



## The Aboriginal and Torres Strait Islander Liaison Service

The Aboriginal and Torres Strait Islander Liaison Service is a team of Aboriginal and Torres Strait Islander people. We provide support to Aboriginal and Torres Strait Islander People who are patients of Canberra Hospital.

### How we can help

We are able to support you, and your family or carer during your time in hospital by:

- offering emotional, social and cultural support to you and your family
- providing you and your family with information about the hospital and other health services
- assisting with referrals to external services when you are ready to go home
- arranging family meetings with doctors and other health staff
- talking with your treating team about your care, if needed.

### Opening Hours

The Aboriginal and Torres Strait Islander Liaison Service operates Monday to Friday, 8:30am to 5:00pm, but not public holidays. If you or your family need support when we aren't open, ask for the after-hours social worker by calling the Canberra Hospital switchboard 02 6244 2222 or ask the hospital staff to help.

The After-Hours Social Worker operates **Monday to Friday**, 4:30pm – 9:30pm as well as **Saturday and Sunday**, 8:30am-9:30pm.

### Make sure we know you are here

Please tell Canberra Hospital staff that you are Aboriginal and/or Torres Strait Islander because:

- this information will be used to better plan and deliver health services to our mob
- we can ensure that health professionals you are working with are aware of your cultural practices, or needs
- we can visit you and/or your family at Canberra Hospital while you are here.

### Coming to Hospital

What you need to bring with you to hospital:

- any medications (and their packets) that you are taking including vitamins and supplant
- any referral letters or documents (X-Rays, CT Scans)
- phone numbers of your family, and your GP's details
- Medicare Card
- Pension or Health Care card
- small amount of money, but leave your valuables at home
- clothing, including night wear
- toiletries

### The Wamburrang Room

The Wamburrang Room is available for Aboriginal and Torres Strait Islander patients and their families as a 'respite' and meeting area. This room can be used for large family meetings with hospital staff or as a 'drop in area' where you can make a cuppa and run into other members of the community. The Wamburrang Room is located on the link to the Centenary Hospital for Women and Children behind the Cardiology reception desk on Level 3 Building 1. It is marked on the map over the page.

Look for our flags and/or directions on information boards or ask hospital staff for directions to the Wamburrang Room.

### Somewhere to stay for your family

To book a room call Residential Accommodation Services on 02 6244 2358 or talk to us and we can book a room. There is a small charge for staying at Residences, however, you may be able to get that money back through the Isolated Patient Travel and Accommodation Scheme. Please call at least 2 days before you need to stay as we don't have many rooms.

### When Leaving Hospital

When you, or your family member are ready to go home we can make sure that:

- someone will be asked to support you at home or in the community if you need it
- you have all your medications,
- you understand what medication you need to take and when
- you have the equipment you need to continue to get well
- your GP knows you are coming home.

**In the spirit of reconciliation,  
we acknowledge that we are  
on Ngunnawal land.**