

How to make a booking at the Hospice



Victoria's only children's hospice

Very Special Kids Hospice in Malvern is Victoria's only children's hospice and provides specialised 24-hour nursing care for children with life-threatening conditions and high complex needs.

Up to eight children can be accommodated at the hospice at any one time. If parents want to stay close by, they can do so in the self-contained family accommodation (Sanctuary) provided in the grounds.

Refer to Family Accommodation Fact Sheet for details on how to make a booking or speak to staff when booking your child's respite stay.

Very Special Kids Hospice offers families access to planned and emergency respite care, so parents can take a much-needed break or spend time with their other children. It is also a place where children can receive end-of-life care in peaceful surroundings away from the hospital environment but still cared for by highly skilled palliative care nurses.

Access to respite care

At Very Special Kids Hospice we aim to provide families with fair and equitable access to planned respite. Currently the amount of respite allocation for each child is as follows:

- Families may have up to three weeks of respite per financial year, usually taken in blocks up to two weeks
- Bookings may be made up to six months in advance
- Alternate school holidays may be requested and blocks up to one week can be taken (exceptional circumstances will be taken into consideration).

- Requests for January holidays can be made for up to a week of opening. All requests will be collated and a decision will be made depending on a number of factors including but not limited to:
 - medical needs of the child
 - if this is the last stay prior to closing at VSK
 - last time your child had respite in the holiday period
 - if your child has ever had a stay over the holiday period
- exceptional circumstances will be considered

How to make a booking

Step 1 Email Bookings@vsk.org.au or speak to the Intake and Assessment Coordinator who will allocate the requested stay dependent on:

- The amount of respite your family has already accessed in the current financial year
- The mix of children in at any one time e.g. the number of children with complex care needs
- Any urgent requests which will receive priority

Step 2 You will receive an admission pack in the mail approximately a month before your child's stay. The admission pack will include all documentation required to be completed and presented on the day of your child's planned admission.

Your booking will be confirmed within 24hrs

If your request is not able to be met, the Hospice Manager or Deputy Hospice Manager will put your child on the waiting list for those particular dates and will contact you if a cancellation occurs. If a child's stay is cancelled due to sickness or last minute unforeseen circumstances and there is no one on the waiting list, we may call you for short notice respite which **will not** be included in your annual 3 week allowance. If you would like your child to be on the short notice respite list then please speak to the Hospice Manager or the Deputy Hospice Manager.

For Emergency Bookings

We understand sometimes emergency situations arise for your family. We encourage you to ring if urgent respite is required. This can be done at any time and if outside normal business hours please speak to the registered nurse on duty. Our capacity to meet emergency requests will depend on the mix of children and our ability to meet staffing requirements.

A child admitted for end of life care will always be a priority.

Contact Very Special Kids Hospice

Phone: 03 9804 6251

Toll Free 1800 888 875

Bookings@vsk.org.au