are trained in emergency procedures. In the event of a fire or emergency, you and any visitors should stay by your bed and wait for staff to give you instructions.
Your Account

Private Insured Patients
If you enter hospital as a privately insured patient, you can choose the doctor (or doctors) who will treat you. As long as your health insurance plan includes basic hospital cover, your health fund will pay for all your hospital accommodation charges. You will receive separate accounts for your doctor’s fees and any diagnostic procedures. You should discuss your doctor’s fees with the doctor before admission to hospital.

If you have private health insurance, but choose to be treated as a public patient, the hospital cannot claim fees from your health fund. Claims from health insurance companies are an important way the hospital raises funds for patient care, research and teaching. So we encourage you to enter hospital as a private patient if you have private health insurance. The hospital’s Patient Liaison Officer will be happy to answer any queries you may have.

If you choose to enter the hospital as a private patient but do not have private health insurance, you will be asked to pay for all your hospital accommodation before you are admitted.

Free newspapers and TV are provided to privately insured patients.

The Patient Liaison Officer is available on 4423 9445 to answer all questions concerning the use of your Private Health Fund.

Medicare Patients
If you do not have private health insurance, you are entitled to treatment under the Medicare public health care system. As a Medicare patient, the hospital decides which doctor/s will treat you. You do not have to pay for your treatment or hospital accommodation.

Overseas Patients
If you are an overseas visitor and you are not eligible for Medicare cover, you will be asked to pre-pay hospital charges unless you have private health insurance.

Workers’ Compensation, Third Party, or Common Law Claims
If you are in hospital on a compensation claim, it is important that you tell the Admission Office which insurance company is handling your case, otherwise all accounts will be sent to you.

If you have any questions about your fees, please discuss them with your doctor or staff. For general account enquiries, please phone 4427 5131.
Hospital Services

Post Office and Mail
Please do not have private mail sent to the Hospital. Please ask your ward staff if you require to post mail. There are stamps available for purchase from the front hospital reception.

Volunteers
The volunteers of SDMH generously give their time to assist hospital staff caring for the comfort and welfare of patients. The volunteers do various non-nursing duties such as:

- Provide patients with books to read
- Perform special tasks for patients etc. post letters
- Provide patients with chocolate and sweets to purchase
- Wash clothes for patients who have no one to perform this task
- Arrange and water patients’ flowers
- Visit patients

If you require assistance from the Volunteer Service, let the nursing staff know.

Laundry
You will need to ask a friend or relative to do your personal laundry for you while you are in hospital. If you do not have anyone to do your laundry, please let the ward staff know.

Justice of the Peace
There are a number of Justices of the Peace (JP’s) on the staff of the hospital. If you need the services of the JP, please ask one of the ward staff.
General Information

Communication
Hospital Telephone Number: 4421 3111
Address: Scenic Drive, Nowra.

Mobile Phones
Private mobile phones are not to be used within the hospital as they may interfere with medical equipment. Please observe signs and staff instructions.
It is recommended that you have a relative or friend take your mobile phone home for safe keeping.

Public Telephones
Public telephones are located throughout the hospital.
In addition, some wards provide ‘patient phones’ at the bedside which allow incoming calls.

Public Transport
Train: The nearest train station is at Bomaderry. The hospital is a 20 minute walk along Scenic Drive and the Princess Highway.
Taxi: A taxi put down area is located outside the main entrance on Scenic Drive. To arrange a taxi, please phone Nowra Taxi service on 4421 0333.

Car Parking
Free car parking is available at either the main car park (southern end) or other locations around the hospital.

Visiting Hours
Visiting hours are generally between 11am and 8pm, excluding an hour’s rest period in the middle of the day (check with ward clerk or nursing staff). Other times can be negotiated with ward staff. Visitors may be requested to leave the ward for short periods for patient treatment to continue or in an emergency situation.
Children are very welcome to visit provided they are supervised and do not cause any distress to other patients.
We recommend that you have no more than three visitors at your bedside at any one time for your own comfort and the comfort of other patients. If you wish to restrict visitors, please let the ward staff know.
Only general information about your condition is given to phone enquiries unless instructed otherwise by you.

Smoking
No smoking is permitted in our hospital or on Hospital grounds. If you are a smoker and you are in hospital for more than 24 hours, you can have access to Nicotine Replacement Therapy as part of your care management. Please speak to the Nurse caring for you to access this treatment.

Alcohol and Drugs
Do not bring any alcohol and illicit drugs into the hospital. This includes possession and/or smoking of marijuana (cannabis). These substances can react with medication to cause harmful side effects and they are illegal. If you are found to have alcohol or illicit drugs in your possession you will be discharged immediately.
Map and Legend

Shoalhaven District Memorial Hospital (SDMH)
A = SDMH Block A - Main Hospital Building (New)
B = SDMH Block B - Main Hospital Building (Old)
C = SDMH Block C - Links House
D = SDMH Block D - Medical Ward B + Renal Unit
E = SDMH Block E - Old Nurses Home
F = SDMH - Helipad
G = SDMH - Car Parks
H = SDMH Block H - Maintenance Dept (Demountable)
J = SDMH Block J - Aged Care (Demountable)
K = SDMH - Emergency Generator
L = (future use)
M = (future use)
N = (future use)
O = (future use)
P = SDMH Block P - Shoalhaven Cancer Care Centre (SCCC)
Q = SDMH Block Q - Accommodation Units (SCCC)
R = Shoalhaven SubAcute Mental Health Unit
S = Corporate Governance Unit (Demountable)
contact us for more information on how we can support your life, your way:
☎️ 02 4298 4666

“Live your life, your way”
justbettercare.com

Mums & Bubs  Disability Support  Personal Care  Transport  Travel Support
24 Hour Support  Respite  End of Life Care  Meal Preparation  Dementia Support
Domestic Assistance  In-Home Nursing  Get Better At Home
24 hour care and compassion.

Uniting Aged Care Homes
If you require care after a stay in hospital, we’re here to help.

Let us take care of life’s everyday tasks, so you can focus on rest and recovery.

Our quality aged homes give you access to a range of health benefits including:

- 24 hour care
- Compassionate staff
- A supportive place to rest and recover after a stay in hospital

About Uniting
As a not-for-profit organisation, we are the single largest provider of aged care services in NSW and the ACT. We celebrate diversity and welcome people regardless of lifestyle choice, ethnicity, faith, sexual orientation and gender identity.

Get in touch
T 1800 864 846
E ask@uniting.org
uniting.org

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Take the stress out of cooking with home style frozen meals delivered to your door.

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- Australian owned and operated
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- All meals hand prepared with care using quality nutritious produce
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Over the phone by calling our Fine Foods office directly on (02) 4272 0270

Email your order to finefoods@flagstaffgroup.com.au

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Delivery - we offer free home delivery*

* Minimum orders and delivery areas apply

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Because we think your parents are precious too

**LIFESTYLE & THERAPY PROGRAMS**
Our extensive activities programs at our Albion Park Home are designed to build relationships and have fun. Exercise and therapy programs aim to help keep residents independent for longer.

**VOLUNTEERS & PASTORAL CARE**
Volunteers bring a special touch to our Home, and our Pastoral Carers are trained and committed to providing non-denominational, confidential and compassionate support.

**RESPITE & DEMENTIA CARE**
A short stay in our Home can be arranged on a planned or emergency basis to give carers a break. We also offer specialised secure care for residents with dementia and other cognitive difficulties.

Find us on [christadelphianagedcare](https://www.chomes.com.au) | 1800 246 637
At Turner Funerals we believe that families are the foundation of every community. For over 15 years our family has been providing support, compassion and complete funeral services to families on the South Coast in Nowra.

Traditional and Non Traditional funeral services - Male & female arrangers/celebrants - Catering - 24 hr Grief Support - Pre paid and pre planning funerals - All religious denominations, beliefs & customs catered for.

For more information regarding funerals, pre paid or pre planned, contact us for a no obligation, free consultation. We can visit you in the privacy of your own home or you can come and talk to us in our funeral home and private chapel.
Basic Life Support

D
Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
30 compressions : 2 breaths

Attach Defibrillator (AED)
as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return

January 2016
Continue Your Recovery At Home
Living Care is here to support you and make your life easier

20+ services are available to you on a short term or long term basis

Nursing  Cleaning  Physio  Gardening

If you would like to find out more please give one of our service advisors a call on 4424 5267 or visit www.livingcare.org.au

Government funds may be available to support your costs