

## Referrals

Referrals can be made directly by phone.

## Further enquiries

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

[A TSILT\\_MNHHS@health.qld.gov.au](mailto:TSILT_MNHHS@health.qld.gov.au)

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

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



**Let's all provide  
culturally appropriate  
care to Aboriginal and  
Torres Strait Islander  
patients.**

Be sure to ask the  
question. We cannot rely  
on appearance.

**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.

**Metro North  
Health**



**Queensland  
Government**

## 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, confidentially 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 and/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 15 years or younger or a person who is to ill to respond, we ask this question of the parent, guardian, carer or responsible accompanying adult:

"Is (person's name) of Aboriginal and/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 six hospitals across Metro North Health 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:** (07) 3647 4183

### The Prince Charles Hospital (TPCH)

Phone: (07) 3139 5165 Team Leader: 0429 897 982  
**After hours service**  
Phone: (07) 3139 6622 Mobile: 0429 897 982

### Redcliffe Hospital

via the telephone service at the Admissions Desk  
Phone: (07) 3049 6791  
**After hours service:** (07) 3049 9734

### Caboolture Hospital

Phone: (07) 5433 8249  
**After hours service:** (07) 5316 5157  
**Senior Health Worker:** (07) 5316 5390

### Kilcoy Hospital

Contact Caboolture Hospital Indigenous Hospital Liaison Services.

### Surgical, Treatment and Rehabilitation Service (STARS)

Indigenous Hospital Liaison Office  
Phone: (07) 3647 6044 Team Leader: (07) 3647 6043

### Community and Oral Health

Aboriginal and Torres Strait Islander Health Service  
Phone: (07) 3631 7400 Manager: 0417 457 620