Royal
DistrictNursing
Service

ኩሉ ብዛዕባና

ሮያል ዞባዊ ነርሲንግ ኣገልግሎት - ህዝባዊ ሓለዋ ጥዕና ሓልየት፤ ኣብ ገዛኦም ንዝነብሩ ሰባት ን24 ሰዓታት ብዘይ ምቁራጽ ፣ ዓመት ሙሉእ ኣገልግሎት ይህብ።

ኣገልግሎትና ዝጥርንፎም:

- ሓልየት ንዓበይቲ ሰባት
- ሓፈሻዊ ናይ ጥዕና ክንክን ምሃብ
- ሕማም ሽኻር ፤ኤች ኣይ ቪ ፤ኤይድስ፤ ናይ ጡብ ምንሽሮ፤ ቁስሊን ካልእ ዝኾነ ሕማምን ንዘለዎም ሰባት ፍሉይ ዝበለ ሓልየት ምግባር
- ካብ ሆስፒታል ወጺኦም ኣብ ገዛ ንዝርከቡ ምሕላይ
- ኣዝዮም ንዝሓመሙ ሰባት ምግዳስ
- ማሕበራዊ ስራሕን ኣካላዊ ሕክምናን ምሃብ

ናይ ኣስተርጓሚ ኣገልግሎት

እንድሕር ድኣ እንግሊዝኛ ቋንቋ ዘይርድኣኩም ኮይኑ፥ ምስታ ነርሲ ኮይኑ መጺኡ ዘርድእኩም ዘይትኽፍልሉ ኣስተርጓሚ ክዳለወልኩም ይኽእል እዩ።

በ'ቲ ኣገልግሎት ተጠቃሚ ዝኾውን መን እዩ?

እዚ ኣገልግሎት እዚ ንኹሉ ሰብ ፥ ብዘየገድስ፤ ናይ እቶቱ ኣቅሚ፤ ሃይማኖት ወይ'ውን ባህላዊ ኣመጻጽኣ ከይፈላለየ ብማዕረ ንኹሉ ሰብ ዘገልግል እዩ። ብዝበለጸ ግና ፥ እቲ ናይ ነርሲ ሓልየትን ኣድላይነትን ሓቂ ዝሓዘ ምኽኑ ክረጋገጽ ከምዘለዎ ምፍላይ የድሊ እዩ።

ብኸመይ ክትረኽቡና ትኽእሉ?

እንድሕር ድኣ እንግሊዝኛ ዘይትዛረቡ ኮንኩም፥ ስልኪ ቁጽርኹምን ትዛረብዎ ቋንቋን ብእንግሊዝኛ እንተገዲፍኩምልና፣ ኣስተርጓሚ ሒዝና መሊስና ደዊልና ክነዘራርበኩም ኢና።

ሓኪምኩም፤ ሓኪም ቤትኩም፤ ወይ'ውን ካልኦት ወሃብቲ ሰናይ ኣገልግሎት ክድውሉልና ይኽእሉ እዮም

ብዛዕባ ጥዕናኹም ኣገዳሲ ውሳኔታት

ብዛዕባ ሓለዋ ጥዕናኹም ዘለኩም መብትን መሰልን ወይ'ውን ድልየታትን ውሳኔታትን ንምሃብ ትሽገሩ እንተድኣ ኾይንኩምዎ፥ ንጸገምኩም ዝገደሰልኩምን መሰላዊ ሓላፍነትን ዝስምዖ እሙን ሰብ እንተድኣ ሃልዩኩም ክሕግዘኩም ክትሓቱዎ ትኽእሉ ኢኹም። እዚ ሰብ እዚ (ዘይስሩዕ ተሓላቒ) ኮይኑ ፥ክሰንዳኹም ኺኢሉ ውሳኔታት ክህብ ሕጋዊ ስልጣን የብሉን። እንተኾነ ግና ክሰንዳኹም ኺኢሉ መሰልኩም ንምሕላው ክዛረብን ክካራኸርን ይኽእል እዩ። እዚ ሰብ እዚ ካብ ስድራ ቤትኩም፤ መሓዛኹም ወይድማ ናይ ቤተክርስቲያን መራሒ ክምኡውን ጎረቤትኩም ክኸውን ይኽእል እዩ።

ኣድላይ እንተድኣ ኮይኑ ድማ ፥ ብስሩዕ ጉዳያት ክዋዘመልኩም ዝኽእል ሕጋዊ ተሓላቓይ ምሻም ይከኣል እዩ።

ብዛዕባ'ዚ ተወሳኺ ሓበሬታ እንተድኣ ደሊኹም፥ ምስታ ነርስኹም ተዘራረቡ ኢኹም።

ክንደይ'ኹ ይውድእ?

ናይ'ቲ ንዘለኩም ኣገልግሎት ክፍሊት ወጻኢ ንምፍላጥ፥ እታ ነርሲ ኣብ'ቲ ቐዳማይ በጽሒ በቲ ትረኽብዎ እቶት ሰረት ሓሲባ ክትነግረኩም እያ።

እንድሕር ድኣ በቲ ንዘለኩም ኣገልግሎት ተሓጐስኩም ፥ ንነርሲኹም ንገርዋ ኢኹም!

እንድሕር በቲ ኣገልግሎትና ዘይተሓጐስኩም ድማ፥ ፈለማ ነታ ነርሲኹም ወይ'ውን ነቲ ማእኸላይ ሓላፊ ንገርዎ። ቐጺልኩም ብስልኪ ቁጽሪ 9536 5266 ንተርጓን ሰማዒ በያል ስልጣን ወይ'ውን ሓለዋ ጥዕና ኣገልግሎት ኮሚሽነር ብስልኪ ቁጽሪ (03) 8601 5200 ወይ ብ1800 136 066 ኣዛርቡ።

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**.

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