



# GV Health Celebrates Harmony Week

Promoting Inclusivity and Accessibility for All Patients and Visitors

GV HEALTH OFFERS DIVERSE SERVICES TO ACCOMMODATE VARIOUS CULTURES, RELIGIONS AND LANGUAGES, ENSURING ACCESSIBILITY AND INCLUSIVITY FOR ALL PATIENTS AND VISITORS.

Below are examples of some of the services that GV Health offers to accommodate diverse patients and visitors needs.

## LANGUAGE SERVICES

GV Health's Interpreter Services provide vital support to ensure effective communication between patients and healthcare providers, regardless of language barriers. Qualified and accredited interpreters are available 24 hours a day, seven days a week in most languages to assist

people who do not speak English as a first language. Interpreters can help ensure individuals can understand treatment options available to make informed decisions about their care.



The Sanctuary.



The Minya Barmah Room.

## SAFE SPACES

GV Health offers different spaces for our patients and visitors. The Sanctuary is for the use of patients and visitors as well as staff as a place for prayer, quiet reflection or meditation. It is open to people of all faiths, or no faith. This tranquil space may be used for special services and other religious observances, and includes a small room within it for family meetings and counselling. GV Health also offers the Minya Barmah Room to patients and visitors. The Minya Barmah Room is a place where you can come for a chat, a cuppa or just to sit. It is a friendly place where Aboriginal and Torres Strait Islander people are welcome. It is also where our Aboriginal Liaison Officers are located.

## SUPPORT FOR ABORIGINAL AND TORRES STRAIGHT ISLANDER PATIENTS

GV Health's Aboriginal Liaison Officers (ALOs) provide emotional, social, and cultural support to Aboriginal and Torres Strait Islander patients and their families.

GV Health's ALOs play an integral role in ensuring Aboriginal and Torres Strait Islander people receive culturally appropriate healthcare, in a safe and supportive environment.

They can provide multiple forms of assistance to those who need it, including attending appointments as a support person or just sitting down for a friendly chat.

The ALOs can also visit Aboriginal and Torres Strait Islander people who are staying at GV Health, to provide in-person support and to help interpret information from doctors and other medical staff where necessary.

GV Health also has a Mental Health Aboriginal Liaison Officer who provides cultural, emotional, and social support to Aboriginal and Torres Strait Islander patients and their

families when they use mental health services.

"Some people can be scared about going to hospital so we're here to support them and make the environment culturally safe.

"If they don't understand what's going on, we help them liaise with the medical staff and explain in laymen's terms the medical terminology," said ALO Mark Anselmi.

In addition to the ALO's, GV Health's Patient Liaison Officers work collaboratively to ensure patient flow within the hospital.

"We work with consumers who are having difficulty navigating the medical system and understanding the different doctors coming to talk to their family.

"That's when the Patient Liaison or Aboriginal Liaison Officers get involved and break down the information, and patients tell us that they are grateful to have our support," said Patient Liaison Nurse, Erin Sinclair.



Erin, Mark and Megan offer individualised services for patients and their families.