



Social Work is changing

From July 2017, the Social Work service will be making changes to its internal structure, systems and processes. These changes will assist the Social Work team in better responding to referrals, access and discharge priorities and crises.

New referral criteria

Referrals will be accepted on the basis of need – families most in need and at highest risk will be prioritised for direct social work service.

Referrals must include identified psychosocial stressors and automatic (blanket) referrals will no longer be accepted.

Social Work will continue to play a consultative role in low priority referrals or referrals which are best directed to an alternative service.

New after hours social work service

A new, on-site Social Work service will be established for evenings and weekends, replacing the current on call system, providing increased scope to respond to critical demand over a seven day period.

The new on-site service will be available from:

- Monday-Friday from 4.30pm-12.00am
- Weekends and public holidays from 8am-8pm

A limited on call Social Work service will be available from midnight to 8am on Friday and from 8pm-8am on weekends and public holidays.

There will be no change to the on-site Emergency Department Social Work service.