



# Hospital to Home Journey

Information for Aboriginal people visiting  
Prince of Wales Hospital







## Artwork

*Title:*  
**'Walk with me'**

*Artist:*  
**Amanda Longbottom,  
Dharawal Country**

*Year:*  
**2022**

'A health journey isn't something you can do alone. When I think about it, I think of healing, I think of how sacred this practice is for Indigenous people. I think of the obstacles so many overcome. I think of how 'the impossible' has turned into miracles.

My health journey is different to yours but forming bonds in a space spiritually make it ours. Our spiritual healing has always been a priority to help our physical and mental health and wellbeing. Surrounding ourselves with love, family, community, culture, and country brings us all home.

The area on the left of the artwork symbolises the rising of the sun on each new day while acknowledging our ancestors who continue to provide guidance and strength from the dreaming. It is the starting point of our journey as we walk together.

The multiple connected lines and circles reflect the various pathways we may have to take. There may be some barriers along the way but as we go through each stage together our journeys lead to bigger and brighter destinations.

Colours within the artwork reflect where the land meets the sea. It pays respect to the owners of the land on which Prince of Wales Hospital stands today.' A. Longbottom (2022)

This artwork was commissioned with the support of the Prince of Wales Hospital Foundation.

## Contact us

**Prince of Wales Hospital, Randwick, NSW 2031**

Bidjigal/Bidiagal land

T: (02) 9382 2222

E: [seslhd-generalmanager-powhsseh@health.nsw.gov.au](mailto:seslhd-generalmanager-powhsseh@health.nsw.gov.au)

W: [www.seslhd.health.nsw.gov.au/prince-of-wales-hospital](http://www.seslhd.health.nsw.gov.au/prince-of-wales-hospital)

## Acknowledgement and copyright

This work is based upon the Hospital to Home Journey booklet co-designed in 2018 by Aboriginal Elders and the Illawarra Shoalhaven Local Health District (ISLHD) to provide Aboriginal people the right information at the right point of care. We thank them for their generosity in sharing this. It is copyrighted. It may be reproduced for educational purposes as long as there is an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated require written permission from South Eastern Sydney Local Health District and the ISLHD.

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## **naggangbi, bidiagalgulli nguranhung nhay**

### **Welcome, this is Bidiagal/Bidjigal people's country**

We understand Aboriginal and Torres Strait Islander people have a deep spiritual and cultural connection to Country. This connection has been going on for over 65,000 years. We pay our respects to the Elders of this land and Aboriginal or Torres Strait Islander people using our services.

This booklet provides information for your health journey.

Our staff are also here to guide you. Please ask them questions.

### **About you**

During your visit, we will ask you a lot of questions. We need correct information to provide you care that meets your needs.

#### **We will ask:**

- Your name, date of birth and contact details.
- Your local doctor (General Practitioner or GP) or Aboriginal Medical Service (AMS).
- Who from your mob you want involved in your care.
- If you are from Aboriginal or Torres Strait Islander origins.
- About your health and illnesses and the medicines you take.
- Whether you have any allergies.

We record your details in your medical record.

**We keep all this information confidential.**





## Your rights and responsibilities

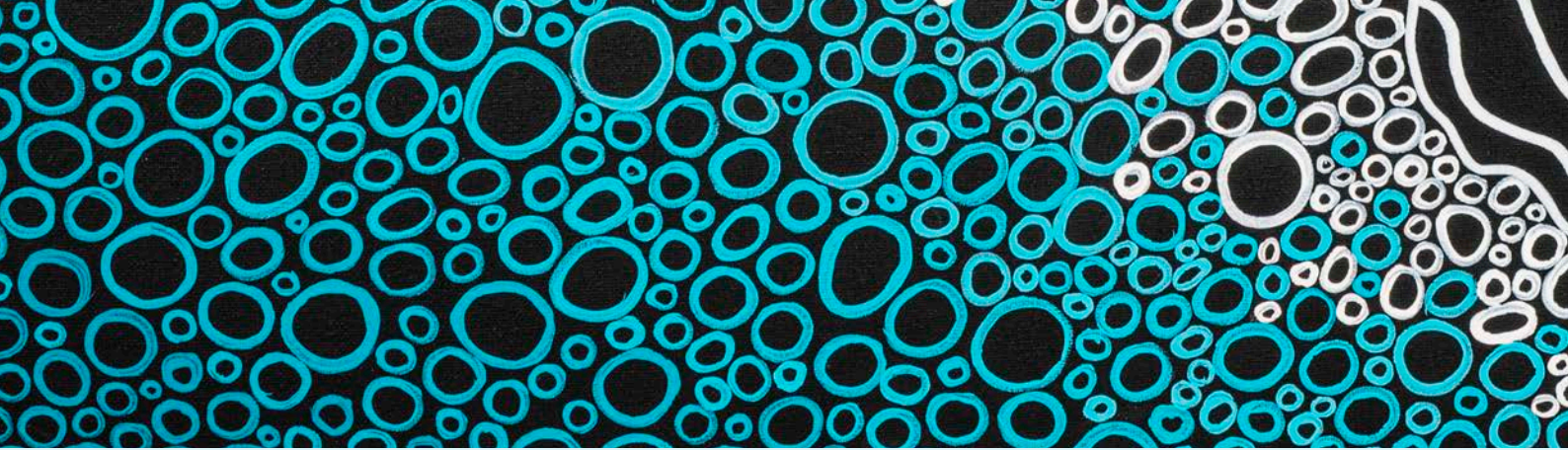
You and your family have rights and responsibilities when you are using health services.

### You have the right to:

- Visit our health services to get the care you need.
- High quality care in a safe environment.
- To be yourself and for our staff to treat you with respect. To have your culture, religion, beliefs, values, sexuality, age, gender and ability respected.
- To have a yarn with your health professionals so you can make decisions about your health. To include the people that you want in your care including family and friends.
- To have information you can understand about your health and treatment.
- To have your business kept private and your information kept secure.
- To give us feedback on when we are doing things well and when we are not. This will not affect the way that we care for you.
- To get a second opinion about your diagnosis or care if you think you need one.

### You have the responsibility to:

- Come to your appointment on time and let us know when you cannot make it.
- Tell us about your medical history, the medicines you take and any allergies you may have. It might help to bring a list of your medicines or bring all your medicines with you.
- Tell us about any practical needs you have like transport or family accommodation.
- Tell us if you feel unsure about the care you are receiving or feel unsafe. Ask if there is anything you don't understand.
- Respect our staff and other patients. Do not use words or actions that put any person at risk of physical or psychological harm. Respect our policies and practices including only smoking in the designated areas.
- Tell us how involved you and your family would like to be in decision making about your care. Ask our staff if you need an interpreter.
- Respect other people's business and keep it confidential.



## Journey through our health services

### Community



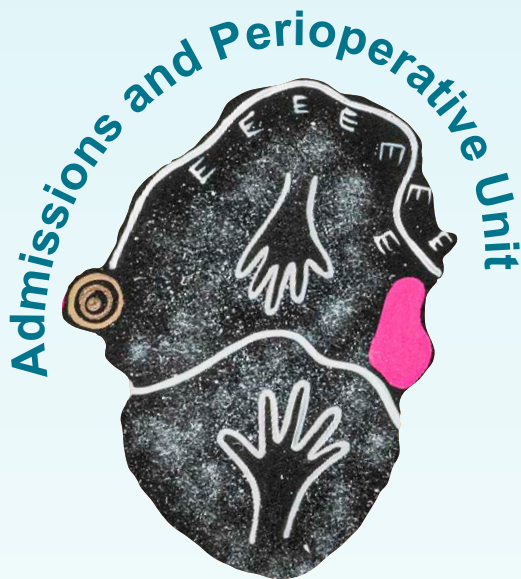
- Your local doctor (GP), pharmacist, Aboriginal Medical Service (AMS) or community health service cares for your health.
- Your GP might give you a referral to visit specialist doctors or health staff in an outpatient clinic appointment. These can be located at the hospital or other health facilities.

### Emergency Department (ED)



- You will first meet our clerk who will take down your details. Then you will meet our triage nurse. They find out how serious your condition is and how urgently you need care.
- Our doctors see people with the most serious and urgent conditions first. If you have a less serious condition, you will need to wait until a doctor is free.
- Please do not leave until you have seen a doctor. If you leave, your condition might get worse or you may need to come back.
- Our doctors will let you know if you need to stay in our hospital or go home and see your GP.





- Your GP or specialist doctor arranges an appointment for you to visit our hospital for treatment or surgery.
- You will receive a letter with the date of the appointment and how to prepare.
- If you are having an anaesthetic or have other health concerns, your doctor might recommend you come in before your surgery for a checkup in a Preadmission Clinic.
- On your day of surgery you come to our Admissions Department to check in then get ready and wait in our Perioperative Unit. Perioperative means around the time of surgery.



- You may stay overnight in our hospital in one of our wards.
- Here you will have tests and scans to understand why you are sick. You will also have treatments such as medicines, surgery or procedures.



- Discharge means leaving hospital.
- We talk with you, your family and the team who helped in your treatment about the plan after you leave hospital.
- Your discharge plan may involve follow up appointments, medicines and other services.
- You will receive a discharge letter with information on your health to take to your GP or AMS.
- We will give you a supply of any new medicines or a prescription.





## Our staff

You will meet many staff while you are in our hospital. There are many different roles. They can be identified by their uniforms. We also have Aboriginal staff working in different roles across our hospital.



### Administration staff – Cindy Oxley (Kamilaroi)

Provide you with information about our hospital services and how to find them. Are located at hospital receptions in the ED, wards, as well as the main hospital reception.

Uniform: Mid blue shirt with or without blue stripe.



### Nurse (Registered Nurse, Enrolled Nurse) – Gabrielle Lawson

Provide your hospital care according to your care plan by giving medicines and treatment and monitoring your condition. Are located in the ED, surgery, as well as on the wards.

Uniform: Royal blue or dark blue shirt.





## Our staff



### Doctor (Dr) – Dr David Murphy

Lead your health care decisions with you while you are in hospital. Recommend assessments, procedures and treatments. Are located in the ED, surgery, as well as on the wards.

Uniform: Dark blue shirt or emerald green shirt.



### Nurse Unit Manager (NUM) – Emma Devlin

Nurse in charge of the staff in each ward. Discusses your plan with your doctor to ensure they provide appropriate care. Are located in the ED, surgery, as well as on the wards.

Uniform: White shirt with blue stripes or dark blue shirt.



### Clinical Nurse Consultant – Louisa Robinson

A specialist nurse who can provide you expert advice or education on your illness or treatment.

Uniform: Pale blue shirt with or without blue stripe.





## Aboriginal Hospital Liaison Officers (AHLOs)

Can help you and your family with your stay in hospital. They can provide emotional, social, cultural and practical support. They can also help with your planning to leave hospital.



**Aunty Linda Boney (Gamilaroi)**



**Jeremy Davison (Dharawal)**



**Charlee Lester (Dharawal)**





## Our staff

### Allied health professionals

Support your physical, social, and emotional wellbeing. Allied health workers you may see in hospital include a social worker, dietitian, occupational therapist, speech pathologist or a physiotherapist. Are located in the ED, as well as on the wards.

Uniforms: Teal shirts with the exception of red shirts for Physiotherapists.



**Occupational therapist –  
Jessica Russell**



**Physiotherapist – Ryan Taylor  
(Ngemba, Murrawarri)**



**Pharmacist – Rebecca Lewis**

Review your medicines and make sure they work well together to improve your health. Are located in the ED, surgery, as well as on the wards.





## Our staff



### Wardsperson – Hayden Smith

Provide non-medical duties such as turning patients and showering. Are located in the ED, surgery, as well as on the wards.

Uniform: Light green shirt.



### Porter – Shaunak Gandhi

Assist with transporting patients. Are located in the ED, surgery, as well as on the wards.

Uniform: Light green shirt.



### Domestic services – Jessica Maria Mejia Pulgarin

Assist with cleaning. Are located in the ED, surgery, as well as on the wards.

Uniform: Light green shirt.





## Aboriginal community health workers

Aboriginal community health workers help you after you leave Hospital to find appropriate community services to manage your health issue or improve your fitness and health.

Ask for a referral when you are leaving Hospital.



**Aunty Charmaine Moran**

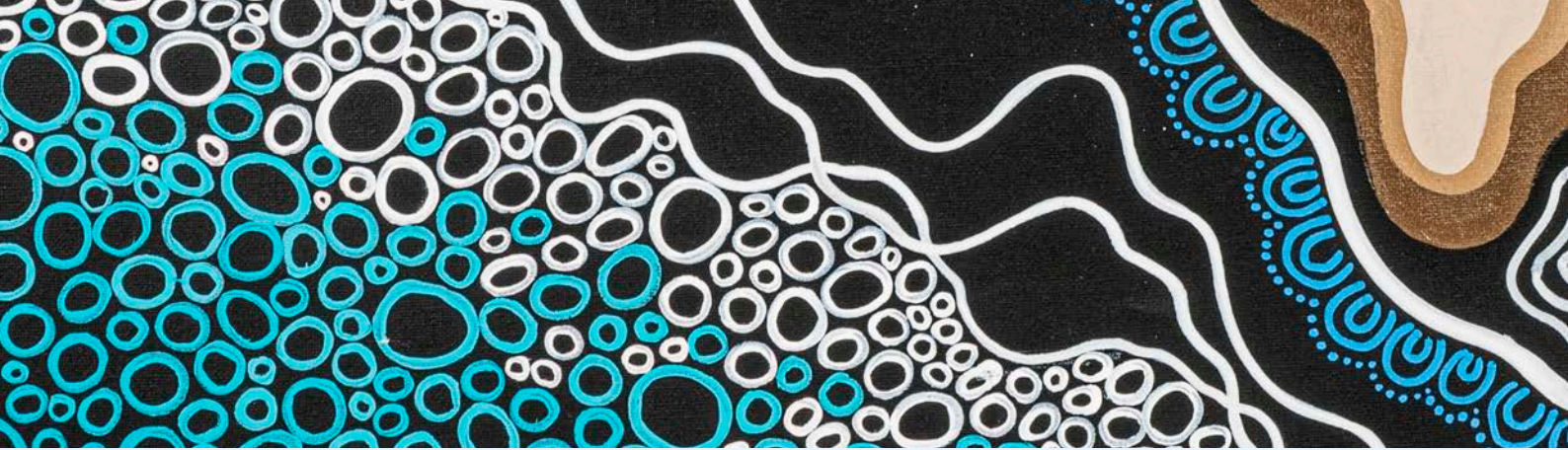


**Miki Griffith (Bundjalung)**



**Rhiana Honeysett**





## Your stay on the ward

### You can expect these activities to happen when you are in a ward:

- Doctor's visit you on the ward to check up on your progress.
- Allied health professionals check your condition, provide therapy and help with planning your discharge.
- Nurses regularly check your health. For example, blood pressure, temperature and blood sugar levels.
- Nurses give you medicines. This may happen at different times than you take them at home and they may look different. Our nurses will ask you to tell them your name each time they give you your medicines. This is to keep you safe.
- Blood tests to check your health progress.
- Scans, for example, X-rays, computerized tomography (CT), magnetic resonance imaging (MRI).
- We can support you with daily care if you need help such as showering, feeding etc.
- Meals including breakfast, lunch, dinner, and supper.

## Ward services



### Free Wi-Fi is available through the following network:

NSW\_Health\_Guest\_WiFi\_SESLHD. You will need to create an account.



Television and movies are available for patients for a cost.



Bedside telephones are also available for local and mobile calls.

There may be a cost for outgoing calls. Incoming calls have no charge.





## Can I leave the ward?

You have come to hospital to improve your health, this can take time. It's important to stay in our hospital until the health team say it's safe to leave. If you choose to go home before the doctor tells you to, you may have further health issues.

You may want to leave the ward for a short time to tend to some personal business. Please speak to your nurse if you need to leave. Learn the name of your ward and your bed number. It is helpful for returning to the ward and for informing family and visitors. If you are unsure, please ask your nurse.

## Respecting your cultural needs

Our staff attend training to learn about respecting Aboriginal peoples' cultures and experiences. Please tell us about your culture and what is important to you in your care. For example, you may prefer a male or female nurse for certain activities or have spiritual beliefs about parts of your treatment or care. Please also tell us about any practical needs you have including accommodation, transport, care for family etc.



Aboriginal hospital  
liaison officer (AHLO)  
– Aunty Linda Boney

### Aboriginal hospital liaison officer (AHLO)

Coming to hospital can be a difficult time, our Aboriginal hospital liaison officer can help you. They can have a yarn and help you and your family with:

- Cultural support during your stay no matter what mob you come from.
- Financial support such as Centrelink payments and Isolated Patient Transport and Accommodation Assistance Scheme (IPTAAS).
- Help at home through My Aged Care or the National Disability Insurance Scheme (NDIS).
- Emotional and social support due to separation, sorry business, grief and loss, loneliness, feelings of isolation or anxiety.
- Communication with your health care team.
- Referrals to services while you are in hospital, as well as out in the community when you are discharged.
- Understanding your health care plan and goals.

Call our AHLO on (02) 9382 2332 or (02) 9382 2561. You call the hospital switchboard (02) 9382 2222 and ask them to page them.

Our hospital has a room called Barmbli Place at our High Street entrance. This is where Aboriginal patients and their families can relax, take a break, or talk with our AHLO or other hospital staff. Please ask our staff.



## Keeping safe in hospital

There are things you and your family can do to keep yourselves safe whilst in our hospital.

### Managing your medicines

When you are in hospital, our staff will give you your medicines. Please do not take your own unless we ask you to. If you have brought medicines with you, they can be safely stored until you are ready to go home. Allowing us to manage your medicines during your stay helps us keep you safe.

### You can help by telling your doctor about:

- Your regular medicines. For example, aspirin, Panadol, cough medicine, vitamins, nicotine replacement, traditional/bush medicine.
- If you have concerns about getting your prescription filled when it is time to go home.

### Ask our staff:

- If your medicines have changed.
- To check through all your medicines.
- For an updated list of all your medicines.

## If you are worried your condition is getting worse

### Recognise Engage Act Call Help is on its way

R.E.A.C.H. is a system for you or your families to raise worries with staff about changes in your condition. You know yourself best. If you feel you are getting sicker and no one seems to be noticing, follow these steps:

1. Tell the nurse or doctor your worries.
2. If they do not help you, ask the nurse in charge for a clinical review. This is when the nurse or doctor come and check the condition of the person who is unwell. This should happen within 30 minutes.
3. If you are still worried, use the bedside phone, ward phone or your mobile phone to call: (02) 9382 2262 or extension 22262.





## Ask us your questions

You and your family need clear information to make decisions about your health. You can ask our health staff any questions. You might like to ask them about:

- Your symptoms – how do I manage them and how long they will last?
- Your tests – what will happen and what will they tell me about about my health?
- Your treatment – what are the options, what are the benefits and risks, how successful the treatment is likely to be, how long it will last?
- Your surgery – what will happen during the procedure, do I need an anaesthetic, what are the complications, will I have pain?
- Your medicines – what do they do, how often do I take them, what are the side effects, what could happen if I don't take them?
- Your stay - how long will I be in hospital, when can my family visit?
- When you leave – what to do if my symptoms get worse, what to look out for?

If you do not understand any medical terminology, ask our staff to explain it.

Write your questions and answers in the space below:

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## Journey home (discharge planning)

Discharge planning is where we have a yarn with you and your family about leaving the Hospital. You will talk with different hospital staff who will provide information about medicines and what to do next to keep you well.

The pharmacist may give you prescriptions for more medicines. Ask the pharmacist or doctor to go through all your medicines with you and to print out a list of them so you understand how to take them. Let the Aboriginal hospital liaison officer (AHLO), social worker or nurse know if you need help making follow up appointments or getting home.

Our staff will give you a discharge letter to take to your GP or AMS to tell them about your hospital journey. Make sure you leave with a copy of this discharge letter you can then give to your local doctor.

If you live in rural or regional areas please speak with our staff about how to get home and follow up appointments with services in your local area or back at our hospital.

If you don't understand what to do next after leaving our hospital, please ask our staff to explain.





## After you leave hospital

### Local doctor follow-up

After you leave Hospital visit your GP or AMS and take your discharge letter. You can ask for an Aboriginal and Torres Strait Islander Health Assessment. If your doctor feels you have a long-term health condition, you can get support with low-cost medicines through Closing the Gap prescriptions.

### 48 hour follow up phone call

If you have been discharged from the POWH Emergency Department or you are an adult with a chronic disease and have been discharged from hospital we will call you for a yarn. A chronic disease is something long-lasting such as diabetes, heart disease, stroke, cancer, kidney and lung problems.

The purpose of this phone call is to yarn with you about:

- How you are feeling.
- How you manage at home.
- The instructions the Doctor gave you when you left.
- If you need some extra help or other services.
- If you have had picked up your medicines from the chemist.
- If you have seen your local Doctor or AMS.
- If you would like to be contacted by one of our Aboriginal health workers for ongoing support.

Make sure we have your phone number before you leave hospital and a phone number of a close family member. When we call you, the number will show up as a 'private number.'

If you have missed the call, you can call the Northern Network Access and Referral Centre on (02) 9369 0400.





## Community Aboriginal Health Services

Our community Aboriginal health workers (AHWs) help you improve your health and wellbeing by providing treatment and care when you are living in the local community.

They can come and have a yarn with you in your home or at our La Perouse Aboriginal Community Health Centre and:

- Help you understand ways to manage your health care.
- Organise and take you to your appointments.
- Speak with your doctors and go to appointments with you to offer support.
- Talk with you about other services that may assist you and help you make contact with these services.

You could also join one of our healthy lifestyle and social support programs:

### Yarn up

Come and have a yarn with others outside of your home. Our 'Yarn up' service provides light refreshments, lunch, week-day transport and personal assistance (e.g. help to and from the bathroom).

### Quit smoking program

Our twelve week quit smoking program provides weekly individual health coaching. Participants can also be provided with patches and lozenges to help quit smoking.

### Wellness programs

We have exercise classes on land and in the pool run by qualified fitness instructors and supported by our AHWs. Classes are in community venues and are free for Aboriginal and Torres Strait Islander patients.





## La Perouse Aboriginal Community Health Centre

Our Centre provides access to specialist outpatient clinics which include:

- Endocrinology - For if you have problems with your hormones e.g. diabetes.
- Cardiology - For problems with your heart or blood vessels.
- Respiratory - For problems with your lungs, airways and blood vessels that help you breathe.
- Geriatrics - If you are an older Aboriginal person, this clinic helps with preventing and treating disease and disability.
- Podiatry - For problems with your feet, ankles, or lower limbs.
- Oral health services - For problems with your teeth, gums and your mouth and face that allows you to smile, speak or chew.
- Midwife service - Supports pregnant women in their health care.
- Early childhood services - Carries out health checks for young children and provide information on parenting.
- Children's services - For children under the age of 16 years.
- Mental health services - Helps if you are experiencing problems with how you are feeling, thinking, behaving, or interacting with others. Mental illnesses are of different types and severity, e.g. depression and anxiety.
- Drug and alcohol services - Supports you if you have addiction to alcohol or other drugs.
- Eye clinic - If you have problems with your eyes.

Our Centre at La Perouse is at 1 Elaroo Avenue, La Perouse. It is open from Monday to Friday. To make an appointment you can contact the Centre directly on (02) 8347 4800. If you need help getting to your appointment, please ask the Centre.





## Taking care of business

### Women's and men's business

We are aware there can be roles, ceremonies or practices specifically for men or women. Please let us know if you need staff from a particular gender to discuss your health with you or to undertake tests or care.

### Care at the end of life

If you or your family have a serious illness that cannot be cured we have specialists that can help. Our palliative care team will have a yarn with you and your family about your wishes for treatment and care towards the end of your life. We provide pain relief and help you manage difficult symptoms so you can feel comfortable. If you wish to remain in your own home, we will help you to try and make this happen. We have occupational therapists, social workers, nurses and doctors who can see you at home.

We respect your cultural and spiritual beliefs. Please be open with us about what is important to include in your care and sorry business. For example, you might need to return to Country for your care or you may need a Smoking Ceremony.

If you are staying in our hospital you may be able to have family members stay with you overnight. This depends on which ward you are in. We can also arrange more flexible visiting hours for your family.

Please let our staff know who the best person to contact in event of an emergency. We have an Aboriginal Palliative Care Coordinator, please call them on mobile 0434 565 833.

Our Aboriginal hospital liaison officer (AHLO) and social workers are available to provide additional support.

### Advance care planning

As you get older, you might think about how to take care of business at the end of your life. You might want to be cared for by an important person in your life. You might want to return to Country. You might want someone special to take care of your money, belongings and health. We encourage all patients to plan ahead - one day you may not be able to make decisions for yourself. You can make an Advanced Care Plan to share your wishes with family and health care providers. To make this plan speak to our staff or your GP.





## Sorry business

Sorry business is an important time of mourning and a difficult and emotional time for families. We understand it involves responsibilities to attend funerals and participate in other ceremonies with the community.

Let our staff know if you or your family have any specific cultural needs or requests, such as attending a funeral in the community.

## Share your feedback

Please share feedback about your care so we can understand what is working well and where we can improve.

You can make a compliment, complaint or suggestion, in a number of ways:

- Provide your feedback to the nurse in charge of your ward or service area.  
You can provide feedback face to face or via email or letter.
- Provide your feedback to the Aboriginal hospital liaison officer (AHLO).  
You can provide feedback face to face or via email or letter.
- Provide your feedback to our hospital's consumer feedback manager by:  
T: (02) 9382 2755  
E: [SESLHD-NorthernSectorConsumerFeedback@health.nsw.gov.au](mailto:SESLHD-NorthernSectorConsumerFeedback@health.nsw.gov.au)

or writing a letter to:

Consumer Feedback Manager,  
Level 3, Executive Unit,  
High St Building,  
Prince of Wales Hospital,  
Randwick NSW 2031.

- Share your story anonymously on the website Care Opinion [www.careopinion.org.au](http://www.careopinion.org.au)  
A relevant staff member will follow up with you and act on your feedback.

We might also ask you to complete an anonymous survey.



## Local service directory

Service	Description	Contact details
<b>Aboriginal Community Health Workers</b>	<p>Work with health clinicians/services to care for Aboriginal people and their families living in the community. They can:</p> <ul style="list-style-type: none"> <li>• Help you understand ways to manage your health care.</li> <li>• Organise and take you to your appointments.</li> <li>• Speak with your doctors and go to appointments with you to offer support.</li> <li>• Talk with you about community health services and help you make contact with them.</li> <li>• Come and yarn to you in your own home or at the La Perouse Aboriginal Community Health Centre.</li> </ul> <p>They also have programs to improve your health including Yarn Up (social support), Quit Smoking, and water and land exercise programs.</p>	<p>P: (02) 9382 8115 M: 0429 886 849 M: 0414 193 113</p>
<b>Aboriginal Dental Clinic</b>	Free dental care is available for all Aboriginal & Torres Strait Islander adults, children and young people.	P: (02) 8347 4816
<b>Aboriginal Drug and Alcohol Program at the Langton Clinic</b>	Provides treatment and support for people experiencing problems related to the use of alcohol, cannabis, stimulants, heroin or prescription medications (e.g. opioid analgesics, benzodiazepines).	591 South Dowling Street, Surry Hills NSW 2010 P: (02) 9332 8777
<b>Aboriginal Hospital Liaison Officers - Prince of Wales Hospital, Sydney &amp; Sydney Eye Hospital</b>	Supports patients in Prince of Wales and Sydney, Sydney Eye Hospital with cultural/ social support, accommodation, transport, referrals and financial support.	<p>P: (02) 9382 2561 P: (02) 9382 2332 M: 0411 492 425</p>
<b>Aboriginal Immunisation Program - Prince of Wales Hospital campus</b>	Provides immunisations to Aboriginal families. Available: Monday, Tuesday & Thursdays, 9.30am – 6pm.	P: (02) 9382 8333
<b>Aboriginal Medical Service Co-operative (AMS Redfern)</b>	<p>An Aboriginal Community controlled Health Service. Services include:</p> <ul style="list-style-type: none"> <li>• Medical (GP) &amp; Specialist Clinics</li> <li>• Dental</li> <li>• Drug &amp; Alcohol</li> <li>• Mental Health</li> <li>• Public Health</li> <li>• Social Work.</li> </ul> <p>Open Monday to Friday from 8am – 6pm.</p>	<p>36 Turner Street Redfern NSW 2016 P: (02) 9319 5823 F: (02) 9319 3345</p>

Service	Description	Contact details
<b>Aboriginal Mental Health Service</b>	Provides flexible, timely, and culturally safe services to empower and support people who identify as Aboriginal and their families, to access mental health and drug and alcohol services in the South Eastern Sydney area. The team members include various roles such as a Team Coordinator, Mental Health Clinicians, Care Navigator, Project Officer, Mental Health and Wellbeing Peer Workers, and Mental Health and Alcohol / Drug Workers. They support clinical and non-clinical teams in a variety of settings for all age ranges.	M: 0407 301 764
<b>Aboriginal Palliative Care</b>	Provides care for Aboriginal patients at the end of their lives.	M: 0434 565 833
<b>Aboriginal Sexual Health</b>	Education and health promotion for young people between 15 – 25 years. Education sessions include: sexual health, blood-borne viruses, mental health and many more health topics. We also refer people to appropriate clinical services.	P: (02) 8383 6764
<b>Aboriginal Women's Health</b>	Support Aboriginal women who access health and community services. Service is available: Tuesday and Wednesday 8.30am – 5pm, Thursday 8.30am – 4.30pm.	P: (02) 9382 8677 M: 0457 881 350
<b>Barmbli Place family and carers room, Prince of Wales Hospital</b>	A room for Aboriginal and Torres Strait Islander families, visitors and carers can have a cup of tea and relax.	High Street Entrance of Prince of Wales Hospital please ask the information desk to open the room.
<b>La Perouse Community Health Centre</b>	Our community health centre provides outpatient appointments for Aboriginal and Torres Strait Islander people. Clinics are run by Doctors and include: <ul style="list-style-type: none"> <li>• Endocrinology</li> <li>• Cardiology</li> <li>• Ear, Nose and Throat</li> <li>• Respiratory</li> <li>• Podiatry</li> <li>• Geriatrics</li> <li>• Oral health</li> <li>• Midwife Service</li> <li>• Early Childhood Services</li> <li>• Children's doctor</li> <li>• Mental Health Services</li> <li>• Drug and Alcohol Services</li> <li>• Neurology</li> </ul> Open: Monday to Friday, 8.30am – 4.30pm.	Aboriginal Community Health Centre 1 Elaroo Ave, La Perouse NSW 2036 P: (02) 8347 4800  All new referrals must go through the Northern Network Access Referral Centre. Please email: <a href="mailto:SESLHD-NNARC@health.nsw.gov.au">SESLHD-NNARC@health.nsw.gov.au</a> P: (02) 9369 0400 F: (02) 9369 0101



Service	Description	Contact details
<b>Kurranulla Aboriginal Corporation</b>	Provide Gnarra program to support older Aboriginal people living at home with care, housing, social support and transport. Provide Aboriginal Mental Health and Alcohol and Drug Workers to support community.	15 Jannali Avenue, Jannali NSW 2226 P: (02) 9528 0287
<b>Malabar Midwives at the Royal Hospital for Women</b>	Malabar Midwives is a service that provides you care when you are pregnant, when giving birth and after you have had your baby. The midwives are on call 24/7. The team consists of <ul style="list-style-type: none"> <li>• 4 midwives</li> <li>• Aboriginal health worker</li> <li>• Social worker</li> <li>• Aboriginal administration officer</li> <li>• Child and family health nurse</li> </ul> Women birth at the Royal Hospital for Women (RHW), Randwick. We have a clinic for antenatal appointments at Malabar and RHW. We also have a clinic at the La Perouse Aboriginal Community Health Centre once a week. We care provide shared care with Redfern AMS.	M: 0434 322 156 M: 0410 344 766
<b>Ngala Nanga Mai pARent Group Program (NNM)</b>	Weekly Arts in Health program for parents and their children. Social connections support the health and social, cultural and emotional wellbeing of mothers, children (0-5) and their families.	Sydney Children's Hospital Aboriginal Health Clinic La Perouse Aboriginal Community Health Centre 1 Elaroo Avenue, La Perouse NSW 2036 P: (02) 9382 2620 M: 0408 516 950 M: 0417 578 345
<b>South East Aboriginal Health Care (SEAHC)</b>	Helps arrange your care in the community if you have diabetes, cancer, liver/heart/ respiratory disease or high blood pressure. Service is available: Monday – Friday, 9am – 5pm.	HealthOne Sutherland 126 Kareena Road, Miranda NSW 2228 P: (02) 9540 8181
<b>Strengthening our Mob</b>	A social and emotional wellbeing program for the La Perouse Aboriginal community. Provide support in navigating the justice system, housing support, clinical and medical, employment and education.	La Perouse Local Aboriginal Land Council 1 Elaroo Avenue, La Perouse NSW 2036 P: (02) 9311 4282 E: SOM@laperouse.org.au

## Common hospital terminology

Abbreviation	Meaning
<b>ACAT</b>	Aged Care Assessment Team
<b>AHW</b>	Aboriginal health worker
<b>AMS</b>	Aboriginal Medical Service
<b>BP</b>	Blood pressure
<b>CNC</b>	Clinical nurse consultant
<b>DON</b>	Director of nursing
<b>ED</b>	Emergency Department
<b>EN</b>	Enrolled nurse
<b>GP</b>	General practitioner or local doctor
<b>IPTAAS</b>	Isolated Patient Transport and Accommodation Assistance Scheme
<b>IVC</b>	Intravenous catheter – a thin plastic tube in your vein to give fluid or medicines
<b>IDC</b>	Indwelling catheter – a plastic tube that drains urine from your bladder
<b>JMO</b>	Junior medical officer also known as intern
<b>NBM</b>	Nil by mouth
<b>NDIS</b>	National Disability Insurance Scheme
<b>NUM</b>	Nurse Unit Manager
<b>OPD</b>	Outpatient Department
<b>OT</b>	Occupational therapist or Operating Theatre
<b>POWH</b>	Prince of Wales Hospital
<b>Registrar</b>	A doctor with at least three years' experience
<b>RMO</b>	Resident medical officer
<b>RN</b>	Registered nurse
<b>SESLHD</b>	South Eastern Sydney Local Health District
<b>Theatre</b>	Surgery





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