

An information guide for people travelling to Prince of Wales Hospital



Randwick Hospitals campus map

Campus Directory

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To view the campus map on your smartphone scan the QR code.



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Developed by the Social Work and Diversity Health Departments of Prince of Wales Hospital and Community Health Services, Sydney and Sydney Eye Hospitals.



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Welcome

We understand spending time in hospital may be challenging. We hope this information will help make your stay as comfortable as possible.

If you have any questions after reading this information, please feel free to ask one of our staff. We also have more information on our Hospital website:

<https://www.seslhd.health.nsw.gov.au/prince-of-wales-hospital>

About Prince of Wales Hospital

Prince of Wales Hospital (POWH) is based at the Randwick Hospitals' Campus and is part of the South Eastern Sydney Local Health District. POWH is a major teaching hospital. It provides excellence in healthcare to those living in South Eastern Sydney, as well as specialist services to people from across New South Wales.

The hospital has a range of employees including medical, nursing, allied health, health research professionals, administrative staff and clinical support staff. The facility provides specialty services in areas such as hyperbaric medicine, neuroscience, emergency medicine, spinal medicine and cardiovascular care.

Social Work Department

Our Social Work team is available to support you whether you are a patient, family member, friend or carer. We offer counselling and practical assistance to help you deal with any issues or concerns that may arise from an illness or being in hospital.

Feel free to contact a Social Worker for further assistance or information. You can contact a Social Worker on (02) 9382 2372 or visit the Social Work Department (Level 3, High Street Building).

Acknowledgement of Country

We acknowledge the traditional custodians on whose land we stand. Prince of Wales Hospital is located on the lands of Bidjigal and Gadigal peoples of the Eora nation. We would like to pay our respects to the Elders past, present and those of the future.



Aboriginal Services

Our Aboriginal Hospital Liaison Officer (AHLO) provides support to Aboriginal and Torres Strait Islander patients and their families. Services include emotional, social and cultural support; and advocacy and liaison with other staff on behalf of patients and families. The AHLO also provides information about hospital and legal services, patient rights and responsibilities, and child protection issues; plus referrals to Aboriginal and non-Aboriginal organisations. The AHLO can help families to organise financial benefits, accommodation and care, and help at home.

You can telephone our AHLO directly on (02) 9382 2332, or contact the Social Work Department on (02) 9382 2372.

We also have the **Barmbli room** for family and friends to gather. It can be found at the High St entrance. It is open from 8am to 8pm, seven days a week.



Aunty Joyce Timbery and Aunty Evelyn Harriett, local Aboriginal elders with our Occupational Therapist

Interpreter Services

Professional interpreters are available if you need help understanding or speaking English, or if you are deaf. You may have a family member or friend present, but all communication about your treatment should be through a professional interpreter. Please ask our staff to organise an interpreter if you need one. Interpreter services are free and confidential. AUSLAN interpreters are also available.

If you are trying to contact us from outside our hospital and require an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450**. Tell the operator what language you speak and the health professional or service you are calling. This is a free telephone interpreting service for patients, family members or visitors, and is available 24 hours a day, seven days a week.



Need an interpreter? Ask the staff

إذا كنت بحاجة إلى مترجم
اسأل موظفي المستشفى

Arabic

需要翻譯員嗎？

要的話，請向職員查詢

Chinese

Χρειάζεστε διερμηνέα;
Ρωτήστε το προσωπικό

Greek

Hai bisogno di un interprete?

Chiedilo al personale

Italian

통역을 원하십니까?

직원에게 문의 하세요

Korean

Precisa de intérprete?

Pergunte aos funcionários

Portuguese

Да ли вам треба тумач?

Питајте особље

Serbian

ท่านต้องการล่ามไหม

โปรดสอบถามเจ้าหน้าที่

Thai

Quý vị cần thông ngôn viên?

Xin hỏi nhân viên

Vietnamese

আপনার কি একজন দোভাষীর প্রয়োজন?

আমাদের কর্মচারীদের জিজ্ঞাসা করুন

Bengali

Treba li Vam tumač?

Zamolite osoblje

Croatian

Butuh seorang juru bahasa?

Tanyakanlah pada pegawai

Indonesian

通訳が必要ですか？

スタッフに申し出て下さい

Japanese

Potrzebujesz tłumacza?

Zwróć się do naszych pracowników

Polish

Нужен вам переводчик?

Обратитесь к нашим сотрудникам

Russian

¿Necesita un intérprete?

Pregúntele al personal

Spanish

Tercümana intiyacınız mı var?

Personele söyleyin

Turkish

FREE 24 hours 7 days



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Accommodation

Patients and visitors will need to make their own accommodation arrangements. Unfortunately, no accommodation is available on-campus.

The following list provides information about accommodation options, which are close to Prince of Wales Hospital.

Prices are subject to change depending on room type and time of booking. Please contact the relevant accommodation facility for accurate prices and room availability.

Avoca Lodge

Address: 235 Avoca Street, Randwick NSW 2031

Phone: (02) 9399 7779

Price from: \$130 per night

High Cross Park Lodge

Address: 7-9 Cuthill Street, Randwick NSW 2031

Phone: (02) 9314 5553

Price from: \$120 per night

Perouse Lodge

Address: 6 Perouse Road, Randwick NSW 2031

Phone: (02) 9314 6686

Price from: \$130 per night

The Blenheim Randwick

Address: 26 Blenheim Street, Randwick NSW 2031

Phone: (02) 8345 8400

Price from: \$165 per night

The Lurline (previously known as Randwick Lodge)

Address: 211 Avoca Street, Randwick NSW 2031

Phone: (02) 9310 0700

Price from: \$160 per night

The Royal Hotel Randwick

Address: 2 Perouse Rd, Randwick NSW 2031

Phone: (02) 9399 3006

Price from: \$170 per night

The Alison Randwick

Address: 136-138 Alison Road, Randwick NSW 2031

Phone: (02) 9399 3883

Price from: \$140 per night

St Marks Randwick

Address: 37 Rae Street, Randwick NSW 2031

Phone: (02) 9310 0752

Price from: \$100 per night

Avonmore on the Park

Address: 34 The Avenue, Randwick NSW 2031

Phone: (02) 9399 9388

Price from: \$145 per night

The Centre Bed and Breakfast

Address: 14 Frances Street, Randwick NSW 2031

Phone: (02) 9398 2211

Price from: \$90 per night (Rates include light breakfast and weekly discount available)

Thoroughbred Motel

Address: 11 Alison Road, Kensington NSW 2033

Phone: (02) 9662 6044

Price from: \$99 per night

Adina Apartment Hotel Coogee Sydney

Address: 183 Coogee Bay Road, Coogee NSW 2034

Phone: (02) 9578 6000

Price from: \$265 per night

Coogee Sands Hotel & Apartments

Address: 161 Dolphin Street, Coogee NSW 2034

Phone: (02) 9665 8588

Price from: \$160 per night

Elizabeth Hunter Lodge

Address: 125 Birrell Street, Waverley NSW 2024

Phone: (02) 9369 0307

Price from: \$65 per night

Elizabeth Hunter Lodge offers accommodation to country, overseas & interstate patients who are travelling to visit a Sydney hospital, clinic or medical specialist. It is located on the grounds of War Memorial Hospital. It is approximately a 10 minute drive or bus trip from Randwick.

Bulk billing may be available (for instance, through IPTAAS) to eligible guests. Please contact the Manager prior to arrival.

Parking: Limited parking at weekly rates is available in a designated area on the War Memorial Hospital campus.

Rates include self-serve toast & cereal breakfast, plus 24 hour tea & coffee facilities.

Travel and Accommodation Assistance

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

IPTAAS is a NSW Government scheme providing financial assistance towards travel and accommodation costs when a patient needs to travel long distances for treatment that is not available locally.

Who is eligible to apply for assistance from IPTAAS?

- Be a resident of NSW or Lord Howe Island
- Be enrolled with Medicare
- Not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
- Be referred for treatment at their nearest health service
- Receive treatment at an approved health service
- Travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment

IPTAAS provides subsidies for:

- Private vehicle travel
- Public transport (trains, buses and taxis)
- Air travel (in special circumstances)
- Accommodation

- The cost of having someone to support you during your travel.

IPTAAS does not cover:

- Clinical trials
- Health screening programs
- General dentistry

How do I apply for assistance?

- Online at www.iptaas.health.nsw.gov.au
- Complete a paper application

For more information, please call your local IPTAAS office on 1800 478 227 (9:00am - 5:00pm weekdays).

Norfolk Island Patients' Travel and Accommodation Assistance Scheme (NIPTAAS)

NIPTAAS is available to assist patients and their escorts/carers residing on Norfolk Island who must travel to mainland Australia to access specialist medical and/or oral health surgical treatment.

For more information, please call Norfolk Island Health and Residential Aged Care Service on +672 3 22091.

Please ask to speak to a social worker if you have any questions or need assistance with IPTAAS or NIPTAAS.

Hospital Car Park

Car parking is available 24 hours a day, seven days a week via Barker Street. A private company, Point Parking, operates this service and fees apply.

For more information, please call Point Parking on (02) 9326 7233 or visit www.pointparking.com.au.

CAR PARK RATES	
0.0 - 0.5 hours	\$5.20
0.5 - 1.0 hours	\$10.40
1.0 - 1.5 hours	\$15.60
1.5 - 2.0 hours	\$20.80
2.0 - 2.5 hours	\$26.00
2.5 + hours	\$31.20
Lost Ticket	Maximum daily rate per day

Concessional Car Parking

Concession rates are now available for eligible patients and their carers who require regular or long term hospitalisation, and/or treatment in a public hospital facility for parking in public hospital car parks.

Who is eligible for concessional car parking?

- Holders of a RMS issued Mobility Parking Scheme permit;
- Holders of a Pensioner Concession Card;
- Holders of a Gold Veterans Affairs Card;
- Holders of a Health Care Card;
- Ongoing cancer treatment patients;
- Patients and their carers who are required to attend the hospital/facility for a course of treatment over a period of time greater than one week;
- Patients and their carers attending more frequently than twice weekly, including carers of long term patients who visit frequently;
- Cardiac rehabilitation education and exercise class attendees;
- Daily dressing outpatients;
- Health promotion education class attendees.
- Others may be eligible.

How do you claim your concession rate?

Eligible patients, their carers, and holders of concession cards are required to present their parking ticket, photo identification and concession card or request for concessional rates at the patient enquiry desk at the Barker Street entrance prior to exiting the car park.

CONCESSION RATES

0 – 3 hours	Free
3 + hours	\$5.60* one exit only per 24 hours
3 day ticket	\$11.30* frequent use allowing multiple entries and exits in a 3 day period
7 day ticket	\$22.60* frequent use allowing multiple entries and exits in a 7 day period

For more information:

- Visit www.parking.health.nsw.gov.au or download the HosPark app on Google play or iTunes.
- Visit our patient enquiry desk at the Barker Street entrance, 8.30am - 8.30pm Monday to Sunday or after hours, visit the car park office located on B1 of the car park.

Transport Options

Public Transport



Bus

- There are a number of bus services that stop near Prince of Wales Hospital. These include: 314, 316, 317, 348, 370, 372, 373, 376, 400, and M50
- Buses that go from Central Railway to Prince of Wales Hospital (stop on the corner of Avoca St and Belmore Rd) are the 372, 376 and M50.



Light Rail

- The light rail services runs between Randwick and Circular Quay, via Central Station (stop on the corner of High St and Avoca St)

For more information about planning your trip using public transport call 13 15 00 or use the trip planner on www.transportnsw.info.



Taxi

Taxi ranks are located at High St and Barker St entrance. Phones are located in the hospital foyers for your use. To book a taxi call:

- Taxis Combined: 13 33 00
- Premier Cabs: 13 10 17
- Wheelchair Accessible Taxi Service: (02) 8332 0200

Country Care Link

Country Care Link is a no-cost transport service for regional NSW families, couples and individuals who require transport to and from their arrival/departure point when in Sydney for medical appointments and hospital stays.

The services operates 7 days a week to and from Sydney's Central and Strathfield rail stations, the Central Station bus terminal and Sydney Airport, and passengers' relevant hospital, health care service, medical treatment facility or accommodation locations.

For all bookings please call (02) 8382 6434 or 1800 806 160 (48 hours notice preferred).

Website: <https://opensupport.org.au/transport-country-care-link/>

Visiting Hours

Family, friends and carers are welcome to visit patients while they stay in our wards. For the comfort and safety of patients, we recommend brief visits of no more than two people at a time, and please supervise children at all times.

Visiting hours in most wards are 10am– 1pm and 3pm– 8pm. Should you need to visit outside of these hours, please speak to the Nurse in Charge.

Visiting hours are designed to allow for rest and to attend to patients' personal care and medical needs (e.g. therapy sessions, tests, administering medication) in privacy.

Please be reminded that most rooms are shared and we ask you to be sensitive to the needs of other patients.

Personal Items Needed in Hospital

Some of the items you will need while you are in hospital may include:

- Toiletry items, such as a toothbrush and toothpaste, soap, shampoo, a comb and sanitary items.
- Pyjamas, a dressing gown and non-slip slippers.
- Glasses, dentures (with case or container), and other personal aids (e.g. hearing aids, walking aids, medical equipment such as your Continuous Positive Airway Pressure (CPAP) machine; please label them).
- A small amount of money to buy newspapers, snacks and other day-to-day items.
- Any prescribed medicines or other products (e.g. tablets, creams, drops, ointments, inhalers, teas etc) you are currently taking.
- A change of clothes for when you go home.

Food and other services near our Hospital

Shops on the Randwick Health Campus

There are five cafés on the Randwick Health Campus.

- Volunteer Garden Coffee Shop is on level 1 of the Clinical Sciences Building. It also sells food, magazines, personal items and gifts.
- Barker St Canteen and Windscreens Cafe are at the Barker Street entrance.
- Sunny's Café is in Sydney Children's Hospital near the High Street entrance
- Prince of Wales Private Hospital has a café on level 7.

These cafes sell hot and cold drinks, sandwiches, salads and a range of hot meals.

There is usually at least one cafe open from 7.00am to 7.00pm each day of the week, but the times do change so please check with enquiry desk staff on (02) 9382 2291.

There are 24 hour vending machines for snacks and cold drinks throughout the hospital. You will need cash to use these machines.

On Level 0 in the Barker Street entrance you will also find a florist, a gift shop and retail pharmacy.

Automatic Teller Machine (ATM) banking

ATMs can be found on Level 0 near the Barker Street entrance, and on Level 2 near the High Street entrance.

Chapel

There is a multi-faith chapel for you and your family to use. It is located on Level 0 of the Campus Centre near the Barker St entrance.

Retail shops near by

There are many shops and services close to the hospital including supermarkets, pharmacists, greengrocers, post offices, cafés, newsagent, a range of retail shops and a cinema. For more information go to:

- Royal Randwick Shopping Centre:
<https://www.royalrandwick.com.au/>
- The Spot:
<http://www.atthespot.com/>

Smoking areas

Smoking is only permitted in two designated smoking areas, one near the Barker St entrance and the second is on Princess Avenue. All patients, carers, visitors and staff are expected to only smoke in these areas. If you cannot get to one of these areas please speak with your doctor to organise nicotine replacement therapy, counselling or other support services while you are in hospital.

Planning to go home

It is important that we start to plan for when you go home early in your hospital stay. This is to ensure you are as prepared as possible and any additional requirements are organised. In some instances, discharge planning may occur before you even arrive, when you are booked to come into hospital. If you are likely to have any special needs to help you go home safely, please talk to your healthcare team.

