



Further enquiries

If you have any feedback, you can contact the Aboriginal and Torres Strait Islander Leadership Team via:

Email: A_TSILT_MNHHS@health.qld.gov.au

Phone: (07) 3170 4460

Website: <http://www.metro-north.health.qld.gov.au/better-together-van>

Facebook: @BetterTogether - Our Health, Our Way

Instagram: @Our-Health-Our-Way

LinkedIn: @Better-Together-Our-Health-Our-Way

Metro North Health would like to acknowledge the Traditional Owners and Custodians of the land on which our services are located. We pay our respects to all Elders past, present and emerging and acknowledge all Aboriginal and Torres Strait Islander people across the land.

Artwork by Ronald John Abala Wulukantha - "little spirit man".

Painting: **Walkabout** ©

This story (painting) tells of where and how Aboriginal and Torres Strait Islander people walked, hunted, lived and left their footprints on the land for many years before colonisation. The brown and white dotted circles represent the different region, country, land or community. The wavy black lines represent pathways to a spiritual journey. The footprints represent Aboriginal and Torres Strait Islander People embracing a spiritual journey.

Help us provide
you with culturally
appropriate care
and support.

We cannot rely on
appearance.

Identification:

It's your right to a healthier life

Are you of Aboriginal and/ or Torres Strait Islander origin?

- ✓ Be proud to identify.
- ✓ Receive culturally appropriate care and support.
- ✓ Receive the right health care and services.
- ✓ Health Service staff must ask you the question, we cannot assume based on appearance.
- ✓ Metro North Health are here to help with your health care journey.

**Metro North
Health**



**Queensland
Government**

Why staff must ask the question

Metro North Health have a commitment to improve the health outcomes of Aboriginal and Torres Strait Islander peoples as part of the National Close the Gap campaign.

There is still an unacceptable gap in health status and life expectancy. To ensure Aboriginal and Torres Strait Islander people receive services, cultural support and care the right way, we must ask the question – “Are you of Aboriginal and/or Torres Strait Islander origin?”

Staff must ask the question every time you present to our health services unless coming regularly for a course of treatment such as dialysis. This is to ensure your records are accurate and that you receive the appropriate culturally safe care.

Staff cannot rely on appearance and the only way to know is to ask.



Your Privacy

Please be assured that your personal information is protected and used appropriately by Metro North Health Privacy Policy and Privacy laws.

How you will be asked

Staff will ask “Are you of Aboriginal and/or Torres Strait Islander origin?” either verbally or on a form.



If you cannot answer due to being too ill to respond or under the age of 15, the question will be asked of the parent, guardian, carer or responsible accompanying adult.



Please be respectful of staff and understand that they have been directed to ask the question to ensure you receive the appropriate services, cultural support and care.

As the largest public health service in Australia, Metro North Health is committed to improving the health of Aboriginal and Torres Strait Islander people. Our services are available across our five public hospitals, three satellite hospitals, various community health centres, residential care facilities and mobile Better Together Health Van and outreach teams.

Contact your local hospital switch board for access to the following services:

-  **Indigenous Hospital Liaison**
-  **Indigenous Mental Health**
-  **Indigenous Community Liaison**
-  **Cultural Capability Officer**
-  **Ngarrama Maternity Services**
-  **Nurse Navigators – Aboriginal and Torres Strait Islander Health**
-  **Forensic Mental Health Service, Indigenous Mental Health Intervention Program**

For information on all our Aboriginal and Torres Strait Islander hospital and community health services please visit: www.metrnorth.health.qld.gov.au/better-together-van/

