

### Contact or visit us

#### Social Work

Reception B - Allied Health  
Level 1, East Building (via the green lifts)  
TELEPHONE 9345 6111  
FAX 9345 6459  
[www.rch.org.au/socialwork](http://www.rch.org.au/socialwork)

#### Interpreter Services

TELEPHONE 9345 5026

#### Wadja Aboriginal Family Place

Ground, North Building  
TELEPHONE 9345 9300  
[www.rch.org.au/wadja](http://www.rch.org.au/wadja)

#### The Royal Children's Hospital Melbourne

50 Flemington Road Parkville  
Victoria 3052 Australia  
TELEPHONE +61 9345 5522  
[www.rch.org.au](http://www.rch.org.au)

# Social Work

Caring for your social and  
emotional wellbeing

#### The Children's

Excellence in  
clinical care,  
research and  
education



**Social workers are professionally trained to help support children and families in dealing with the impact of illness on family life.**

**Our commitment is to care for the social and emotional needs of children and their families.**

**The social work service is free and confidential and available to all patients and their families.**

### **When should I talk to a social worker?**

You may want to talk to someone about:

- your child's and family's adjustment to illness and treatment
- concerns about your child's development or wellbeing
- your child's problems that arise as a result of the medical condition
- assistance to manage your child's care at home
- how to deal more effectively with stress
- feelings of loss
- issues relating to a child's death
- parenting issues and concerns about your other children
- family conflict that affects your ability to cope
- financial or practical difficulties created by your child's illness or stay in hospital or assistance with other practical matters
- concerns about communication with the healthcare team and understanding the hospital environment

### **How can a social worker help?**

Social workers provide counselling and other services that may be needed when a child has a physical and/or emotional health problem or disability. Some of the ways they help are:

- supporting people during times of crisis
- offering individual counselling for children and teenagers
- short-term counselling for parents, couples and families
- locating community resources and support groups
- assisting communication with healthcare providers
- representing patients and families within the hospital and to outside agencies
- referral to specialist counsellors for problems relating to relationships, family violence, finances, gambling, drugs and alcohol etc.
- providing relevant information and education about family issues and child health

### **Other useful information**

#### **Wadja Aboriginal Family Place**

The Royal Children's Hospital also provides culturally sensitive support and services for all Aboriginal and Torres Strait Islander patients and families, through dedicated staff, a friendly space and health clinic.

For more information about The Royal Children's Hospital, please read 'Your Guide'. This is a free booklet and is given to families at the time of admission. It is also available in all clinic areas, the Family Resource and Respite Centre and online at: [www.rch.org.au/info](http://www.rch.org.au/info)