

ROYAL  
CHILDREN'S  
HOSPITAL



# Family Resource Centre



## The Family Resource Centre

The Family Resource Centre is a non-clinical area of the hospital provided for families and caregivers of inpatients and outpatients. It provides a quiet, friendly, relaxing area for families within the hospital, but away from the busy noise and stress of the hospital environment.

The Centre was opened in 2003 through the kind generosity of our major sponsors, Bluey Day and Uncle Bobs Club. Our many donors are acknowledged on our supporters wall in the Centre.

The concept and provision of the facilities in the Family Resource Centre is parent driven with input constantly sought from consumers. Families are encouraged to be independent in their use of the Centre's facilities. Your comments and feedback are welcome.

The day-to-day running of the Centre is very much dependent on volunteers and their contribution to the Centre is acknowledged and appreciated.

The Family Resource Centre is closely linked to and incorporates some resource functions of the Child Health Information Centre, the RCH Safety Program, the Social Work Department and the RCH Education Institute.



## The Family Resource Centre provides –

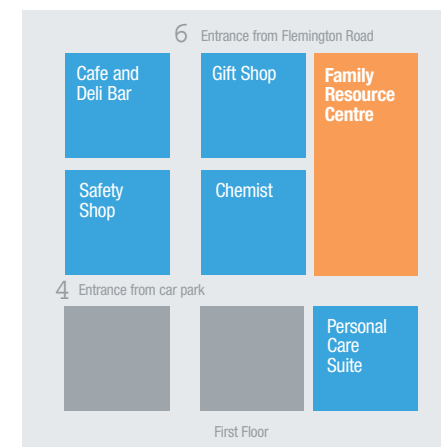
- A reception area staffed by a volunteer and a staff member to provide direction, resources, assistance and support.
- A quiet, spacious and comfortable parent lounge for relaxing, resting or reading.
- A multi-purpose meeting room which can be booked by support groups or families wishing to meet privately with a social worker or other staff member.
- Access to a Centrelink staff member (by appointment).
- A quiet room where families can gather privately to discuss their child's medical condition or family issues.
- A resource room with a comprehensive reference section and videos for viewing providing information about both common and rare medical conditions, parenting and disabilities.
- A business centre for families to access the internet, email, photocopying or send and receive faxes.
- A kitchen area for the preparation of light snacks. Drinks such as tea and coffee are provided.
- A meals area providing tables and chairs with an adjacent play area for children.
- Privacy cubicles for patients to lie down or receive tube feeds in a restful location.
- An outdoor area for quiet reflection.
- Various sized lockers to store your valuables during the day.

## The Personal Care Suite

The personal care suite is part of the Family Resource Centre and is located opposite the entrance door to the Centre. The suite has been designed especially for older children and adolescents with a chronic illness or special needs. The shower facilities, change rooms, height adjustable beds and toilets provide easy access for the disabled.

The personal care suite will also meet the needs of those young people requiring assistance from their parents or caregivers with toileting and personal hygiene needs or other procedures.


## Where to find us



**Prepare a snack or have a cuppa**

**Access resources and information**

**Come in and enjoy some time out**



The Family Resource Centre is open  
Monday - Friday  
9:00am - 5:00pm

First floor, Main building  
(turn left behind the chemist)  
Royal Children's Hospital



**Family Resource Centre**

Royal Children's Hospital Flemington Road  
Parkville Victoria 3052

Telephone **03 9345 4662** Facsimile **03 9345 4661**

Email [frc@rch.org.au](mailto:frc@rch.org.au) Website [www.rch.org.au/frc](http://www.rch.org.au/frc)