

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.



HeartKids

1800 432 785

Here to support you with:

- **Information** – practical information regarding an upcoming hospital stay
- **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.



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 **Leah Stevenson**, Family Support Coordinator available Tuesdays and Fridays.

I have a background as a Registered Nurse, working as a community nurse and also in complex discharge planning. I joined HeartKids in 2018.

You can reach Leah on
0490 818 667 or
leah.stevenson@heartkids.org.au



Hi my name is **Minal Bapodara**, Family Support Coordinator available Monday to Wednesday.

I have a background in Community Services. Over the past 10 years I have worked with and supported families and individuals experiencing critical and complex stressors during their life. I joined HeartKids in 2021.

You can reach Minal on
0436 381 572 or
minal.bapodara@heartkids.org.au

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, including regular morning teas events where you can meet and connect with other families.

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 be a support for you as you need us.

We continue to offer the following:

- **Phone support;** Our NSW ACT Family Support Coordinators are available daily on **02 9460 7450**, as well as directly by mobile, SMS or email.
- Upon arrival to hospital, we can provide you with a **HeartKids Care Bag** filled with support materials and some day to day essentials to support you during your stay.
- 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 assistance through food vouchers or our **Financial Assistance** program.
- 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 a brochure for further information.

IN THE COMMUNITY

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

- **HeartKids Helpline** **1800 432 785**; available 9am – 5pm AEST, Monday > Friday for direct phone support.
- **Join the HeartKids community;** you can 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.
- The **HeartKids NSW ACT Office** is located at 21 Fennell St, Parramatta - less than 10mins drive from The Children's Hospital at Westmead. The office is open Monday – Friday 9.00am – 5.00pm. You are most welcome to pop by anytime, simply call ahead and one of our Family Support Coordinators can meet you.
- **Online Support;** many parents and families find support in connecting with others with via our "*Official Support Group*" on Facebook. You can join the group via: www.facebook.com/groups/heartkidssupport
Young people with CHD also access a dedicated online support community "*MyHeart: HeartKids Teen Community*" – young (13-25) people can join the group via: www.facebook.com/groups/myheartheartkids
- **Peers as Mentors program;** helping you to connect with a family living near you, a family whose child may have a similar condition or who have been or going through a similar journey. Contact us for more details.
- **Events;** we offer a variety of HeartKids community events throughout the year including family days, teen and adult events, and virtual information sessions. See our Facebook pages for updates.
- **Playgroup;** Returning in Term 2, 2021 – free playgroup sessions are held fortnightly at Lollipops Playland in Rosehill for heart kids and siblings. See our Facebook pages for updates.
- **Corporate Challenge;** an amazing organisation supporting heart kids, heart kid siblings and heart angel siblings with occasionally gifted bikes, billy karts, wooden toys or lego. See our Facebook pages for updates.
- **Adults;** we are currently holding monthly Zoom education and social catch-ups. As we transition back from Covid 19 we will also return to some face to face events as well. See our Facebook pages for updates.