Tresillian LISMORE
It's in our nature to nurture

Your visit to Tresillian Lismore

DAY SERVICES

We look forward to welcoming you and your child to Tresillian Lismore Day Services, a parenting support service for families with a child aged up to three years.

Our friendly team of Nurses, Social Workers and Psychologists are here to help you increase your confidence as a parent, answer your questions and provide guidance and practical advice.

ADDRESS:
Tresillian Lismore
46 Uralba Street, Lismore NSW 2480

PHONE:
(02) 6624 0380
8.00am - 4.30pm

EMAIL:
TFCC-lismore@health.nsw.gov.au

WEBSITE:
https://www.tresillian.org.au/services-locations/locations/lismore-day-services



Acknowledgement of Country

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and Victoria. We respect that Aboriginal and Torres Strait Islander People have lived in Australia for over 60,000 years and are recognised as having the oldest living continuous culture in the world, with unique languages and spiritual relationships to the land and sea. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.

Partners/Support Person

Partners or a support person such as a grandparent, are actively encouraged to participate in the program. Letters of attendance for work purposes can be arranged.

Family Information Details Form

If you have not already sent it, please bring your completed Family Information Details Form with you on arrival. If you are attending with more than one child, you will need to complete a Family Information Details Form for each child.

Confirmation of Appointment

One working day prior to your appointment you will be contacted by a Tresillian staff member to confirm your appointment date and time.

On the day of the Appointment

It's important that you arrive on time for your appointment. If you need to change your appointment date or time, please contact us on (02) 6624 0380 as soon as possible during business hours.

How long is a Day Services Appointment?

Generally a Day Services appointment is around two hours starting with a consultation with one of our Nurses on the concerns you're having with your child. It's helpful if you can bring your child's Personal Health Information Book (Blue Book) and any other details on sleep times, and feeds etc.

Illness

If you or your child are unwell with infection or illness, please contact us on (02) 6624 0380 to re-book your appointment.

Cost

Medicare Card Holders

Your appointment will be covered by Medicare.

Remember to enrol your baby with Medicare via Services Australia ahead of your attendance.

Overseas Visitors

Parents who are ineligible to claim through Medicare, can self fund via an up-front payment.

Reciprocal healthcare agreements exist between Australia and a number of other countries. Ask our Centralised Intake team about reciprocal eligbility.

Refreshments for parents

Tea, coffee and biscuits are provided.

Smoking Policy

To promote and protect the health of our community, all Tresillian buildings and grounds are smoke free.

Any drugs, non- prescribed medication and alcohol are not permitted on the premises. If you require assistance with quitting smoking please call QUITLINE on 137848 (13 QUIT).

Siblings

In order to focus on the admitted child, siblings are not able to attend Day Services appointments.

Respecting others

You have the right to be treated with respect and we ask that you show this courtesy to others. This includes not harassing, abusing, threatening or pushing any other person, including staff members, due to the risk of physical or psychological harm to others.
Tresillian has a zero-tolerance approach to violence by any person.

Security

Tresillian is unable to provide security for valuables so please leave your valuables at home.

Photographing, Videoing or Audio Recordings in Tresillian

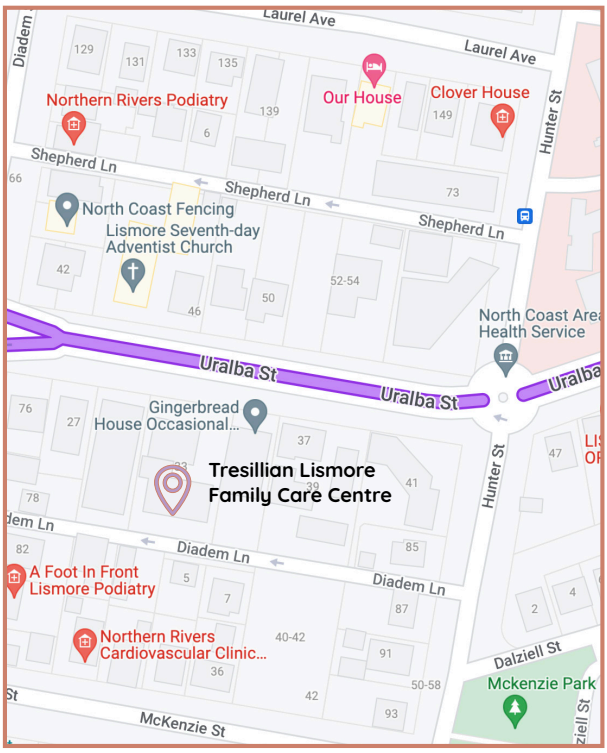
To respect the privacy of all families, visitors, and staff, parents and visitors are advised that taking photographs, videos and / or audio recording are not permitted within Tresillian premises without express permission from management.

Parking

Tresillian Lismore is located at 46 Uralba Street, just down from Lismore Base Hospital and next to the Seventh Day Adventist (SDA) Church. Street Parking is available.

Address

Tresillian Lismore
46 Uralba Street, Lismore NSW 2480



Tresillian Safe Sleep & Rest Practices



Tresillian strictly follows NSW Health Safe Sleeping recommendations for babies and children aged up to three years.

Safe Sleep Environment

- No child will be sent to sleep or rest as a form of discipline.
- If a pillow is to be used for a child over 2 years of age, a flat firm pillow will be provided.
- No soft toys or other objects are permitted in the cot for children under 12 months of age.
- Use only lightweight wraps (without a Velcro attachment) such as cotton or muslin.
- If the child is able to roll from their back to their tummy and then onto their back (usually within 4-6 months) nurses will promote the discontinuation of the wrap for settling and sleep during the admission.
- If a sleeping bag is used (cots only) it should be the correct size for the child with a fitted neck, armholes (or sleeves) and no hood; arms must be placed through the armholes.
- If a child is able to pull to stand in their cot, please discontinue the use of a sleeping bag during the appointment.

During the Appointment your child will:

- Be placed on their back to sleep with their feet positioned at the bottom of the cot unless otherwise medically indicated (under 12 months).
- Sleep with their face uncovered at all times with no bonnets, beanies, hats or hoods, quilts, doonas, duvets, pillows, lamb's wool and Velcro wraps, roll supports, a wedge under mattress, cot bumpers, sheep skins or snuggle beds, whilst sleeping.

All settling strategies will:

- Be based on responsive parenting practices by encouraging parents to listen, watch and respond in a timely, sensitive manner to their child's tired and/or distress cues.



What to bring Checklist

- ✓ ☐ Nappies/clothes etc. for your child
- ✓ ☐ Swaddling wraps - optional
- ✓ ☐ Bottle-feeds already prepared if your child is on formula
- ✓ ☐ Breast Pump (if needing to express)
- ✓ ☐ Solids/meals if needed for your child
- ✓ ☐ Feeding cups / spoons / teats / dummy / bibs and any additional items for your child as required
- ✓ ☐ Please bring in your own toys. Water retaining toys or battery operated toys are not permitted
- ✓ ☐ A favourite soft bedtime toy if your child is over 12 months
- ✓ ☐ Your child's Personal Health Record Book (Blue Book)
- ✓ ☐ Medicare Card

Tresillian's Parenting Resources

Tresillian Lismore Day Services

Take an online tour of Tresillian Lismore Day Services and learn more about how we help families at Tresillian Day Services. Visit https://www.tresillian.org.au/services-locations/locations/lismore-day-services

SleepWellBaby App

Developed in consultation with Tresillian, the SleepWellBaby App delivers instant access to trusted evidence-based education and tools on baby's sleep and feeding. Download at www.sleepwellbaby.io

Tresillian Website

For parenting videos, online tours of Tresillian services, parent education group courses and more, visit the Tresillian website at tresillian.org.au

