Information for Aboriginal and Torres Strait Islander child and youth patients

The Sunshine Coast Hospital and Health Service has a new nursing service. This service is called the nurse navigator service and is staffed by experienced nurses with high level of clinical knowledge and who have a comprehensive understanding of the health care system, the service is part of the Community Integrated and Sub Acute Service (CISAS).

This service aims to help people with complex health care needs in navigating through their health care journey, from their general practitioner, hospital, specialist appointments and community supports. The service is culturally and clinically responsive and appropriate in order to close the gap for Aboriginal and Torres Strait Islander patient.

Nurse navigator services provided at Sunshine Coast Hospital and Health Service:

Coordination of patient centred care

- Providing support, advocacy and care coordination across your child’s health care journey, from community, G.P., hospital and home again.

Creating partnerships

- Working closely with you, your child, your paediatrician, your G.P., medical specialists, allied health specialists (such as physiotherapists and occupational therapists), Aboriginal and Torres Strait Islander healthworkers and other organisations or care providers involved in child’s care to support you in your child’s health care journey.

Improving patient outcomes

- Providing education to you and your family to support you to make informed decisions about your health care and advanced care planning
- Working closely with you and your family to develop health care plans to assist you to better manage your child’s health and to promote their independence
- Assisting you navigate your child’s health journey and supporting you will access to other supports as needed.

How to contact the nurse navigator service:

Hours of service

- Monday to Friday 8.30am to 4.30pm excluding public holidays
- Gympie Community Health Centre: 5489 8690
- Nambour Community Health Centre: 5470 5703
- Caloundra Community Health Centre: 5436 8552

This patient publication was developed with input from healthcare consumers. Sunshine Coast Hospital and Health Service is accredited by the Australian Council on Healthcare Standards, for more information see www.safetyandquality.gov.au or ask a member of staff.

© State of Queensland (Sunshine Coast Hospital and Health Service) 2019
http://creativecommons.org/licenses/by/3.0/au/deed.en