

Social Work

Information for patients, families and carers



What is a Social Worker?

Social Workers are qualified professionals who work alongside medical, nursing and other allied health staff as part of a multi-disciplinary treating team.

Aboriginal Hospital Liaison Officers (AHLO) are also part of our team supporting Aboriginal and Torres Strait Islander families.

The Social Work profession is committed to enabling people to achieve the best possible levels of personal and social wellbeing through the principles of **social justice, human rights and respect for human dignity**.

They can assist patients, their families and carers to help navigate the health system and ensure that social, emotional and cultural needs are met.

How do you find us?

You or a family member can contact us directly on the phone numbers provided, or ask your doctor, nurse or therapist to make a referral.

Base Hospital Site

Inpatient medical, women & children's health and Ballarat Regional Integrated Cancer Centre.

- Drummond Street North, Ballarat VIC 3350
- Telephone: 03 53204000
- Monday to Friday 8.30am – 5.00pm

Queen Elizabeth Centre

Geriatric Evaluation and Management Unit, Inpatient Rehabilitation Program, Gandarra Palliative Care Unit, Community Programs & Residential Aged Care.

- 102 Ascot Street South, Ballarat VIC 3350
- Telephone: 03 53203700
- Monday to Friday 8.30am – 5.00pm



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What do Social Workers do?

Social Workers provide support in the following ways:

- Advocacy for clients and families
- Education and information
- Referral to support services
- Access to community resources
- Crisis support & intervention
- Facilitate family meetings
- Short term counselling support
- Grief, loss and bereavement support
- Adjustment to illness or changed circumstances
- Facilitate communication and collaboration between health teams
- Guidance and information about relevant financial and legal concerns
- Continuity of care
- Discharge planning
- Family violence encompassing child abuse, elder abuse and violence between family members

