


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) 3139 6621

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

 **Facebook:** <https://www.facebook.com/bettertogetherourhealthourway>

 **Instagram:** <https://www.instagram.com/ourhealthourway>

 **LinkedIn:** <https://www.linkedin.com/company/better-together-our-health-our-way>

Metro North Hospital and Health Service 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 Hospital and Health Service are here to help with your health care journey.

Why staff must ask the question

Metro North Hospital and Health Service 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.



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.



Your Privacy

Please be assured that your personal information is protected and used appropriately by Metro North Hospital and Health Service 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.



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 Hospital and Health Service is committed to improving the health of Aboriginal and Torres Strait Islander people. Our services are available across our five public 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



Indigenous Sexual Health



Nurse Navigators – Aboriginal and Torres Strait Islander Health



Forensic Mental Health Service, Indigenous Mental Health Intervention Program

For information on our Indigenous Hospital and Community Health Services please visit:
www.metro-north.health.qld.gov.au/better-together-

