



Our Traditional Custodians

We acknowledge the Traditional Custodians of the lands and waters where we work and live. We pay respect to the Ancestors and Elders of these Nations, and to all Aboriginal people past, present and future.

Welcome to our Hospital

We welcome all Aboriginal people and their families, carers and friends to our Hospital. Coming to Hospital can be a difficult time, we have an Aboriginal Hospital Liaison Officer to help during your stay. Have a yarn with them for emotional, social, cultural and practical support.

The Aboriginal Hospital Liaison Officer is here to help:

- Explain your rights and responsibilities
- Identify and advocate for your needs
- Support communication with staff
- Provide health education information
- Ensure services are culturally appropriate
- Assist in discharge planning
- Arrange for support services

As well as offering support to help you with feelings regarding:

- Separation
- Sorry business, grief or loss issues
- Uncertainty or loneliness about being in unfamiliar surroundings
- Anxiety about your illness

The Aboriginal Hospital Liaison Officer can refer to:

- Aboriginal Chronic Care Program
- Discuss transport options home
- Accommodation for country patients
- IPTAAS (Isolated Patient Transport and Accommodation Assistance Scheme)
- My Aged Care
- NDIS (National Disability Insurance Scheme)

What do I need to bring with me to Hospital?

- Any medications you are taking
- Medicare card
- Pension card or concession card
- Small amount of cash and key card
- Clothing: night wear, dressing gown and non-slip slippers or shoes, toiletries, glasses and dentures





Health
Northern NSW
Local Health District

Why am I being asked so many questions?

When you first come to our Hospital, we will ask you a lot of questions about yourself including whether you identify as an Aboriginal person. These questions help us to care for you and offer you services like our Aboriginal Hospital Liaison Officer service.

Aboriginal Hospital Liaison Officers are here to promote:

- Cultural Respect
- Social Justice
- Participation
- Equality
- Access
- Learning
- Collaboration

How do I contact the Aboriginal Hospital Liaison Officer?

The Aboriginal Hospital Liaison Officer is available from 8am to 4.30pm, Monday to Friday. You can ask your nurse or Doctor to call, or call them yourself on:

The Tweed Hospital	(07) 5506 7951
Lismore Base Hospital	(02) 6620 7556
Casino Hospital	(02) 6662 2111
Grafton Base Hospital	(02) 6641 8222

Let us mob know you're here

Aboriginal Hospital Liaison Officer

Supporting Aboriginal patients and their families

