

## Dates of Cultural Significance

DATE	SIGNIFICANT DAY
13 February	Anniversary of National Apology Day
March	National Close the Gap Day
26 May	National Sorry Day
May – June	Reconciliation Week
3 June	Mabo Day
1 July	Coming of the Light
July	NAIDOC Week
4 August	National Aboriginal and Torres Strait Islander Children's Day
September	Indigenous Literacy Day
13 September	Anniversary of the UN Declaration on the Rights of Indigenous people

*Acknowledge the Past  
Create the Present  
Inspire the Future*



Artwork by Elaine Chambers Hegarty

## Contact us

### Aboriginal and Torres Strait Islander Hospital Liaison Service

P: (07) 3049 6791 / (07) 3049 9734  
M: 0477 189 027  
E: IHLO-Redcliffe@health.qld.gov.au

#### Hours of operation

Monday – Friday: 7am – 10pm  
Saturday: 8am – 10pm  
Sunday: 10am – 6.30pm  
*\*hours may change*

### Nurse Navigator, Aboriginal and Torres Strait Islander Health

P: (07) 3883 7181 / 0498 386 691  
E: NN-AboriginalandTorresStraitHealthRH@health.qld.gov.au

#### Hours of operation

Monday – Friday: 7am – 3.30pm

### Cultural Capability Officer

P: (07) 3049 6962  
E: CulturalCapabilityOfficer-Redcliffe@health.qld.gov.au

#### Hours of operation

Monday – Friday: 8.30am – 4.30pm

### Ngarrama Maternity Services

P: (07) 3049 6849  
M: 0455 087 263

#### Hours of operation

Monday – Friday: 8am – 4.30pm

### Emergency Department Senior Health Worker

P: (07) 3883 7263

#### Hours of operation

Monday – Friday: 7.30am – 3.30pm



## Aboriginal and Torres Strait Islander Services Redcliffe Hospital

Assisting the hospital journey of Aboriginal and Torres Strait Islander patients and their families.



### Redcliffe Hospital

Anzac Avenue, Redcliffe QLD 4020  
Phone: (07) 3883 7777

*We pay our respects and acknowledge the Kabi Kabi/Gubbi Gubbi Traditional Owners and Custodians of the land and waters in which Redcliffe Hospital is located.*

Metro North  
Health



Queensland  
Government

## Aboriginal and Torres Strait Islander Hospital Liaison

### How we can support patients and their families

We provide culturally appropriate support, advocacy and advice to Aboriginal and Torres Strait Islander patients in the Redcliffe Hospital and support their return to community through:

- Cultural support
- Men's/Women's business
- Bedside visits to yarn about the hospital system
- Yarn with clinical staff to help your care
- Social & emotional wellbeing support
- Support with connecting care from hospital to home

Talk to your attending nurse to request support from the Aboriginal and Torres Strait Islander Hospital Liaison team.

## Ngarrama Maternity Service

### How we can support patients and their families

Ngarrama is a service for Aboriginal and Torres Strait Islander families who choose to birth at the Royal Brisbane and Women's Hospital, Caboolture or Redcliffe Hospitals at no cost to patient.

You can access Ngarrama if you are of Aboriginal and or Torres Strait Islander origin or your baby's father is of Aboriginal and or Torres Strait Islander origin.

Our teams of experienced midwives and advanced Aboriginal health workers are there to care for you throughout your pregnancy, your birth and up to six weeks after birth.



## Nurse Navigator - Aboriginal and Torres Strait Islander Health

### How we can support patients and staff

We provide clinically safe care to help Aboriginal and Torres Strait Islander patients journey through the health systems.

The Nurse Navigator service works to help patients and their families better understand their health and talk with all the services that will help:

- Provide support to build strong relationships with Aboriginal and Torres Strait Islander patients, families and their health care team.
- Break down health information to the patient and families understanding.
- Help with discharging from hospital to community.
- Support to get easier access to health care.
- Support patients and family who need step by step support to work through the hospital services.
- Clinical care coordination and support

Talk to your attending nurse to request support from the Aboriginal and Torres Strait Islander health Nurse Navigator.

## Cultural Capability Officer

### How we support the hospital

We support Redcliffe Hospital services and staff through cultural leadership to ensure services are culturally appropriate and safe for Aboriginal and Torres Strait Islander consumers.

- Provide a safe space for staff to ask cultural questions around how to care for Aboriginal and Torres Strait Islander people to help their knowledge and skills .
- Provide Education and training around historical events, customs and practices that may be barriers to how staff provide care.

- Support hospital staff with planning to improve and deliver services in a culturally respectful and appropriate manner.

Engage with the local Aboriginal and Torres Strait Islander communities to share their voices with the hospital to help improve services and build good relationships.

## Emergency Department Senior Healthcare Worker

### How we can support patients and their families

This service is for Aboriginal and Torres Strait Islander patients who require emergency care.

The ED Senior Healthcare Worker:

- Provides clinical support and clinical assessments of patients who present to ED.
- Empowers and advocates for the patient to engage in their own healthcare decisions.
- Coordinates care for the patient in conjunction with the ED multidisciplinary team.

Our experienced healthcare worker can provide care and commence a clinical assessment for you whilst in the Emergency Department.

