

Why 'ask the question'?

Deciding if a person is Aboriginal and/or Torres Strait Islander based on looks alone is not reliable. We can never assume whether someone is Aboriginal or not. The only sure way to find out is to ask:

'Are you of Aboriginal or Torres Strait Islander origin?'

Please assist us by identifying yourself as Aboriginal or Torres Strait Islander when asked.

Acknowledgement

We acknowledge the traditional custodians of the land and pay our respects to Elders both past and present.



Your Aboriginal Health Department

Located next to Hospital Front Reception
in Allied Health

Debra Chaplin
Aboriginal Hospital
Liaison Officer
03 50339 323



The Swan Hill District Health Aboriginal Hospital Liaison Services



***"Aboriginal Health is
Everyone's Business"***

For more information contact:
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www.shdh.org.au
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Swan Hill
District Health
my hospital

The Role of the Aboriginal Hospital Liaison Officer

The Aboriginal Health Department and Aboriginal Hospital Liaison Services offer support to Aboriginal and Torres Strait Islander people on their journey through Swan Hill District Health.

You and your family's right to privacy and confidentiality will always be respected

The Aboriginal Hospital Liaison Officer (AHLO) assists staff at SHDH to better understand and respect the needs of Aboriginal and Torres Strait Islander people to ensure a culturally appropriate experience at Swan Hill District Health.

How can you help me, the patient?

The AHLO can:

- Provide you and your family with cultural and social support
- Talk with your Dr and Nurses at your request
- Help provide you with things you may need for your stay in hospital eg toiletries.
- Assist you with any concerns and provide you with other options where appropriate
- Connect you with other services in the community
- Make sure any services you require are arranged prior to your discharge
- Help you understand any information you are unsure of.
- Help you to attend appointments and meetings, both as a patient and following discharge

How can the AHLO help Staff at SHDH?

- By assisting in accurately identifying Aboriginal and Torres Strait Islander patients.
- By ensuring equal access to healthcare for Aboriginal and Torres Strait Islander Patients
- By being a point of contact for all Aboriginal and Torres Strait Islander Patients
- By facilitating referrals to other services, in particular those that are culturally specific for Aboriginal and Torres Strait Islander patients

NB. The AHLO is NOT a transport service for patients

