

Recommendations

SECTION 1

Paediatric and adolescent facilities

- Paediatric and adolescent patients should be cared for in spaces separate from adults
- Spaces in which paediatric and adolescent patients are cared for should be designed for children and young people, and include adequate facilities that take into account their differing developmental needs.

SECTION 2

Preparation for admission

- Hospitals accepting paediatric admissions must provide adequate, child-appropriate pre-admission programs
- Information about the hospital should be available in a number of languages, and hospitals must consult families about the information they want or need and in what format or medium
- Resources should be allocated for translation of information
- Hospitals should develop and implement policies that ensure staff are aware of cultural diversity and become culturally sensitive.

SECTIONS 3, 4 and 5

Accommodation facilities for families and childcare and visiting hours

- Adequate parent or family accommodation must be available at a minimal cost
- Medicare should provide a rebate on the cost of any accommodation charged by a hospital
- Parents should be provided with meals or meal tickets or low cost meals
- Better strategies should be developed for managing sibling care
- Visiting hours for siblings should be brought into line with parental visiting hours.

SECTION 6

Other paediatric facilities

- Surrogate carers should be available for hospitalised children without carers e.g. AWCH Hospital Ward Grandparent Volunteer Schemes
- Better support should be provided to hospitalised children with disabilities, through partnerships with key disability organisations who can provide in-services and good practice models to staff
- Increased resources should be allocated for facilities that will enable hospitals to cater better for children and young people with disabilities
- Hospitals should regularly review policies and procedures concerning the management and support of children and young people with disabilities
- Once a child is identified as having special needs, a model or pathway of family support should be developed
- Increased social supports should be made available for children and young people with disabilities and their families through the development of support groups.

SECTION 7

Parent participation in patient care

- Parent participation in all aspects of their child's care should be considered best practice and become the norm
- Opportunities must be made available for parents to be present during anaesthesia induction and in recovery
- More support should be provided for parents whose children are undergoing surgery e.g. using volunteers as support people.

SECTION 8

Education and preparation for specific medical test procedures

- Children and young people should be prepared for medical tests and procedures by a person trained in preparation techniques
- Children should have at least one parent or carer with them during anaesthesia induction and in the recovery room
- Children should have the support of a parent or carer during any treatment or procedure.

SECTION 9

Play, recreation and education

- Hospitals admitting paediatric patients should allocate a suitable space for play and recreation activities
- Hospitals providing care for paediatric patients should employ appropriately qualified staff to conduct play activities, preparation for specific medical tests and procedures, medical play and distraction
- Hospitals providing care for paediatric patients should allocate appropriate play space, as recommended by the American Academy of Pediatrics
- In areas where children are required to wait, suitably qualified play staff and/or suitable play or recreation space should be available to provide developmental, medical and preparation activities
- Hospitals providing care for paediatric patients should ensure that those children are able to maintain their education, easing their transition back to school.

SECTION 10

Staffing

- Suitably qualified staff must be available to provide safe and effective care to children and their families
- Hospitals should promote workforce learning about the psychosocial needs of children, young people and their families
- Hospitals should develop and implement policies that ensure staff are aware of cultural diversity and become culturally sensitive.

SECTION 11

Accident and emergency and outpatient services

- Segregated paediatric areas, along with other appropriate services that support children and their families attending both emergency and outpatient departments, should be standard
- Play programs conducted by either play specialists or volunteers should be available in both emergency and outpatient departments.

SECTION 12

Evaluation and planning

- Hospitals providing paediatric services must involve patients and their families in the evaluation and planning of those services
- All hospitals should have structures that enable children, young people and their families to participate actively in health care.

SECTION 15

Indigenous peoples

- All hospital staff should receive appropriate education and training to enhance their cultural sensitivities in dealing with Indigenous peoples
- Appropriate information and resources should be available in accessible locations for both consumers and staff
- Hospitals should develop specific strategies and policies to establish, strengthen and/or maintain partnerships with local area Aboriginal services.