



association for the wellbeing  
of children in healthcare

## Service Description

The Association for the Wellbeing of Children in Healthcare advocates for a holistic, family oriented approach to child and adolescent healthcare, and works to ensure the unique and specific non-medical, psychological, social and behavioural needs of children and their families in the Australian health care system are recognised and met.

## Objectives

- Promote change and maintain policy and practice to minimize the distress for children and young people in health facilities
- Provide information and resource services to families, health professionals, community members and students
- Provide appropriate planning of continuum of care of children and young people who use the health system
- Provide national advocacy, consultations on policy, practice and facility development in child health
- Ensure health facilities are family and child friendly

'helping you help kids'



[www.awch.org.au](http://www.awch.org.au)

## Major Achievements 07-08

- Emergency Department Waiting Area Project
- Development National Standards for Children and Adolescents in Health Services
- Planning 2008 Conference in Partnership with Children's Hospitals Australasia
- National Telephone Enquiry Service: over 800 answered enquiries
- AWCH Ward Grandparent Scheme

Thank you for this information - I now know that it very hard to find these sorts of stats. I love the AWCH psychosocial survey report - I have quoted these stats in my thesis.

I am interested in borrowing or purchasing the videos of James and Joyce Robertson - 'A Two Year Old goes to Hospital' and 'Going to Hospital with Mother'. I am teaching a course on attachment theory at an adult education college and I would like to show these films.

Many thanks for all your informative e-mails through the year - I rely on them for my Professional Development!!!

## AWCH Information and Resource Centre

### Enquiries:

|                           |     |
|---------------------------|-----|
| Library                   | 56  |
| Advocacy/consultation     | 65  |
| Support groups/illness    | 3   |
| Information distribution  | 127 |
| AWCH information/services | 59  |
| Publications/policies     | 11  |

I am developing paediatric psycho-social assessment form for Social Workers to use in our hospital. I really don't want to reinvent the wheel unless that's necessary, and hope you can refer me to resources utilised by AWCH.

These are the only responses from parents!!! All the rest (70+++ ) are from health professionals - oral and general. So this really helps.

I would like to find out more about your resources for parents preparing a child for a hospital stay.

Could AWCH find a support group for a family with a child who has [Glucose 6 Phosphaate Dehydrogenase \(G6PD\) deficiency](#)

What you sent me was fantastic!!!! I can't say thank you enough for all your efforts!!! Once again a big thankyou - you have helped me a lot!!!

I also wanted to say thank you for forwarding the really interesting and invaluable connections, articles, literature etc that comes to you at AWCH. I have gained a terrific amount of information and support because of it, some of which has definitely influenced practice in my corner of the world.

# AWCH Ward Grandparent Program

■ 68 telephone enquiries about volunteering for the scheme

■ 50 information packs sent out

■ 21 applications returned

■ 60 active volunteers

■ 1 new scheme

new program at campbelltown nsw

## Wanted: grandparents to care for sick kids

By Soralya Gharahkhani

CHILDREN at Campbelltown Hospital will now have grandparents by their side.

The Ward Grandparent Scheme was launched in the children's ward on March 12.

Volunteer grandparents or the public can feed, change nappies, bath and calm the children. They also play, talk, read and sing with them.

General manager Amanda Larkin said the reality was that some of the children stayed for long-term periods at the hospital and they needed support.

"The different demands on families and this program means grandparents can come in and support the children," she said.

**'You don't need to be a granny, you can be a grandpa or a young person. Pass the word around and let people know to become involved.'**

Volunteer groups operate in 14 hospitals across Australia.

Sandra Chilcott said she saw it in action at Liverpool Hospital and spoke to Campbelltown Hospital staff to introduce the program there.

"This program started really five years ago at Liverpool Hospital when I was a foster mum," she said. "I'd make four to five visits there.

"They spent an awful lot of time with my little fellow and I thought one day I'd like to see this come to Campbelltown.

"The people here jumped on board but there was a lengthy process behind it. We have about half a dozen volunteers already."

She said anyone could volunteer for the program, not just grandparents. "You don't need to be a granny, you can be a grandpa or a young person. Pass the word around and let people know to become involved."

The program at Campbelltown Hospital will be co-ordinated by the Social Work Department.

**Details: Anyone interested in volunteering should call Anne Cutler, 9817 2439 or Rowena MacAlpine, 4634 3000 or Justin Duggan, 4634 3877. All volunteers receive training, orientation and relevant wards and Child Protection Training.**



Children's Health Conference | 17 to 19 November 2008 | Manly Pacific Hotel Sydney

# Health Care for Kids

- The People, The Map and The Measure

Co-convened by Children's Hospitals Australasia (CHA) and the Association for the Wellbeing of Children in Healthcare (AWCH)

The conference will focus on three major themes: The People, The Map and The Measure.

Our two organisations are joining forces to highlight the importance of advocating strongly for the healthcare needs of children and young people in Australasia.

## The Convenors .....

Children's Hospitals Australasia (CHA) [http://www.wcha.asn.au/index.cfm/spid/1\\_9.cfm](http://www.wcha.asn.au/index.cfm/spid/1_9.cfm)

CHA is a not-for-profit organisation that supports children's hospitals and health services to achieve excellence in clinical care, through advocacy, networking and the sharing of knowledge & evidence underpinning best practice.

The Association for the Wellbeing of Children in Healthcare (AWCH) [www.awch.org.au](http://www.awch.org.au)

AWCH is a national not-for-profit organisation of parents, professionals and community members who work together to ensure the emotional and social needs of children, adolescents and their families are recognised and met within hospitals and the health care system in Australia.

Click here to view the Program and Registration Brochure [Program and Registration Brochure](#)

[www.kidsconference.org.au](http://www.kidsconference.org.au)



The Royal Australasian College of Physicians

Melissa Hill<sup>1</sup>, Marjorie Pawsey<sup>2</sup>, Anne Cutler<sup>3</sup>, Joanna Holt<sup>4</sup> and Sharon Goldfeld<sup>5</sup> on behalf of the Standards Working Group convened under the auspices of the Royal Australasian College of Physicians.

<sup>1</sup>Royal Australasian College of Physicians, Melbourne, Victoria. <sup>2</sup>The Australian Council on Healthcare Standards, Sydney, NSW. <sup>3</sup>Association for the Wellbeing of Children in Healthcare, Gladesville, NSW. <sup>4</sup>Women's & Children's Hospitals Australasia, Turner, ACT. <sup>5</sup>Centre for Community Child Health, Royal Children's Hospital, Parkville, Victoria



**INTRODUCTION**

- The medical and psychosocial needs of children and adolescents differ from those of adults and this should be reflected in the care they receive in all areas of a health service.
- The co-location of children and adolescents with adults in hospital settings is a common practice in Australia as demonstrated by the 2005 Association for the Wellbeing of Children in Healthcare (AWCH) national survey finding that 35% of Australian hospitals did not routinely house children and adolescents separately from adults [1].
- Children and adolescents must be accommodated separately to adults to ensure that their unique needs are met and risks of harm are minimised.
- Standards that recognise children and adolescents as unique consumers of health services is a relatively new priority in healthcare throughout the world and Australia is no exception.
- Advocating for appropriate healthcare for children and adolescents is an important role for child health professionals. A key element of our advocacy process has been the development of Standards for the care of children and adolescents in health services.

[1] The Psychosocial Care of Children and their Families in Hospital AWCH 2005 NATIONAL SURVEY REPORT

**STANDARDS**

**AIMS and OBJECTIVES**

1. To recognise that the medical and psychosocial needs of children and adolescents differ from those of adults and that this should be reflected in the health services provision of effective and safe, quality care through:
  - the recognition of rights
  - provision of child, adolescent and family friendly health service facilities
  - child and adolescent specific equipment
  - appropriately trained staff
2. To draw attention to the importance of providing separate facilities for children and adolescents in all areas of the health service where children and adolescents are cared for.

**APPLICATION**

The Standards apply to any health service where both children / adolescents and adults are cared for and are relevant to all areas of the health service where children and adolescents are attended to.

| STANDARD          | KEY OUTCOME  |
|-------------------|--|
| <b>RIGHTS</b>     | The rights of children and adolescents are upheld at all times and they and their families are always treated with respect sensitivity and dignity.                |
| <b>FACILITIES</b> | Children and adolescents are cared for in a safe and appropriate physical environment designed, furnished and decorated to meet their needs and developmental age. |
| <b>EQUIPMENT</b>  | Children and adolescents are cared for utilising equipment that is specifically designed to meet their needs, size and developmental age.                          |
| <b>STAFF</b>      | Children and adolescents are cared for by staff specifically trained to meet their physical, psychosocial, developmental and cultural needs.                       |

**WORKING GROUP REPRESENTATIVES FROM;**

- ❑ RACP, Paediatrics & Child Health Division
- ❑ The Australian Council on Healthcare Standards (ACHS)
- ❑ The Association for the Wellbeing of Children in Healthcare (AWCH)
- ❑ Children's Hospitals Australasia (CHA)
- ❑ The Regional and General Paediatric Society (RGPS)
- ❑ The Paediatric Emergency Medicine Society of Australia & New Zealand (PEMS)
- ❑ The Australasian College for Emergency Medicine (ACEM)
- ❑ The Australian Medical Association (AMA)

**METHOD**



- The Standards were developed by a working group of clinicians, health service providers and consumer advocates.
- The draft Standards were based on a combination of available research evidence, published best practice guidelines, stakeholder input and multidisciplinary expert consensus.
- The Standards were developed for linkage to the ACHS Evaluation and Quality Improvement Program 4th edition (EQuIP 4)
- Invitations to comment were sent to stakeholders and the draft Standards were publicly available to download from the RACP website. Thirteen submissions were received.
- Six volunteer health services from three Australian States carried out pilot testing on the draft Standards. The health services varied in size and location, with metropolitan, regional and rural hospitals represented.



EACH Charter <http://www.each-for-sick-children.org/>

**PILOT TESTING RESULTS**

- ❑ Each of the health services involved in pilot testing were supportive of both the development of the Standards and the content.
- ❑ On average 2 people were involved in conducting the assessment and it took 2-3 hours to complete.
- ❑ All health services reported that the Standards were easy to follow and assess.
- ❑ Key gaps in fulfilling the Standards included;
  - Routine co-location of children / adolescents and adults in some hospitals. However, risk management strategies were in place to minimise risks to child safety.
  - Fully trained paediatric nursing staff were not always available in rural and regional hospitals
  - Accommodation and facilities for parents and families were often restricted.
  - Play spaces and the availability of trained play therapists were limited in some hospitals

**CONCLUSIONS**

- The Standards are proving to be a useful and powerful tool in advocating for high quality care and safety for children and adolescents in Australian health services.
- The Standards will allow health service to assess and benchmark their current services and practices, they will also act as a guide for future planning and improvement.

Children and adults

sharing

a hospital ward...

AWCH believes strongly that the needs of children in hospital are provided for most effectively when children are cared for in children's wards, without adult patients being present, and by specially trained staff.

For these reasons, AWCH recommends that children be hospitalised in paediatric wards, separate from adult patients, and cared for by appropriately qualified staff. AWCH takes the view that children should not be accommodated with adults.

what do you think?

what do you think?

what do you think?

what do you think?

## EMERGENCY DEPARTMENT WAITING AREA SURVEY

The Association for the Wellbeing of Children in Healthcare (AWCH) is a national organisation that promotes family centred care. AWCH helps you to help kids in hospital.

AWCH is conducting a survey to see what you think about the Emergency Department Waiting Area at Your Hospital.

All surveys are anonymous.

YOUR AGE: \_\_\_\_ Years GENDER (please circle) Male Female

WHAT IS YOUR COUNTRY OF ORIGIN? \_\_\_\_\_

YOU ARE (please circle) Parent/carer Patient Staff Other

What do you think of this waiting area? Circle one answer.

Poor  OK  Good  Couldn't be better 

| Please list the things you LIKE in this waiting area | Please list the things you DON'T LIKE in this waiting area |
|--|--|
| <input type="checkbox"/>                             | <input type="checkbox"/>                                   |
| <input type="checkbox"/>                             | <input type="checkbox"/>                                   |
| <input type="checkbox"/>                             | <input type="checkbox"/>                                   |
| <input type="checkbox"/>                             | <input type="checkbox"/>                                   |
| <input type="checkbox"/>                             | <input type="checkbox"/>                                   |

What changes do you think would make this waiting area better?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to fill in this survey.

AWCH is a non-government organisation funded by NSW Department of Health



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awch surveyed parents, children and young people and staff  
in an emergency department waiting area

Preliminary results indicate a need for:

A play area for children

Magazines & books to read

Comfortable chairs

Relaxing comforting décor

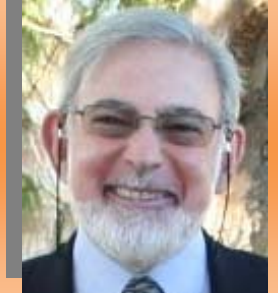
Fish Tank

Access to water, tea, coffee

Internet connection

A friendly face offering waiting time updates

# Thank you to all our volunteers



# congratulations rowena



...and **thankyou**

for all your hard work during the year...

on your new appointment as AWCH Communications Officer