

## Social Work and Welfare Service

# Oncology

**The Lady Cilento Children's Hospital's Social Work and Welfare Service is dedicated to caring for patients and families social and emotional needs during their time with the hospital.**

Our service includes:

- Social Work Service
- Welfare Work Service
- Aboriginal and Torres Strait Islander Hospital Liaison Service.

These services are free and available in all wards and clinics of the hospital.

### What does a social worker do?

The Australian Association of Social Workers defines social work as 'a profession committed to helping people achieve the best possible levels of personal and social well-being'. Our hospital social workers help children and their families learn to cope with, and adjust to, their health condition or injury. They are here to help you understand and work through you and/or your child's worries and questions. A social worker is attached to most wards and clinics of the hospital, as well as the emergency department.

Services include:

- counselling and emotional support for both children and family members through times of crisis, distress, conflict, uncertainty and change
- provision of education and information.
- advocacy
- planning for returning home after a hospital admission
- referral to other hospital and/or specialist services, community agencies and support services
- communication with regional, interstate and other metropolitan hospitals.



An oncology social worker is part of your child's specialist oncology team and provides a range of specialised services to help children and their families deal with the impact of diagnosis, hospital admission and treatment. The aim is to support the child/parent relationship, and strengthen their emotional and adaptive capabilities. Social work intervention is provided at the time of a child's diagnosis of cancer, and is available as required throughout the course of treatment.

### Services

- Individual, couple and family counselling to promote coping and adjustment.
- Education and information about emotional and social wellbeing.
- Referral to the welfare team to assess eligibility for the Patient Travel Subsidy Scheme (PTSS), accommodation, financial and parking assistance.
- Referral to the Family Therapy Clinic
- Referral to other hospital and/or specialist services, community agencies and oncology support charities.
- Planning for returning home after a hospital admission.

### Support groups and programs

- Parent Connect Group
- Look Good Feel Better
- End of Treatment Day
- Siblings Day
- Adolescents Day

## What does a welfare worker do?

Welfare workers provide support for families who are experiencing financial or social difficulties while their child is receiving treatment. Our staff work in collaboration with social work and indigenous health liaison officers.

A welfare worker can help with:

- assistance with complex travel and accommodation for rural and remote families
- referral and advocacy to community and financial services
- information about support agencies and other useful resources
- problem-solving around the practical impacts of a hospital visit
- short-term emotional support.

## Aboriginal and Torres Strait Islander Hospital Liaison Service

The Indigenous Hospital Liaison Officers provide culturally safe and sensitive care and support for Aboriginal and Torres Strait Islander patients and their families receiving care at the Lady Cilento Children's Hospital. See next page for contact details.



## Do you need an interpreter?

Health care interpreters are available if you have difficulties with English or if you or someone in your family is deaf or hearing impaired. You can visit the Interpreter Services Co-ordinator in the Family Resource Centre on Level 2 between 8am and 4pm or call them on **07 3068 3365**. An after-hours service is also available. Our staff can also contact the Interpreter Service Co-ordinator for you.



## Privacy and confidentiality

Sharing information about your child and your family with other members of the healthcare team is important, but please be assured that our social work service is confidential. Information will only be given out with your consent or if child protection issues arise.

## Tell us how we're doing

We encourage comments, constructive suggestions and criticisms about the care we provide. Your feedback, good and bad, helps us to provide the best possible care to our patients and families.

If you have a concern or wish to discuss an issue, please speak directly with our staff, or ask for a 'Tell Us How We're Doing' family feedback form.

You can also contact our Patient Experience Improvement Officer on **07 3068 1120** or email [CHQ\\_patientexperience@health.qld.gov.au](mailto:CHQ_patientexperience@health.qld.gov.au)

## Contact us

If you are not already working with a social worker, you can ask to speak with one either by telephone or visit the department between 8am and 4.30pm, Monday to Friday.

You may also ask a doctor, nurse or other staff member to contact us for you and we will arrange a meeting with you.

### Social Work and Welfare Department (6f)

Level 6, Lady Cilento Children's Hospital.  
501 Stanley Street, South Brisbane

#### Social Work

**t** 07 3068 2940

**e** [lcch-socialwork@health.qld.gov.au](mailto:lcch-socialwork@health.qld.gov.au)

#### Welfare

**t** 07 3068 2940

### Aboriginal and Torres Strait Islander Hospital Liaison Service

Level 2, Family Resource Centre

**t** 07 3068 5950 / 3068 4705

**m** 0411 654 079

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