

Aboriginal and Torres Strait Islander Hospital Liaison Officers

Aboriginal & Torres Strait Islander Hospital Liaison Service

Advocating, supporting and working with Aboriginal and Torres Strait Islander individuals, families and the community to reach their ultimate health and wellbeing.

When presenting to hospital one of our liaison officers will provide you and your loved ones with on-going cultural supports creating a culturally appropriate approach to your patient journey.

Building a Culturally Capable Queensland Health

'Health is defined as, not just the physical wellbeing of the individual, but refers to the social, emotional, spiritual and cultural wellbeing of the whole community'.

(The National Aboriginal Health Strategy, An Evaluation 1994)

Gold Coast Health acknowledges the traditional custodians of the Gold Coast, the Yugambah-speaking people, whose land, winds and waters we all now share; and we pay tribute to their unique values, and their ancient and enduring cultures, which deepen and enrich the life of our community.

We're here to help

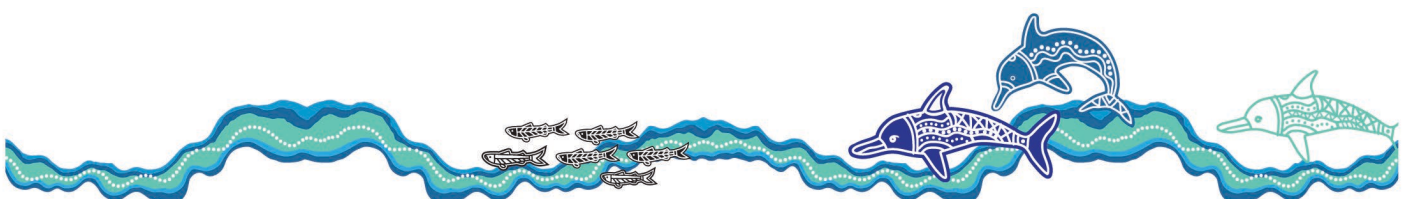
The Aboriginal and Torres Strait Islander Health Liaison Officers are on hand to assist Aboriginal and/or Torres Strait Islander patients presenting at hospital.

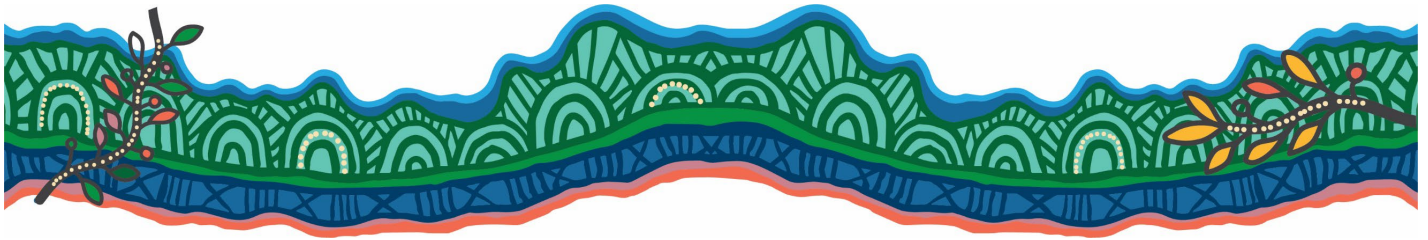
The team can provide the following support:

- Bedside visits to explain the hospital system and act as a liaison between patients, their families and hospital staff regarding treatment.
- Assist patients and their families to access hospital and community support services.
- Assist with discharge planning and accessing community resources.
- Coordination of care from hospital to home.
- Engagement and advocacy for patients and families.
- Patient follow-up care.

The team work to improve healthcare services through the maintenance of positive relationships with the local community, service providers and Government departments.

Education sessions are provided to Gold Coast Health staff to create culturally safe environments that respect Aboriginal and Torres Strait Islander patients and workforce.





Our hospital liaison officer backgrounds


Our Hospital Liaison officers are from diverse cultural backgrounds coming from different tribal lands encompassing south east QLD (Kooma) south east NSW (Kamilaroi/Gamilaraay), Northern NSW (Anaiwan), Central QLD (Ghungalu - Garingbal) with family connections to South Sea Islander heritage.


Along with great knowledge of our Aboriginal & Torres Strait Islander history in Australia our Hospital liaison Officers bring years of experience to our Aboriginal & Torres Strait Islander health service after working in various health care fields throughout Australia.

With over 2 Decades worth of experience collaborating & consulting to meet the needs of the Aboriginal and Torres Strait Islander people on the Tweed/Gold Coast region both professionally and personally, our Hospital Liaison Officers are well placed to be able to provide comprehensive support to our patients and Family members.


Get in touch:

 Indigenous_MobHLO@health.qld.gov.au


 (07) 5687 3049

 (07) 5687 3098

GCUH Switchboard:

 1300 744 284

Robina Hospital Switchboard:

 (07) 5668 6000

Use the QR code to visit our website



Gold Coast area services

Kalwun Health Service (AMS)

South:

(07) 5526 1112

2020 Gold Coast Highway, Miami QLD 4220

Airport Central:

(07) 5589 6500

1 Eastern Ave, Bilinga QLD 4225

North:

(07) 5514 7100

7 Jowett St, Coomera QLD 4209

Cross Border Service:

Bugalwena General Practice

24 Minjungbal Dr, Tweed Heads South NSW 2486

(07) 5513 1322

Welfare support

(A Centrelink referral may be needed)

Krurungal Airport Central

(07) 5536 7911

Shop D10 Eastern Ave, Coolangatta QLD 4225

Salvation Army

Southport (07) 5591 2729

Nerang (07) 5596 0764

Anglican Crisis Care

Gold Coast (07) 5531 6013

St Vincent de Paul

Gold Coast (07) 5594 7044