

**Royal Hospital for Women (RHW)
CORPORATE BUSINESS RULE
COVER SHEET**



Health
South Eastern Sydney
Local Health District

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SUMMARY	Temporary onsite accommodation at RHW for parents and carers of neonates in The Royal Hospital for Women's (RHW) Newborn Care Centre (NCC)
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Within this document we will use the term woman, this is not to exclude those who give birth and do not identify as female. It is crucial to use the preferred language and terminology as described and guided by each individual person when providing care.

1 BACKGROUND

Families with a neonate admitted to RHW NCC require local accommodation. Local accommodation can be organised via eligibility criteria within Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) for Sydney Lodges or self-fund if not eligible, though can be costly with minimal options. To address these gaps and difficulties, RHW have established onsite lodgings for families requiring emergency/short term accommodation who reside > 100km from RHW.

Guests will need to meet the same criteria required by IPTAAS to stay in RHW Accommodation. Unfortunately, IPTAAS do not cover publicly funded accommodation therefore guests would not be eligible for an IPTAAS payment. Boarder fees will apply to families unless a waiver has been approved.

2 RESPONSIBILITIES

2.1 Staff

- Newborn Care Centre- Accommodation bookings made through Newborn Care and/or Social Work. The Administration officer and Team Leader in Newborn Care will manage bookings via the TEAMS channel/book and register guests as boarders via IPM. If inducting guests into the space they will ensure they are aware of emergency exits, first aid procedures and emergency procedures.
- Social Work Department- Assist with bookings management and request waiving of the boarder fees where appropriate. Will assist with data input and maintenance of bookings information into the TEAMS channel. If inducting guests into the space they will ensure they are aware of emergency exits, first aid procedures and emergency procedures.

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- Midwifery and Nursing staff- Support families in accommodation as needed. If the woman is unwell requires medical attention or clinical care, she will have to present to Prince of Wales emergency department
- After Hours Nurse Manager- Facilitate guests in accommodation after hours if issues arise
- Security- manage any safety concerns as they will have access to the guest register on the TEAMS channel
- Cleaners- to clean rooms and ensure linen closet is stocked for guests

2.2 Guests

All visitors to a workplace have work health and safety responsibilities under the Work Health and Safety Act, 2011.

Visitors must ensure they:

- take reasonable care for their own health and safety, and
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons, and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with the Act.

3 PROCEDURE

3.1 Practice

- Requests for accommodation must be made through Newborn Care and/or Social Work who will update RHW accommodation spreadsheet via TEAMS channel "Accommodation RHW." If after hours this will be managed by Newborn Care Centre Team Leaders
- Requests are considered against the eligibility criteria (see educational notes), room availability and any exceptional circumstances
- **The Admissions Officer on Level 0 at the admissions desk will register guests as boarder/s through IPM. Once you have oriented the boarders to the accommodation rooms please advise the admissions officer of their names immediately.**
- **When the boarders vacate the accommodation please ensure that you advise the admissions desk.**
- Guests to sign the accommodation contract and be given a copy upon arrival from Social Work or Newborn Care Centre- this contract will have the security code to access their room.
- The Newborn care admin staff will write the boarder details into the folder in Newborn care

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- The Newborn Care Team Leaders or Social Work will be responsible for inducting guests. They must ensure guests are aware of emergency exits, first aid, and emergency procedures.
- Accommodation rooms available are on level 3, Oxford Ward, rooms 16, 17 and 18
- Guests will be given a security pass upon arrival to access their rooms on Oxford, two per room are available
- If guests lose swipe card a \$25.00 fee will be charged
- Boarder fees apply this will be a \$40 dollar charge per day
- Master key to the rooms will be kept with After Hours Nurse Unit Manager

4 DOCUMENTATION

- Accommodation bookings to be completed by Newborn Care Team Lead, Administration officer or Social Work on the spreadsheet, found on TEAMS channel "Accommodation RHW"
- Newborn Care Administration staff will update the book with guests checking in and out and register guests on IPM
- Guests must sign the RHW Accommodation Contract and Guideline and given a copy

5 EDUCATION NOTES

Eligibility Criteria:

- Must live >100 kilometres from RHW
- Guests must be financially disadvantaged and unable to self-fund their own accommodation.
- Guests using the RHW accommodation must be self-caring or have a carer in attendance to maintain their independence and safety
- The Guest must have a newborn in Newborn Care receiving treatment or follow up care at RHW.
- Exceptions to the eligibility criteria may be considered under specific, extenuating circumstances.

Guidelines:

- Guests will have a mini fridge in each room for personal use as well as communal fridge/kitchen facilities on Oxford, Level 3 and in Newborn Care Centre.
- Guests can access the buffet breakfast on Oxford, Level 3, lunch and dinner will be self-funded
- Cleaners will clean rooms after guests have checked out unless requested at an earlier time
- Linen closet to be stocked by cleaners and to empty bins if left outside of the rooms
- Guests will have an extra set of linen in their room and can request during business hours if needed

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- Swipe passes will be given to guests indicating they are boarders on level 3, two for each room
- Swipe passes will only give guests access to the accommodation rooms on Postnatal ward, level 3
- Boarders are responsible for their lunch and dinner and toiletries
- No alcohol, drugs or smoking in accommodation. Smoking is permitted in allocated spaces at the front of the hospital
- If guests fail to comply with rules listed above, they will be asked to leave, and security will be notified
- Length of stay will be determined by Social Work and Newborn Care depending on length of stay and psychosocial circumstances

5.1 Hazards/Sub-Optimal Outcomes

- In the event of a fire:
 - In hours- person responsible is the postnatal Manager/postnatal Team Leader
 - Out of hours- person responsible is the After-Hours Nurse Manager

6 RELATED POLICIES/PROCEDURES

- [NSW Health Policy Directive Patient Admission and Discharge to NSW Health Facilities PD2025_012](#)
- [NSW Health Policy Directive Admission to Discharge Care Coordination PD2022_012](#)
- [NSW Health Policy Directive Isolated Patients Travel and Accommodation Assistance Scheme PD2024_039](#)

7 REFERENCES

- Guideline RNSH Patient and Carer Accommodation GE2012_41

8 ABORIGINAL HEALTH IMPACT STATEMENT DOCUMENTATION

- Considerations for culturally safe and appropriate care provision have been made in the development of this Business Rule and will be accounted for in its implementation.
- When clinical risks are identified for an Aboriginal and/or Torres Strait Islander woman or family, they may require additional supports. This may include Aboriginal health professionals such as Aboriginal Liaison Officers, health workers or other culturally specific services

9 CULTURAL SUPPORT

- For a Culturally and Linguistically Diverse CALD family, notify the nominated cross-cultural health worker during Monday to Friday business hours
- If the family is from a non-English speaking background, call the interpreter service: NSW Ministry of Health Policy Directive PD2017 044-Interpreters Standard Procedures for Working with Health Care Interpreters.

10 REVISION AND APPROVAL HISTORY

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