

# Women's and Children's Health Network

## Aboriginal Liaison Unit

The Aboriginal Liaison Unit within the Women's and Children's Hospital welcomes all Aboriginal families during their stay at the hospital.

It is a safe and friendly place away from the wards and a good place to catch up with our Aboriginal Liaison Officers (ALOs).

ALOs will support your family to improve you or your child's journey through the health care system by providing cultural advocacy and linking your family with a diverse range of service providers if required.

The Aboriginal Liaison Unit is open from 9:00am – 4:30pm Monday to Friday.

### Our services

The Aboriginal Liaison Unit provides patients and escorts a range of services.

We are here to:

- > assist with medical appointments
- > help you understand medical procedures and issues involving the procedure
- > work together with the medical, nursing, midwifery and social work staff
- > attend family case meetings with social work staff and other health professionals
- > link you with other government and non-government agencies, and Aboriginal Health Services (if required)
- > assist in discharge planning
- > arrange interpreters (if required)
- > act as cultural brokers between Aboriginal and Torres Strait Islander patients and hospital staff.

For families from rural and remote areas within South Australia and interstate, we also support you by:

- > talking with your communities to follow up health needs and other assistance as required
- > helping with transport (for patients and escorts only)
- > helping with financial and welfare enquiries
- > assisting with accommodation in emergency situations only
- > networking and communicating with your community and health service to support your health care needs when you leave hospital and return home

Note: Accommodation and travel arrangements must be organised prior to arrival. No accommodation is available at the Women's and Children's Hospital.

### Using our services

Our ALOs visit the hospital wards daily to provide Aboriginal inpatients and families with the emotional, social and cultural support they need.

Please talk to your nurse if you would like to see an ALO or visit us at the Aboriginal Liaison Unit.

Aboriginal families are always welcome at the Aboriginal Liaison Unit, whether it is for a friendly chat, to relax in a culturally safe place or to simply enjoy a cuppa.



Families may be referred to us by:

- > hospital staff
- > other Aboriginal Health Services
- > major hospitals in rural and remote areas, such as Alice Springs, Darwin, Tennant Creek, Katherine, Broken Hill, Mildura and country hospitals within South Australia.

You can also self-refer or ask to speak with an Aboriginal Liaison Officer.

Financial and welfare assistance is limited and only available for inpatients and families, not for families coming in for outpatient appointments.

### Together in partnership

The Women's and Children's Hospital provides a culturally sensitive service for Aboriginal families to make them feel comfortable and safe during their stay in hospital.

We are committed to making Aboriginal health everyone's business, and working in partnership with you to improve Aboriginal health.

### Finding us

The Aboriginal Liaison Unit is located in **Zone C, Floor 1** opposite the Play Deck and next to the Starlight Express Room. Follow the signs in the hospital.

Come and see us on your next visit.

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### For more information

**Aboriginal Liaison Unit**  
1<sup>st</sup> floor, Gilbert Building  
Women's and Children's Hospital  
72 King William Road  
North Adelaide SA 5006  
[www.wch.sa.gov.au](http://www.wch.sa.gov.au)

**Contact our Aboriginal  
Liaison Officers:**  
08 8161 6273  
08 8161 7036  
08 8161 9142

