

## ACCOMMODATION

- Organise a short term accommodation for you and/ or your relative in the vicinity of the hospital
- Assist with the Office of Housing issues or other housing concerns

## INFORMATION

About financial issues such as:

- Centrelink payments
- Department of Veteran Affairs
- Patients Travel and Accommodation Assistance Schemes (VPTAS and IPTAS)

On legal issues such as:

- Wills & Enduring Power of Attorney (Medical & Financial)
- Representation with the applications at the Victorian Civil and Administrative Tribunal (VCAT) & Guardianship for the times when you are no longer able to make your own decisions

## EDUCATION

The Social Worker is available to assist you with education via:

- Pre dialysis and transplant seminars
- Access to literature & website information

## ADVOCACY & MEDIATION

The Social Worker can:

- Facilitate patients participation in decision making regarding treatment
- Advocate on your behalf or empower you to advocate for your self
- Facilitate information exchange between patients, families/significant others, medical staff & community services.
- Organise an interpreter
- Use mediation & conflict resolution skills when necessary.
- Advocate with transport issues & parking

Produced: October 2013



**Social Work Services**  
**Department of Nephrology**

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**Renal Social Worker**  
BSW (Melb) MSW (Melb) (Clinical)  
MAASW

### **Contact details :**

**phone:** 9496-5000      pager 2673

**email:** branka.kalany@austin.org.au

Messages can be left on 9496-5560

or ask staff involved in your

care to page Branka (pager 2673)

**Mon-Fri. 9:00am – 5:30 pm**



## WHAT IS A ROLE OF THE SOCIAL WORKER?

Renal illness has the potential to affect many aspects of your life including frequent hospitalisation which can be difficult because of unfamiliar surroundings and sometimes prolonged separation from your family and friends.

The Renal Social Worker aims to help you adjust to the changes that renal illness and hospitalisation may bring.

Social Workers are tertiary qualified professionals who work within the Australian Association of Social Workers Code of Ethics and the Austin Values.

The Renal Social Work Service at the Austin Health is a part of the Allied Health Team that offers a multi-disciplinary approach to your health care. The role of Social Worker is to assist patients and their family with personal and practical concerns that may arise during their treatment.

## SERVICES OFFERED

The Austin Health Renal Social Worker provides a service to all inpatients and outpatients and their families or support networks. This includes all the Austin Health dialysis patients including country areas.

### PSYCHOSOCIAL ASSESSMENT

The Renal Social Worker works with you to determine the impact of renal illness on you, your family and your social and work life. This assessment then informs further social work interventions and discharge planning.

### COUNSELLING

The Renal Social Worker can provide a short term counselling to patients and family members in relation to:

- crisis events
- adjustment to illness
- issues of grief and loss
- relationship issues
- making your own end of life decisions
- counselling on your compliance with the treatment options

## ON DISCHARGE FROM THE HOSPITAL

Social Workers facilitate your discharge from the hospital ensuring appropriate discharge and continuity of care.

Assistance can be offered by referring you to or organising:

- Supports in your home i.e. home help, in-house respite, personal care, meals on wheels
- Referring you to in-patient or community Aged Care Assessment Service (ACAS) for Case Management, respite or permanent placement in residential care or inpatient rehabilitation including Supported Residential Services
- Support groups

### REFERRAL

The Social Worker can refer you to other relevant specialised services; you may need, in your geographical area.

