

Sve o nama



**Royal District
Nursing Service**
pruža njegu ljudima
u kući 24 sata dnevno,
svaki dan tokom
cijele godine.

Naše usluge uključuju:

- njegu starijih ljudi
- njegu općenito
- specijalnu njegu ljudi koji imaju dijabetes, HIV/SIDU, rak dojke, rane i drugo
- njegu bolesnika koji su izašli iz bolnice
- njegu ljudima koji boluju od neizlječive bolesti
- socijalni rad i fizioterapiju

Prevodilačke usluge

Ako ne razumijete engleski, možemo organizovati da prevodioc dođe s medicinskom sestrom.

Prevodioca možete dobiti besplatno.

Ko može koristiti ove usluge?

Naše usluge stoje na raspolaganju svima, bez obzira na primanja, vjeru ili porijeklo. Jedini uslov je da vam je stvarno potrebna njega i da mi imamo usluge koje su vama potrebne.

Kako nas možete kontaktirati?

Ako ne govorite engleski, recite svoje ime i jezik koji govorite – na engleskom – i mi ćemo vas nazvati preko prevodioca.

Može nas kontaktirati i vaš doktor, bolnica ili neka druga služba.

Odluke o vašoj njezi

Ako imate problema u donošenju odluka u vezi njege, prava i obaveza ili interesa, pitajte nekoga u koga imate povjerenja da vam u tome pomogne. Ta osoba (neslužbeni advokat) nema zakonsko pravo da donosi odluke u vaše ime, ali može govoriti u vaše ime i osigurati da se poštuju vaša prava. Ta osoba može biti neko od porodice ili neki prijatelj, vjerski vođa ili susjed.

Ako je potrebno, može vam biti postavljen i službeni zastupnik koji će donositi zakonski važeće odluke u vaše ime.

Za više informacija o tome porazgovarajte sa svojom medicinskom sestrom .

Koliko to košta?

Prilikom prve posjete medicinska sestra će vam reći koliko koštaju naše usluge, zavisno od vaših primanja.

Ako ste zadovoljni s našim uslugama molimo recite to medicinskoj sestri!

Ako niste zadovoljni s našim uslugama, recite to najprije medicinskoj sestri ili upravniku Centra. Možete nazvati i našeg službenika za žalbe (Complaints Officer) na **9536 5266** ili Povjerenika za zdravstvene usluge (Health Services Commissioner) na **(03) 8601 5200** ili **1800 136 066**.

All about us



**Royal District
Nursing Service**
provides nursing care
for people in their
homes 24 hours a day,
every day of the year.

Our services include:

- Care for older people
- General nursing care
- Special nursing care for people with diabetes, HIV/AIDS, breast cancer, wounds and more
- Care for those home from hospital
- Care for terminally ill people
- Social work & physiotherapy

Interpreter service

If you do not understand English an interpreter can be organised to visit with the nurse. The interpreting is free of charge.

Who can use the service?

Our service is available to all people regardless of income level, religion or cultural background. The only requirements are that you have a genuine need for nursing care and that we have the services to meet your need.

How to contact us?

If you do not speak English leave your telephone number and the name of the language that you speak - in English - and we will ring you back with an interpreter.

Your doctor, hospital or other service can also contact us.

Decisions about your care

If you have any problems making decisions about your care, rights and responsibilities, or interests you can ask a person who you trust to support you. This person (informal advocate) has no legal power to make decisions for you but can speak on your behalf and ensure your rights are upheld. This person may be a family member or friend, a religious leader, a neighbour.

If required, a formal advocate can be appointed to make legally binding decisions on your behalf.

For more information about this speak to your nurse.

How much does it cost?

During the first visit the nurse will tell you about the cost of our service, based on your level of income.

If you are happy with our service please tell your nurse!

If you are not happy with our service, first tell your nurse or Centre Manager. You can also call our Complaints Officer on **9536 5266** or the Health Services Commissioner **(03) 8601 5200** or **1800 136 066**.