

Aboriginal Hospital Liaison Officer contact details

Margaret Whitson

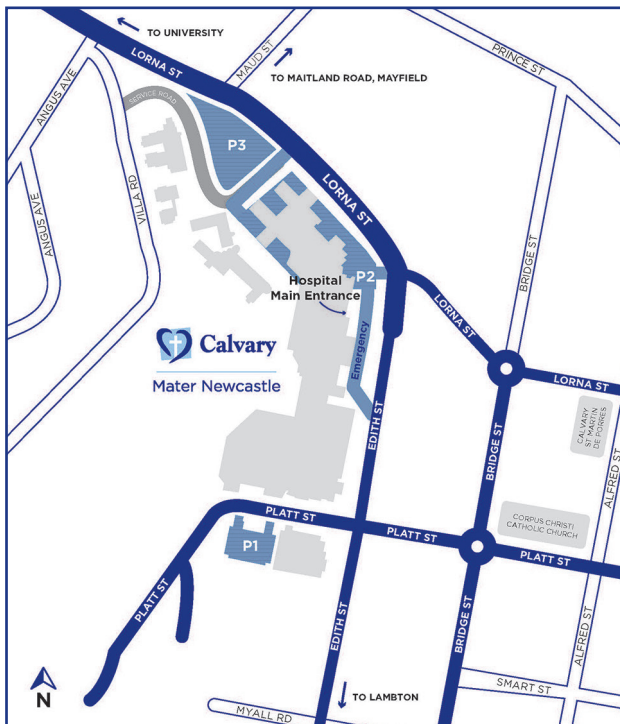
Aboriginal Hospital Liaison Officer

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Address

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Acknowledgement of Land and Traditional Owners

Calvary Mater Newcastle acknowledges the Traditional Custodians and Owners of the lands of the Awabakal Nation on which our service operates. We acknowledge that these Custodians have walked upon and cared for these lands for thousands of years.

We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of Reconciliation.

Front cover and inside banner artwork by Thomas Croft, Barngarla man, 'Caring for Communities'.

About Calvary

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.



Calvary

Mater Newcastle

Awabakal Country,
Locked Mail Bag 7, HRMC, NSW 2310, Australia
www.calvarymater.org.au

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Aboriginal Hospital Liaison Officer



Calvary

Mater Newcastle

Continuing the Mission of the Sisters of the Little Company of Mary

Calvary Mater Newcastle is a public hospital within the Hunter New England Local Health District network.

Speak up, your identity counts

When you come to hospital you need to speak up and tell us that you are of Aboriginal and/or Torres Strait Islander descent. When you identify in this way the Aboriginal Hospital Liaison Officer (AHLO) can assist in making sure your individual needs are met whilst in hospital.

The role of the AHLO is to connect with and support patients from an Aboriginal and Torres Strait Islander background. The AHLO can provide the following services:

- Being a link between the medical teams and the patient/families during the admission.
- Face-to-face contact with patients.
- Social and emotional support.
- Engagement and advocacy for patients and their families.
- Assisting with discharge planning and accessing resources.
- Assisting with enquiries for patients and families.

- Follow-up care with patients.
- Networking with other service providers within the hospital structure and the wider community.
- Providing culturally sensitive support to patients.

Isolated Patients Travel and Accommodation Scheme (IPTAAS)

IPTAAS is a subsidy program that provides financial help with the costs of travel and accommodation for people (and eligible companion) who need to travel long distances to access specialist treatment not available locally.

Patients travelling at least 100km each way, or at least 200km per week total distance, are eligible to apply for IPTAAS subsidies. Talk more with the AHLO or ward Social Worker if you think you may be eligible.

What else should I know?

When you come to hospital, bring with you your:

- Medicare card
- Pension card if you have one
- DVA card if you have one
- Health care card if you have one

- A list of all of the medications you are currently taking.
- A support person or contact details of family back home.
- If you are coming to this hospital as part of a planned clinic appointment or admission, it is helpful to talk to someone from your referring doctor or hospital about IPTAAS which can help you with some of the costs if you live over 100km away.
- If the AHLO is not available you can also see the ward Social Worker to discuss your concerns or needs.

Compliments, complaints and feedback

If you have any compliments, complaints or feedback about the hospital, services offered or care received please let us know. You can speak up and tell the AHLO, Nurse Unit Manager (NUM), use one of the forms available, or visit our website, www.calvarymater.org.au

We value your opinion and are working hard to ensure this hospital is a welcoming place.

