

Referrals

Referrals can be made through directly by phone or via our email address:

[Indigenous Hospital Liaison Services MNHHS@health.qld.gov.au](mailto:Indigenous_Hospital_Liaison_Services_MNHHS@health.qld.gov.au)

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

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 future and acknowledge Aboriginal and Torres Strait Islander people across the state.

Artwork by Ronald JohnAbala Wurra-ghantha "little spirit man"



Thank you for asking this important question.

For more information, please contact:

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

- ✓ Staff please always ask.
- ✓ You need to ask everyone!
- ✓ You cannot rely on appearance.
- ✓ The only sure way to find out is to ask.
- ✓ Please help us to improve the health of Aboriginal and Torres Strait Islander Queenslanders.

Why Ask?

Health services across Australia are working to improve the health of Aboriginal and Torres Strait Islander people because there is still a large and unacceptable gap in health status and life expectancy. To know if these are improving, and to know if we are providing services in the right way, we need to know if people are of Aboriginal and/or Torres Strait Islander origin.

You cannot rely on a patient's appearance. The only way to know is to ask.

What about privacy?

You can reassure your patient/client that all information collected by the health service is subject to privacy laws to ensure that your information is protected and used appropriately.

How do we ask?

This question may be asked on a form (e.g. admission form), or you may be asking verbally. As with any other question, ask respectfully, confidently and as confidentially as possible.

The question must be asked every time the patient or client presents to the health service, unless they are coming regularly for a course of treatment (e.g. dialysis). If so, they are to be asked on first presentation, and the data updated every three months.

The question is:

“Are you of Aboriginal or Torres Strait Islander origin?”

On forms, the options for answering are:

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander

For persons of both Aboriginal and Torres Strait Islander origin, mark both 'yes' boxes.

Some forms have an extra box:

- Yes, both Aboriginal and Torres Strait Islander

What if the person can't answer?

If the patient is a child under the age of 15 years or a person who is too ill to respond, we ask this question of the parent, guardian, carer or responsible accompanying adult:

“Is (person's name) of Aboriginal or Torres Strait Islander origin?”

What if the answer is yes?

This means that all staff can consider:

- ✓ cultural needs of Aboriginal and/or Torres Strait Islander patients/clients and their families
- ✓ additional services, such as an Indigenous hospital liaison officer or health worker
- ✓ extra immunisations for children
- ✓ earlier health checks

It will also help us to know if we are together closing the health gap.



Indigenous Hospital Services

Indigenous Hospital Liaison Services are located within the four Hospitals across Metro North Hospital and Health Services and operate as follows:

Monday and Friday	8am-8.30pm
Tuesday to Thursday	8am – 4.30pm
Saturday and Sunday	10am – 6.30pm

The Royal Brisbane & Women's Hospital (RBWH)

Level 1, Ned Hanlon Building
Phone: (07) 3646 4154 Team Leader: 0408 472 385

After Hours Service

Phone: (07) 3646 5106 Mobile: 0408 472 385

The Prince Charles Hospital (TPCH)

TPCH Demountable (opposite pool)
Phone: (07) 3139 5165 Team Leader: 0436 690 306

After Hours Service

Phone: (07) 3139 6429 Mobile: 0429 897 982

Redcliffe Hospital

Via the telephone service at the Admissions Desk
Phone: (07) 3049 6791

After Hours Service Phone: (07) 3049 9734

Caboolture Hospital

Via the telephone service at the Emergency Department
Phone: (07) 5433 8249

After Hours Service Phone: (07) 5316 5841

Kilcoy Hospital

Contact Caboolture Hospital Indigenous Hospital Liaison Services.