

Aboriginal Health Liaison Service

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How to comment on service

We would like to improve our services - please help us by advising us of:

- * **Compliments or**
- * **Complaints**

If you wish to compliment or complain about a department or service, please *either*:

- * Request to see the staff member in charge, or
- * Telephone the Compliments / Complaints line.

Free call — 1800 008 001 or write to -

Patient Advice and Liaison Service (PALS)

Launceston General Hospital

PO Box 1963

Launceston, Tasmania 7250

lghfeedback@ths.tas.gov.au

This information sheet has been prepared by staff at the Launceston General Hospital to assist you with queries related to Aboriginal Health Liaison Service.

If you have any concerns about your medical condition, please contact your general practitioner or other health professional as advised.

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TASMANIAN
HEALTH
SERVICE

Launceston
General Hospital

P O Box 1963
Launceston TAS 7250
Ph: (03) 6777 6777

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TASMANIAN
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Role of the Aboriginal Health Liaison Officer (AHLO)

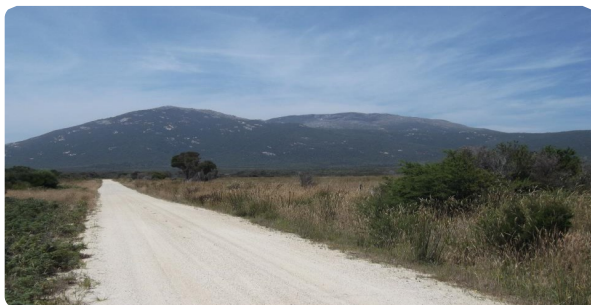
The Aboriginal Health Liaison Officer is employed by the Hospital to help Aboriginal and Torres Strait Islander people access, understand, and benefit from hospital care.

For many people, coming into hospital can be a difficult time.

Despite receiving the care that you need, you might have feelings of fear, sadness, home-sickness and isolation.

The AHLO is here to offer you and your family support.

The Aboriginal Health Liaison Service is available to both patients and their families.



How can I see or contact the Aboriginal Health Liaison Officer?

You can ask the staff to arrange this for you

Or

You can drop in to the office or phone to make an appointment.

What can the AHLO help me with?

- Coping with being in hospital
- Understanding your hospital care plan
- Getting the most out of treatment
- Managing when you get home
- Providing support when attending appointments

How can the AHLO help?

The AHLO can help in a number of ways including:

- Emotional support
- Practical help and cultural understanding
- Advocacy and support to get the service you need
- Working with other staff to help them understand and meet your needs

Why does the Hospital need to know if I am Aboriginal or Torres Strait Islander?

When people come to the hospital for treatment they are asked if they are Aboriginal or Torres Strait Islander because:

- There is little information about the health status and health care needs of Tasmanian Aboriginal people.
- Aboriginal Community information is needed to improve the health of Aboriginal people and to provide health care services that meet their needs.
- To assist in planning for the future needs of the Aboriginal community.

