

Social work and welfare services

A guide for patients and families of the
Townsville Hospital and Health Service

Contact details

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Townsville University Hospital
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How we can support you

Social workers can provide support to patients in a range of areas:

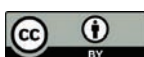
- Social casework services for patients and their families who are experiencing personal, emotional, health and environmental problems. This may include assessing the psychosocial functioning of the patient and/or the family/carer.
- Enabling patients and their families to utilise government and non-government agencies by providing appropriate referrals to such agencies.
- Assisting patients and their families to make adjustments to illness or disability, and in having an active involvement in their medical treatment.
- Working along-side healthcare teams to provide discharge and aftercare support.

Townsville Hospital and Health Service
100 Angus Smith Drive, Douglas QLD 4810

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Partnering with Consumers - This patient information brochure supports National Safety and Quality Health Service Standard 2. Consumers and/or carers provided feedback on this patient information.



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What we do?

Social workers are dedicated to improving the health and wellbeing of individuals, families and the community. We assist people by helping them cope with issues in their everyday lives, deal with their relationships, and work with their personal and family problems.

We can assist you in dealing with the emotional and practical issues that may arise because of injury, illness, disability or transition.

Our social workers are experienced, qualified professionals who work across all areas of the hospital to provide patient-centred, solution-focused crisis intervention.



Services we provide

Counselling and emotional Support

- Trauma and crisis
- Grief and loss
- Miscarriage and neonatal death
- Domestic violence, bad news diagnosis, sexual assault
- Adjustment counselling e.g. for chronic disease, medical diagnosis
- Family mediation and conferencing
- Child safety and advocacy
- Mortuary viewings.

Complex discharge planning

- Domestic violence
- Capacity concerns
- Public Guardian and Public Trustee
- Residential aged care
- Complex social issues
- Carer support.

Information and assistance with:

- Enduring Power of Attorney (EPOA)
- Advance health directives
- Residential aged care planning
- Referrals/advocacy to community services
- Queensland Civil and Administrative Tribunal (QCAT)
- National Disability Insurance Scheme (NDIS).

Welfare Services

- PTSS (Patient Travel Subsidy Scheme) for non-Townsville residents
- Practical issues related to finances, transport and emergency access to food and clothing
- Accommodation - supporting patient's carers/families to find accommodation in Townsville
- Referrals to community welfare agencies and support groups.

Where to find us

Social Workers are situated in teams across all areas of Townsville University Hospital including:

- Emergency department
- Women's and children's services
- Townsville cancer centre, including palliative care
- Medical wards
- Surgical wards, including cardiac and coronary care unit
- Rehabilitation unit
- Sub-acute care unit
- Intensive care units (adults and paediatric).

If you wish to speak to a social worker please phone (07) 4433 2170 or ask your healthcare team for a referral.