

Hello from HeartKids!

ABOUT HEARTKIDS

HeartKids is the only national profit for purpose charity dedicated to supporting children, teens and adults throughout their lifetime journey with congenital or childhood acquired heart disease (CHD).

We fund life-saving research, provide information and support, and advocate for the needs of children and families impacted by CHD.

YOUR LOCAL SUPPORT TEAM

At HeartKids, we offer a passionate and dedicated team of Family Support Coordinators who work alongside clinical teams to provide support to individuals and families impacted by CHD.

Family Support Coordinators provide direct support in hospital, after discharge and in the community – offering practical and emotional support, information, encouragement and hope to children, teens and adults with CHD, and their families.

We are here to guide you and your family on your journey when you need support. Support is available to any person living with or diagnosed with CHD, regardless of age.

Meet your local team below:



Hi my name is **Angela Jones**, Family Support Coordinator available Monday to Thursday.

I have a background in Community Services Welfare, where I have worked alongside families experiencing difficulties and needing extra support, for more than 20 years.
I joined HeartKids in 2019.

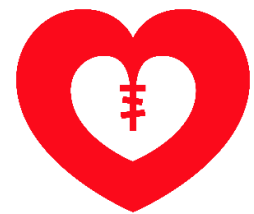
You can reach Angela on 0406 424 627 or angela.jones@heartkids.org.au



Hi my name is **Joanna Harb**, Family Support Coordinator available Wednesday to Friday.

I have a background in Customer Service and I have a daughter who has CHD who has undergone multiple surgeries. I have been supporting families and children throughout their journey by volunteering at the Children's Hospital at Westmead for the past 3 years.
I joined HeartKids in 2022.

You can reach Joanna on 0436 381 572 or Joanna.harb@heartkids.org.au



HeartKids

1800 432 785

Here to support you with:

- **Information** – practical information regarding an upcoming hospital stay, CHD fact sheets and more.
- **Referrals** – ensuring you have access to relevant services, and understand what is available to you
- **Connection** – to other families who understand the realities of living with CHD
- **Direct support** – we are here for you, wherever you may be. Please reach out - we are here to help.

Stay up to date with the latest news, events and information via our [HeartKids social media](#) pages including:



HeartKids Australia: facebook.com/HeartKidsAustralia
HeartKids NSW: facebook.com/HKidsNSW
HeartKids ACT: facebook.com/ACTHeartKids



HeartKids Australia: instagram.com/heartkids

How we can support you...

We understand that each person with congenital heart disease may face unique challenges throughout their journey - that is why our support is a commitment *for* life, wherever you may be.

IN HOSPITAL

Normally, you can find our Family Support Coordinators at the hospital during your visit.

Due to continuing COVID-19 visitor restrictions our attendance at the hospital is still on hold, however we continue to work closely with Sydney Children's Hospital Network, including the Heart Centre for Children and staff across The Children's Hospital at Westmead and the Sydney Children's Hospital Randwick, to ensure we can still support you.

We continue to offer the following:

Phone support

Your local NSW ACT Family Support Coordinators are available daily on **02 9460 7450**, as well as directly by mobile, SMS or email.

HeartKids Care Bags

Upon arrival to hospital, we can provide you with a Care Bag filled with support materials and some day-to-day essentials to support you during your stay.

Edgar Stephen Ward Parents Tea Room, Pantry

We proudly stock this Pantry with snacks and meal items to support you during your stay. Please help yourself to these complimentary items.

Heart Beads

In association with the cardiology team, we run the Heart Beads program. This is a lovely way to commemorate your child's heart journey. Please ask us for further information.

Weekly Morning Tea (re-commencing soon)

Weekly morning tea hosted by HeartKids, where you can meet and connect with HeartKids Support Staff and other parents/families over a cuppa and light refreshments. More details available soon. Get in touch with us to register your interest.

Financial Assistance

We understand that every heart kid's journey is different and at times this may mean a longer or extended stay in hospital which may have a financial bearing on your family. In these times, we can offer support through meal and grocery vouchers or our Financial Assistance program. Please speak to us for more information.

IN THE COMMUNITY

Outside of the Hospital, we can help you to stay connected with the HeartKids community in the following ways –

One to one support

Your local Family Support Coordinators are here for you. They are available Monday – Friday for a phone call, SMS, video call, or coffee to help however they can.

HeartKids Helpline 1800 432 785

The national HeartKids Helpline is available Monday – Friday between 9am – 7pm AEST, for direct phone support as you need it.

HeartKids news

Subscribe to the HeartKids newsletter via www.heartkids.org.au to keep in touch and connected with the latest news, information and events throughout the year.

Events

We offer a variety of community events throughout the year including family days, teen and adult events, and virtual information sessions. See our Facebook pages for updates.

Online Support

Find support in connecting with others via our "Official Support Group" on Facebook: www.facebook.com/groups/heartkidssupport

Or for young people with CHD aged 13-25, "MyHeart: HeartKids Teen Community" www.facebook.com/groups/myheartheartkids

Play & Chat

Free fortnightly sessions held in Rosehill for heart parents, heart kids and siblings. Sessions will also commence in Canberra soon too!

See our Facebook pages for updates.

HeartKids NSW ACT Office

is located at 21 Fennell St, Parramatta - less than 10mins drive from The Children's Hospital at Westmead. Office is open Monday – Friday 9am – 5pm. You are most welcome to pop by, simply call ahead and staff can meet you.

Corporate Challenge;

HeartKids is proud to partner with Corporate Challenge who hold various events with local businesses where bikes, billy karts, wooden toys or lego are regularly gifted to heart kids, and siblings of heart kid siblings and heart angels. See our Facebook pages for more information.