

# Your visit to Tresillian Canterbury



## RESIDENTIAL SERVICES

We look forward to welcoming you and your child to Tresillian Canterbury Residential Services, a parenting support service for families with a child aged up to two years.

Tresillian Canterbury Residential offers a live-in 4-night/5-day service helping families experiencing parenting issues that require a more intensive level of support.

Our friendly team of Nurses, Social Workers, Psychiatrists, Paediatrician and GPs are here to help you increase your confidence as a parent, answer your questions and provide guidance and practical advice.



**ADDRESS:**

Tresillian Canterbury  
McKenzie Street, Belmore NSW 2192



**CENTRALISED INTAKE UNIT**

(02) 9123 8999  
Available 7 Days, 8.00am - 4.30pm



**EMAIL:**

TFCC-Intake@health.nsw.gov.au



**WEBSITE:**

<https://www.tresillian.org.au/services-locations/locations/canterbury-residential-services>



**Acknowledgement of Country**

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and Victoria. We respect that Aboriginal and Torres Strait Islander People have lived in Australia for over 60,000 years and are recognised as having the oldest living continuous culture in the world, with unique languages and spiritual relationships to the land and sea. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.



### Partners/Support Person

Partners or a support person such as a grandparent, are actively encouraged to participate during your stay. Letters of attendance for work purposes can be arranged.



### Family Information Details Form

If you have not already sent it, please bring your completed Family Information Details Form with you on arrival. If you are attending with more than one child, you will need to complete a Family Information Details Form for each child.



### How long is a Residential Stay

Families live in at Tresillian for 4-nights, 5-days.



### Confirmation of Admission

One working day prior to your admission you will be contacted by a Tresillian staff member to confirm your admission date and time.



### On the day of the Admission

It's important that you arrive on time for your admission. If you need to change your admission date or time, please contact Centralised Intake on (02) 9123 8999 as soon as possible during business hours.



### On the day of the Discharge

Discharge time is 9 am.



### Meals

All meals are provided, and wherever possible dietary requirements are catered for. You are welcome to bring in your own prepared snacks. If you have significant dietary requirements please contact Centralised Intake on (02) 9123 8999.



### Cost

#### Child & Admitted Adult (Parent/Carer)

Fees are covered by Medicare and/or by your Private Health Insurance.

#### Partner and others (i.e. support people)

A boarder fee per night applies to cover bed and meals.

#### Accounts for partners

Are required to be paid on admission by EFTPOS, MasterCard or Visa (no other credit cards or cash can be accepted).



### Illness

If you or your child are unwell with infection or illness, please contact Centralised Intake on (02) 9123 8999 to re-book your appointment.



## Private Health Insurance

### Informed Financial Consent

Prior to your admission, you are encouraged to speak with your health fund to discuss.

Your stay with Tresillian will be covered by your Private Health Fund. Tresillian will arrange for any excess and/ or gap fees that may apply to be waived.

Before your stay Tresillian will contact your health fund to perform an eligibility check to ensure that you have the correct level of private health coverage to fund you and your child's stay at Tresillian. If you are not eligible to use your health fund, then Medicare will cover the costs of your stay for you and your baby.



## Immunisation

Tresillian Family Care Centres admit immunised, partially immunised, and non-immunised children, but the level of your child's immunisation may affect your admission. If your child is:

**Fully immunised** there is no impact on the timing of your admission.

**Partially immunised** the timing of your admission may be affected, depending on which vaccine preventable disease your child may have come in contact with.

**Non-immunised** and has been in contact with someone with a vaccine preventable disease before your admission, your

admission may need to be postponed.

Please contact Centralised Intake on (02) 9123 8999 to discuss this further if you think your admission may be affected.



## Medical Consultation

### Children

All children admitted to a residential unit will be seen by a Paediatrician employed by Tresillian. The consultation does not include the management of pre-existing conditions which have not been reviewed by a medical practitioner or stabilised prior to admission.

Common pre-existing problems include:

- A child who has frequent vomiting with feeds and gastro-oesophageal reflux is suspected.
- A child with significant eczema which is disrupting sleep.
- Acute illness or a deterioration of an existing condition, for example, asthmatic attack.
- Assessment of suspected food allergies.

### Parents

The parent admitted to a residential unit will also be seen by a GP during the residential stay. The consultation does not include the management of pre-existing conditions which have not been reviewed by a medical practitioner or stabilised prior to admission.



## Medication for your child

If your child is on any **prescribed medication**, it is necessary to bring the medication:

- In the original container received from your pharmacy.
- With the original contents you received from your pharmacy.
- With the original label on the container from your pharmacy.
- Given as per the directions on the label.

If your child is on any non-prescribed medication on admission, it will need to be ceased until your child is reviewed by the GP during your residential stay.

**\*IF YOU OR YOUR CHILD HAS BEEN PRESCRIBED AN EPIPEN, PLEASE BRING THIS WITH YOU AND YOUR ASCIA ACTION PLAN**



## If You Have More Than One Child Being Admitted

If you are being admitted with more than one child it is recommended that your partner or a support person come along with you during your stay. Unfortunately, we are unable to accommodate siblings that are not being admitted into the residential unit but they are most welcome to visit when accompanied by another adult.



## Groups

Group programs to be advised on admission.



## Amber Teething Necklaces And Bracelets

Teething necklaces and bracelets have been identified as choking hazards for children aged under five years. Therefore these items are not for use during admission to a Tresillian service.



## Baby Slings

Tresillian does not advocate the use of 'baby slings' during admission to a Tresillian Centre.



## Baby Walkers

Due to the increased risk of falls and injuries baby walkers are not permitted for use at Tresillian during the length of your stay.



## Portable Electric Appliances

- Electronic formula making appliances are not permitted.
- Appliances such as TVs and aromatherapy burners are not to be brought to Tresillian for safety reasons.
- Any electrical appliance you bring to Tresillian must be in good working order.



### Baby Apnoea Monitors

If a child is identified as using a home apnoea monitor due to a medical condition, the parent must be proficient with use of the monitor, the monitor should be battery operated and they will be asked to provide a letter from their medical specialist outlining:

- The reason/s for use of the monitor
- Any investigations undertaken and planned medical management plan
- Medication requirements



### Smoking Policy

To promote and protect the health of our community, all Tresillian buildings and grounds are smoke free.

Any drugs, non-prescribed medication and alcohol are not permitted on the premises. If you require assistance with quitting smoking please call QUITLINE on 137848 (13 QUIT).



### Respecting others

You have the right to be treated with respect and we ask that you show this courtesy to others. This includes not harassing, abusing, threatening or pushing any other person, including staff members, due to the risk of physical or psychological harm to others.

**Tresillian has a zero-tolerance approach to violence by any person.**



### Security

Tresillian is unable to provide security for valuables so please leave your valuables at home. To assist in providing the safe physical environment a CCTV Surveillance system is installed at Tresillian Canterbury. The area covered is the entrance doors at reception.



### Photographing, Videoing or Audio Recordings in Tresillian

To respect the privacy of all families, visitors, and staff, parents and visitors are advised that taking photographs, videos and / or audio recording are not permitted within Tresillian premises without express permission from management.



### Visiting Hours

Visiting Hours are unrestricted. However, please advise visitors who have been unwell in the preceding 72 hours (either with an infectious illness, vomiting and / or diarrhoea or an upper respiratory tract infection) are asked not to visit the unit for the safety of your child and others.



## Parking

Tresillian Canterbury is located in the grounds of Canterbury Hospital. McKenzie Street runs between Tudor Street and Thorncraft Avenue.

Off street free parking is available in the streets around Tresillian or in Canterbury Hospital.



## Address

Tresillian Canterbury  
McKenzie Street, Belmore NSW 2192



# Tresillian Safe Sleep & Rest Practices



Tresillian strictly follows NSW Health Safe Sleeping recommendations for babies and children aged up to three years.

## Safe Sleep Environment

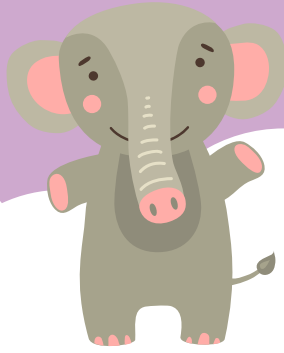
- No child will be sent to sleep or rest as a form of discipline.
- If a pillow is to be used for a child over 2 years of age, a flat firm pillow will be provided.
- No soft toys or other objects are permitted in the cot for children under 12 months of age.
- Use only lightweight wraps (without a Velcro attachment) such as cotton or muslin.
- If the child is able to roll from their back to their tummy and then onto their back (usually within 4-6 months) nurses will promote the discontinuation of the wrap for settling and sleep during the admission.
- If a sleeping bag is used (cots only) it should be the correct size for the child with a fitted neck, armholes (or sleeves) and no hood; arms must be placed through the armholes.
- If a child is able to pull to stand in their cot, please discontinue the use of a sleeping bag during the appointment.

## During the Appointment your child will:

- Be placed on their back to sleep with their feet positioned at the bottom of the cot unless otherwise medically indicated (under 12 months).
- Sleep with their face uncovered at all times with no bonnets, beanies, hats or hoods, quilts, doonas, duvets, pillows, lamb's wool and Velcro wraps, roll supports, a wedge under mattress, cot bumpers, sheep skins or snuggle beds whilst sleeping.
- A toddler bed will be allocated if:
  - the child's whole head when they pull to stand is above the fully raised cot side.
  - OR
  - the child's arms hang over the side.
  - OR
  - the child has been identified as a climber.

## All settling strategies will:

- Be based on responsive parenting practices by encouraging parents to listen, watch and respond in a timely, sensitive manner to their child's tired and/or distress cues.



# What to bring Checklist

- ✓  Casual clothes, shoes, face washers and toiletries for yourself and your child
- ✓  Hat and sunscreen for yourself and your child
- ✓  Disposable nappies and baby wipes if used
- ✓  Bottles, bottle brush, can of formula, if required
- ✓  Feeding cups / spoons / teats / dummy / bibs and any additional items for your child as required
- ✓  If breastfeeding or using Expressed Breast Milk it is important that you bring your own equipment such as nipple shields, expressed breast milk, pumps, bottles, and sterilising equipment
- ✓  Electric Steam Steriliser or Microwave Steam Steriliser available. (Please note, if you are breastfeeding you will need to provide your own sterilising equipment).
- ✓  Pram/stroller
- ✓  Your child's Personal Health Record book (Blue Book)
- ✓  Medications for yourself and your child
- ✓  Your health fund contribution card (if privately insured)
- ✓  Medicare Card
- ✓  Washing detergent - and 2 x \$1 coins per load - washing machines and dryers are available
- ✓  Please bring in your own toys, including childrens books. Water retaining toys or battery operated toys are not permitted.
- ✓  A favourite soft bedtime toy if your child is over 12 months

## During your stay Tresillian will provide:

- Bed linen and towels for both yourself and your child
- High chairs and portable rocker chairs
- A hairdryer





# Tresillian's Parenting Resources

## Tresillian Canterbury Residential Services

Take an online tour of Tresillian Canterbury Residential Services and learn more about how we help families at Tresillian Residential Services. Visit <https://www.tresillian.org.au/services-locations/locations/canterbury-residential-services>

## SleepWellBaby App

Developed in consultation with Tresillian, the SleepWellBaby App delivers instant access to trusted evidence-based education and tools on baby's sleep and feeding. Download at [www.sleepwellbaby.io](http://www.sleepwellbaby.io)

## Tresillian Website

For parenting videos, online tours of Tresillian services, parent education group courses and more, visit the Tresillian website at [tresillian.org.au](http://tresillian.org.au)

