Royal DistrictNursing Service

Dwarna

Royal District Nursing Service jipprovdi kura ta' nersing ghal nies fid-djar taghhom stess 24 siegha kull jum, kull gurnata tas-sena.

Is-servizzi taghna jinkludu:

- Kura ghall-anzjani
- Kura generali tan-nersing
- Kura specjali tan-nersing ghal nies bid-dijabete, HIV/AIDS, kancer tas-sider, li ghandhom feriti u aktar
- Kura ghal dawk lura d-dar mill-isptar
- Kura ghal nies b'mard terminali
- Xoghol socjali & fizjoterapija

Servizz ta' interpretu

Jekk ma tifhimx bl-Ingliz jista' jkun organizzat interpretu biex izurek man-ners. Is-servizz ta' l-interpretu huwa b'xejn.

Min jista' juza s-servizz?

Is-servizz taghna qieghed hemm ghal kulhadd ikun x'ikun id-dhul ta' flus taghhom, religjon jew sfond kulturali. Il-bzonnijiet mehtiega huma biss li inti jkollok bzonn kura genwina ta' nersing u li ahna jkollna s-servizzi li jilhqu l-bzonnijiet tieghek.

Kif tikkuntattjana?

Jekk ma titkellimx bl-Ingliz halli n-numru tat-telefon tieghek u l-lingwa li titkellem - ***<u>bl-Ingliz</u>*** - u ahna ncemplulek lura b'interpretu.

It-tabib tieghek, l-isptar jew servizz iehor jista' jikkuntattjana wkoll.

Deċiżjonijiet dwar il-kura tiegħek

Jekk għandek xi problemi biex tagħmel deċiżjonijiet dwar il-kura tiegħek, drittijiet u responsabbiltajiet, jew interessi tista' titlob persuna li tafda fiha biex tgħinek. Din il-persuna (xi ħadd li jindaħal għalik informalment) m'għandha l-ebda setgħa legali biex tagħmel deċiżjonijiet għalik imma tista' titkellem f'ismek u tiżgura li d-drittijiet tiegħek jinżammu. Din il-persuna tista' tkun membru tal-familja jew ħabib/a, mexxej reliġjuż, ġar/a.

Jekk ikun meħtieġ, xi ħadd li jindaħal għalik formalment jista' jkun maħtur biex jagħmel deċiżjonijiet marbuta bil-liġi f'ismek.

Għal aktar informazzjoni dwar dan kellem lin-ners tiegħek.

Kemm jiswa?

Waqt l-ewwel vizta n-ners tghidlek dwar l-ispejjez tas-servizzi taghna, ibbazati fuq il-livell tad-dhul ta' flus tieghek.

Jekk inti kuntent/a bis-servizz taghna jekk joghgbok ghid lin-ners tieghek!

Jekk m'intix kuntent/a bis-servizz taghna, l-ewwel ghid lin-ners tieghek jew lill-Maniger tac-Centru. Tista' ccempel ukoll lill-Complaints Officer taghna fuq ***9536 5266*** jew lill- Health Services Commissioner ***(03) 8601 5200*** jew ***1800 136 066.***

Royal District Nursing Service ABN 49 052 188 717 31 Alma Road St Kilda Victoria 3182

Tel: (03) 9536 5222 **Fax:** (03) 9536 5333 **Web:** www.rdns.com.au **Email:** getinfo@rdns.com.au

Royal District Nursing Service

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**.

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