

NSW Health

Welcoming visitors in health services

Easy Read version

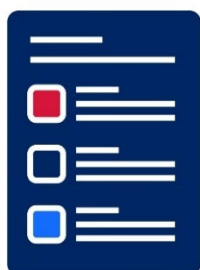


How to use this document



We are NSW Health.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is a list of these words on page [26](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.

What is in this document?

About this document	4
Visits to NSW Health settings	5
Why visits are important	7
Who visitors can be	8
Supporting people and their visitors	10
Making sure visits are safe	15
When NSW Health settings can make changes to visits	20
Word list	26

About this document



We support the **rights** of people getting healthcare to have visitors in NSW Health settings.



Rights are rules about how people must treat you:

- fairly
- equally.

This document explains how NSW Health workers will:



- support people and their visitors



- make sure visits are safe.

Visits to NSW Health settings

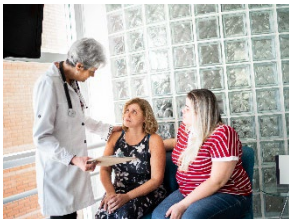


NSW Health settings should support people who use their services to have visitors.



They should do this whenever it's safe to do so.

Everyone should expect that they can:



- bring someone to an appointment with them

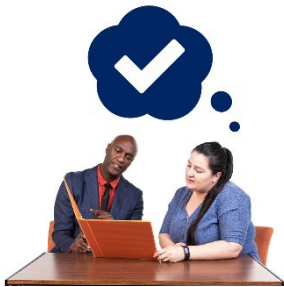


- have someone visit them in a NSW Health setting.

NSW Health settings should:



- give clear information about visits and visitors



- help people understand the rules about safety



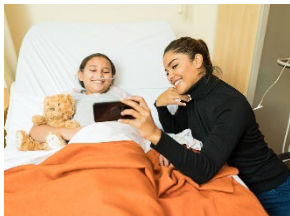
- support people to get visits in a way they like.

Why visits are important



Visitors are an important part of care.

Seeing trusted visitors can help people getting healthcare:



- feel calm
- feel less stressed
- feel supported
- get better more easily.



Some visitors also often know the person very well.

For example, family members and carers.



They can help NSW Health workers understand what the person needs and likes.

Who visitors can be

Visitors can be anyone a person in a NSW Health setting chooses to:



- keep them company
- care for them
- speak up or make decisions for them.

For example, a visitor might be a:



- parent or family member



- friend



- Elder or community member.



A visitor might be a pet or **assistance animal**.



Assistance animals are trained to support people with disability in different ways.

For example, a guide dog.



A visitor might also be a **guardian**.

A guardian is a person who acts and makes decisions for someone.



A guardian might be:

- a family member
- a friend
- chosen by the government.

Supporting people and their visitors



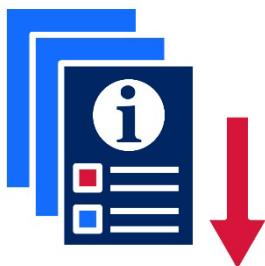
NSW Health settings must have guidelines about how they support people and their visitors.



These guidelines must be easy to find and understand.



They must also include some important information.



We explain this information on the pages below.

Supporting visitors to visit

NSW Health settings must:



- allow visitors whenever possible



- support visitors to visit in-person

and



- make sure visits happen when it's safe.

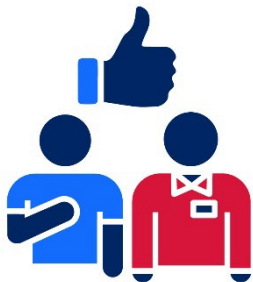
All NSW Health settings must also:



- have rules that make sure visits happen in a safe way



- share information with visitors that is easy to use and understand



- support people and their visitors in ways that work for them.

Supporting people's choices



NSW Health workers must support people to decide what visitors they want to have.



They must also respect a person's choice to say no to a visitor.

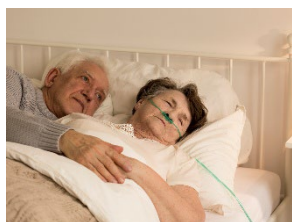


Some people in NSW Health settings might need someone else to make decisions for them.



NSW Health workers still need to respect what the person wants.

Supporting visitors to stay overnight



Sometimes visitors need to stay with a person overnight.



NSW Health settings must have clear guidelines about visitors staying overnight.



This includes guidelines that support people and their visitors to do this where possible.

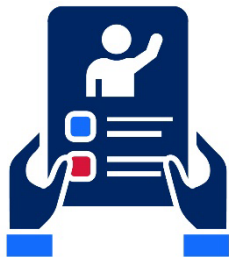
Making sure visits are safe



NSW Health settings must make sure visits are safe.

There are different ways to do this.

Sharing information



NSW Health settings must share information to help visitors plan their visit.

This information needs to be:



- easy to use and understand
- safe for people who have had bad experiences.

Keeping people safe from sickness



NSW Health settings must make sure visitors follow their rules about helping to stop sicknesses from spreading.

This includes rules about:



- washing their hands



- wearing face masks



- wearing the right protective clothing – like gloves and medical gowns.

Keeping each other safe



NSW Health settings must make sure visits:

- are safe for everyone
- protect everyone's wellbeing.

This includes:



- the people getting healthcare



- NSW Health workers



- visitors.



NSW Health settings should explain clearly what visitors need to do.



This includes what they need to do to help keep everyone safe.

Being inclusive

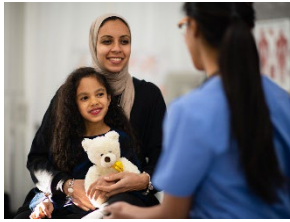


NSW Health settings must stay safe and **inclusive** for everyone.



When something is inclusive, everyone:

- can take part
- feels like they belong.



This includes being **culturally safe**.



When something is culturally safe, people feel:

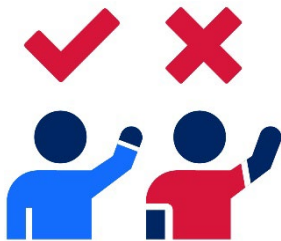
- respected and heard
- safe to share their culture.

When NSW Health settings can make changes to visits



Sometimes NSW Health settings need to make changes to visits.

NSW Health settings might need to change:



- who can visit

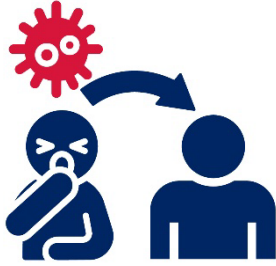


- how long visits can last.



This can happen when visits might put people in a NSW Health setting at risk.

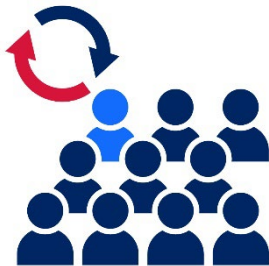
For example, a risk might be:



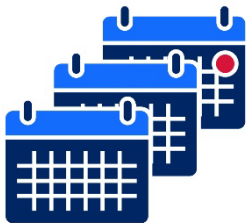
- spreading a sickness



- when the visitor has hurt or said they will hurt someone.



It's rare that NSW Health settings have to make changes that stop visitors from visiting in person.



This means it doesn't happen often.

What NSW Health settings must do when this happens



NSW Health settings must make decisions about visits in a way that supports the rights of people getting healthcare.



NSW Health settings must also think about:

- what the person needs
- what's safe.



NSW Health settings should choose the option that has the least impact on visits when they need to make changes.



NSW Health settings should keep checking if these changes are still needed.



They must remove changes to visits as soon as possible.



When it's safe, they must let visitors come back as normal.



NSW Health settings must have guidelines about how to support people when there are changes to their visits.



This includes support to stay connected with the community when people can't have in-person visits.



NSW Health settings must write down all decisions they make about changes to a person's visits.



These records must include information about:

- who made the decision
- how they made the decision.



NSW Health settings must communicate changes to a person's visits:

- clearly
- as soon as possible.



NSW Health settings must also make sure they share this information in different ways.

When to ask questions and give feedback



Visitors can ask questions about visits at any time.



This includes:

- parents
- families.



They can also give **feedback** about their experience visiting.



When you give feedback, you tell someone what they:

- are doing well
- can do better.



NSW Health settings should make sure people know who they can talk to about visits.

Word list

This list explains what the **bold** words in this document mean.



Assistance animals

Assistance animals are trained to support people with disability in different ways.

For example, a guide dog.



Culturally safe

When something is culturally safe, people feel:

- respected and heard
- safe to share their culture.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.

Guardian

A guardian is a person who acts and makes decisions for someone.



A guardian might be:

- a family member
- a friend
- chosen by the government.

Inclusive

When something is inclusive, everyone:



- can take part
- feels like they belong.

Rights

Rights are rules about how people must treat you:



- fairly
- equally.



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