Your Privacy Respected

In accordance with Victorian Government policy and legislation, Alfred Health protects the privacy of personal and health information it holds and uses it only for the purposes intended.

For information regarding the privacy, confidentiality and security of health information collected by Alfred Health, please read Alfred Health’s Guide to Patient Information Privacy.

Contact information:
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alfredhealth.org.au

Opening Hours
Monday – Friday: 8:30am – 5:00pm
(Except Public Holidays)

If you would like to provide feedback or request a copy of this information in a different format, contact us at patient.information@alfred.org.au

Aboriginal Hospital Liaison Officer (AHLO) Program

‘We acknowledge & pay respect to the traditional owners of this land – Boon Wurrung People of the Kulin Nation & pay respects to Elders past and present’

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The Role of the Aboriginal Hospital Liaison Officer is to connect with and support patients from an Aboriginal and Torres Strait Islander background by:

- Improving healthcare services and maintain positive relationships within the Aboriginal community, other service providers and government departments.
- Being a link between the medical teams and the patient / families, during the admission.
- Assisting upon discharge to ensure the patient / family are well supported and understands their future medical care.
- Providing education to the wider Alfred Health Staff to increase understanding and respect of the Aboriginal and Torres Strait Islander people; to ensure a culturally appropriate experience whilst in hospital.

The Aboriginal Hospital Liaison Officer can provide the following services:

- Face to face contact with patients
- Social and emotional support
- Engagement and Advocacy for patients and their family
- Assisting with discharge planning and accessing resources.
- Assist with enquiries for patients and families.
- Follow up care with patients
- Networking with other service providers within the hospital structure and the wider community.
- Sensitivity and cultural support when working in conjunction with patients.
- Cultural competence training for staff

Community Services in the Area:

Salvation Army Crisis Services Aboriginal Access Worker  
Phone: 9536 7780

Bunurong Health Services – Dandenong & District Aborigines Co-operative  
Phone: 9794 5973

Star Health  
Phone: 9534 0981

Galliamble (Male Detox) Recovery Centre  
Phone: 9534 1602

Winja Ulupna (Female Detox)  
Phone: 9525 5442

Victorian Aboriginal Health Services Co-op  
Phone: 9419 3000

Victoria Aboriginal Legal Services (VALS)  
Phone: 9418 5999

Victoria Aboriginal Community Service  
Phone: 9416 4266

Aboriginal Advancement League  
Phone: 9480 7777

Indigenous Hospitality House  
Phone: 9387 7557

Djirra Aboriginal Family Violence Service  
Phone: 1800 105 303