Community Resources
Social Workers are able to act as a link between the hospital and the community by providing information and assisting individuals to access resources, such as:

- Aged Care services
- Disability Services
- Carer Support Services
- Advocacy Guardian and Administration Matters via The Victorian Civil and Administrative Tribunal
- Practical supports and resources within the community (e.g. financial and housing issues)
- Counselling Services & Support Groups
- Regional and interstate patient and family accommodation and travel schemes

Brochures and information are available at Patient and Family Services reception for local accommodation options.

Contact information
Ph: 03 9076 3026Fax 03 9076 3363

The Department of Social Work is located at Patient and Family Services - Ground Floor of the East Block.

A referral can be made by any member of the treating team or directly by patients’ family members or carers.

Patient and Family Services – the Alfred
Ground Floor, East Block
55 Commercial Road, Melbourne VIC 3004
alfredhealth.org.au

Further information:
The reception desk is staffed
Monday – Friday: 8.30am – 5.00pm
An answering machine operates outside these hours.

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
Admission to hospital, whether planned or unexpected, may present a significant disruption to many aspects of individual and family life.

The Social Work Department at The Alfred offers patients, their carers and their families a range of services to assist in managing the impact of illness and hospitalisation. These aim to enhance quality of life and provide a safe and effective transition from the hospital to the community.

Social Workers are professionally qualified and form part of the treating team who provide care to patients and their families. Social Workers have expertise in undertaking psychosocial assessments of patients' social and emotional wellbeing.

Social Workers Provide Crisis Support
Hospital admissions can create a crisis and emergency situation for patients and their families/carers. Social Workers can provide support and assistance with:

- Dependants at risk including children, elderly and people with disabilities.
- Patients and family/carers experiencing violence or abuse
- Identifying Next of Kin/Person Responsible
- Recently diagnosed life threatening condition

Counselling
Social Workers are qualified and able to provide short-term counselling to patients and their families/carers in areas such as:

- Adjustment to illness, trauma, injury and disability
- Maintaining relationships with family/supports
- Managing feelings of anxiety and depression
- Grief and loss
- Crisis / Trauma
- Family Violence
- Drug & Alcohol Issues
- Mental Health

Advocacy
Social Workers are able to present patient and family rights within both the hospital and the community in areas such as health literacy, urgent legal matters, conflict or engagement in health care.

Social Workers can liaise with patients and hospital staff to ensure the needs and views of the patient and family members are heard and understood and to ensure that they are involved in all health care decisions. This can include facilitating case conferences/family meetings.

Discharge Assistance
Social Workers assist patients, families, carers and the hospital treating team to develop discharge plans. Social Workers can assist with the transition from hospital to the community by providing:

- Residential Care Planning
- Assistance with facilitating entrance to The Transition Care Program
- Support and Linkage to The NDIS
- Liaise and refer to external agencies to co-ordinate, facilitate and communicate patient care needs
- Specialist services for patients with complex care needs i.e. case work and care