

Social Work

Information for consumers

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.

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 – Drummond Street Campus

Inpatient Services, Women's & Children's Health and Ballarat Regional Integrated Cancer Centre

- Drummond Street North, Ballarat VIC 3350
- Telephone: **03 5320 4000**
- Monday to Friday 8.30am – 5.00pm

Queen Elizabeth Centre – Ascot Street Campus

Inpatient Services, Rehabilitation and Geriatric Evaluation & Management Units, Palliative Care, Community Programs

- 102 Ascot Street South, Ballarat VIC 3350
- Telephone: **03 5320 3700**
- Monday to Friday 8.30am – 5.00pm

What do Social Workers do?

Social Workers can help with:

- 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



Many leaves hand shaped tree. ©[DragonTiger8](#). [Via Shutterstock](#).