



CARERS ACCOMMODATION

The carers accommodation was built by the Carers Accommodation South East (CCASE) Inc. for use as short term and overnight accommodation for family and carers accompanying a patient during their stay at South East Regional Hospital (SERH).

BOOKING ARRANGEMENTS

Authority for the allocation of available units has been delegated to SERH main reception staff at the main reception / admissions desk located to the right of the main entrance to SERH

- Every endeavour will be made to meet the requirements of those with the most need and/or the greatest distance from their homes.
- Room accommodation is provided on the basis that occupants may be requested to vacate a room with reasonable notice.
- Free of charge car parking (including disability/accessible parking), is available adjacent to the Carers facility.

During business hours (6:30am – 8pm)

- Guests can contact Hospital reception either in person or by phoning #999.
- Payment for the deposit and accommodation fee will be required prior to issuing swipe cards for the unit(s).
- Extensions of stay may be organised through the main hospital reception, dependent on room availability.

After Hours (8pm – 6am)

- Guests can contact the hospital After Hours Manager on 6491 9140 using the room phone. Please dial 0 if making an external call.
- For those arriving out of office hours, accommodation is only provided overnight and is subject to availability, until the hospital reception is open to review the room allocations and existing bookings.
- Guests are asked to present to hospital reception by 9am the following day, to check room availability for their continuing stay and pay the accommodation fee and deposit.

FEES and CHARGES

The fees and charges are designed to provide affordable on-site accommodation for families and carers of patients at South East Regional Hospital.

A refundable deposit of \$20 will be required prior to issue of swipe card which will be refunded upon return. The deposit can be paid via cash or eftpos transaction at the main reception desk at time of check in.

Deposits for non-returned swipe cards will be held for a period of 30 days, after which time they will no longer be refunded.



NSW Health provides a financial assistance scheme, *Isolated Patients Travel and Accommodation Assistance Scheme* (IPTAAS). This is available for eligible patients and carers who are required to travel long distances to receive medical treatment. Further information regarding IPTAAS is available within the compendium and forms can be requested from hospital reception. Patients and carers who require financial assistance for accommodation who are not eligible to claim for IPTAAS can discuss available options with the Patient Liaison Officer located at South East Regional Hospital.

CHECKING IN and OUT

- Check in time is after 2pm daily. Please contact hospital reception during business hours or the on-site hospital manager after hours if you require access prior to this time.
- Check out time is 10am and units must be vacated prior to this time on the day of departure. Extended stay past this time without prior arrangement may incur an additional nights accommodation fee.
- Guests may request an extension of check out past 10am, this will be dependent upon availability of the room.

LINEN and CLEANING

- Rooms are fully self-contained. All rooms are cleaned and linen changed before use by new occupants.
- Bed linen, blankets and towels are provided. Additional items can be provided upon request.
- Your room will only be serviced with fresh linen and cleaned every three days or on your departure in readiness for the next occupant.

GUEST USAGE OF THE ROOMS

- Rooms are fitted with individual solar hot water systems of a finite size. Please take therefore when using the hot water to ensure it is not exhausted as it will take a number of hours to reheat.
- In line with *NSW Health Smoke Free Environment Policy*, and as part of Bega Valley Health Service Smoke Free Campus, the carers accommodation is a smoke free building. You are not permitted to smoke in or around the accommodation, or anywhere on the hospital grounds. Occupants found smoking inside or around the Carers Accommodation will be requested to leave and access to the accommodation will be removed immediately.
- Automatic smoke detectors within the units will activate the alarm system when smoke is detected.
- Occupants found to be consuming alcohol, or taking any non-prescription/illegal drugs of any kind will be requested to leave immediately and denied access to the Carers Accommodation. Non-compliance could result in Police attendance.
- Instructions for use of the microwave, Television, clock / radio and other information is included in the compendium folder located within each of the rooms.
- The Television has free to air channels only.
- Reheating of prepared food and drinks may be undertaken in the microwave in your room. Cooking and preparation of meals is NOT permitted within the rooms.
- Internet access is only available through guests own mobile internet plan and devices.



- Please ensure that your room is securely locked when not occupied – please take the time to read *Loss or Damage to Guests' Property*.

COMMON AREAS

- There is a shared guest lounge for use by occupants of the Carers Accommodation. Please be aware of other guests and keep noise to a minimum.
- Guests are reminded to respect the privacy and well-being of others and to behave in an orderly and non-obtrusive manner.
- Your room swipe cards allow access to the lounge door.
- Please ensure that the door to the lounge is closed and locked when you leave.

TELEPHONES

- A telephone is provided in each room which can be used to make local calls only. To make an external call, please dial 0
- The switchboard will connect inward calls – for connection to the switchboard, please dial #999 between 6:30am – 8pm daily.
- Direct dialling is available to and from the hospital ward or department from your unit.
- Local calls may be made from any phone within the unit.
- For all STD calls, a pay phone is available in the waiting room of the Emergency Department of South East Regional Hospital.
- South East Regional Hospital phone number for external users is 6491 9999.

MEALS and SNACKS

- Each room is fitted with a microwave, kettle / electric jug and a toaster for reheating of food and drinks.
- For your convenience, tea and coffee facilities are provided by Bega Valley Health Service. Information regarding Supermarkets, Restaurants, Cafes and take away food outlets, including a map of the local Bega township is provided within the compendium. Some of these outlets provide a delivery service to the Hospital site.

ONSITE CAFÉ

Hudson's Café is located on the ground floor of South East Regional Hospital and provides a range of hot and cold meal and beverage options, including snacks from 6am to 7pm - 7 days per week. All purchases at Hudson's Café are at the guest's expense and are not included in the Carers and Relatives accommodation rates.

VALUABLES and PERSONAL BELONGINGS

- As South East Regional Hospital does not have facilities for securing guests' valuables, Bega Valley Health Service does not accept responsibility for any personal belongings or valuables of guests.
- Bega Valley Health Service will not be held liable for any loss or damage of any personal belongings or valuables taken into the Carers Accommodation. This includes, but is not limited to; money, mobile phones, chargers and/or other electronic devices.



Carers Accommodation
@ South East Regional Hospital



Health
Southern NSW
Local Health District

REPORTING OF FAULTS and DAMAGES

Any faults and/or damages must be reported to the hospital main reception either in person or by dialling #999 on the room phone during business hours or the hospital manager after hours on 6491 9140 on the room phone.

As per sub clauses of the *Inkeepers ACT 1968* guests will be held responsible for the cost of any damages. Reports will be provided to the main Hospital Administration on the day of departure of any damages. Photographic evidence may be taken.

FEEDBACK

We appreciate your feedback on your experience regarding your stay at the carers accommodation. This feedback is important to ensure we provide an exceptional experience for our guests. Any suggestions or comments about your stay are welcomes. Feedback forms are provided in your room(s) should you wish to complete one.