

## Social Work Paediatric Outpatient Clinics at Western Health:

Western Health operates Social Work Paediatric Specialist Clinic services for patients aged 0-18 who require psychosocial assessment and management of complex social needs. The aim of these Social Work Specialist Clinics is to provide priority access and referral for high risk vulnerable children as recommended by 2017 Healthcare that Counts Framework ([Healthcare that Counts](#) 2017). Eligible patients must already be linked with a Western Health specialist clinic, multidisciplinary allied health clinic, or be recently discharged from a relevant inpatient ward.

Referrals are triaged by a Social Worker into one of the following management pathways according to their specific clinical requirements:

### **1. Social Work Young Adults Diabetes Services:**

Young Adults Diabetics Clinic (YADS) sees young people with insulin dependent diabetes mellitus (type 1 and type 2) who are between 15 and 25 years old. Patients are referred to Social Work when there are issues identified that are impacting on the individual or family's ability to manage their illness. Issues may include inability to attend appointments, impact on family functioning, impact on school attendance and education, or challenges in managing the day to day treatment requirements.

### **2. Social Work Adolescent Clinic**

The Adolescent Clinic aims to provide a multidisciplinary approach to adolescents aged between 12-17 years. The clinic works with a wide range of young people and their families, to address issues impacting on health and wellbeing. Clinicians work collaboratively with young people and their families to achieve improved health and wellbeing outcomes. (See [WH Paediatric Adolescent Social Work Framework](#), 2014) and [Healthcare that Counts](#) 2017.

### **3. Social Work Newborn Services Clinic (discharged from NICU, SCN and <2 from Children's Ward)**

The Social Work Newborn Services Clinic aims to provide continuity of care to families who were inpatients of NICU, Special Care Nursery or Children's ward where psychosocial support was provided by the Social Worker. Families will be offered a Social Work Review appointment at time of discharge; the appointment will take place two weeks post discharge.

# Western Health Outpatient Clinics Referral Guidelines

## 4. Social Work Infant Care Pathway

Social Work provide psychosocial support within the Infant Care pathway to families with children aged  $\leq 24$  months with moderate-severe developmental delays who are accessing multi-disciplinary Allied Health care at WH through a range of statutory, therapeutic, welfare and education interventions. A Psychosocial Assessment of patients' needs is completed during the patient's healthcare journey; this includes identification of immediate needs, Child at Risk and Family Violence assessments and safety planning (*Please see Referral Guideline*).

## Referrals not seen at Western Health as services not provided:

- Patients not linked with a Western Health specialist clinic or a multidisciplinary Allied Health clinic.
- Children aged 2-7 years with a likely diagnosis whose needs can be appropriately met through an NDIS pathway.
- School aged assessment and treatment
- NDIS planning already in place for identified/ongoing disability
- Mild developmental delays 0-6 years
- Moderate developmental delay in a single discipline domain 0-6 years

## Social Work Alarm Symptoms:

- Where an acute intervention is required please refer the patient to the Emergency Department. If there is still concern regarding the referral please call the Paediatric Specialists Outpatient number 8345 1727 and a clinician will respond to your call within 1 business day.

# Western Health Outpatient Clinics Referral Guidelines

## Access & Referral Priority - Paediatric Social Work

The clinical information provided in your referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment.

<b>URGENT (PRIORITY 1)</b> <b>Appointment timeframe within 30 days*</b>	<b>ROUTINE</b> <b>Appointment timeframe greater than 30 days, depending on clinical need.</b>
<ul style="list-style-type: none"><li>• Assistance at time of a crisis</li><li>• Capacity to adjust to illness/disability and associated lifestyle changes</li><li>• Impact of a new child or baby with special needs</li><li>• Family relationship concerns</li><li>• Establishing formal and informal support networks</li><li>• Community service referrals</li><li>• Assistance with attendance of hospital appointments</li><li>• Risk issues such as family violence, or Child Protection concerns</li></ul>	<ul style="list-style-type: none"><li>• Immigration issues</li><li>• Support letters</li><li>• Financial / practical assistance</li><li>• Emotional support</li><li>• Housing information</li></ul>

\*Monday to Friday Service.

# Western Health Outpatient Clinics Referral Guidelines

## Specific Referral Guidelines:

Key information enables Social Work to triage patients to the correct category and provide treatment with fewer visits to outpatients, creating more capacity for care. If key information is missing, you may be asked to return the referral with the required information.

Condition:	Key Information Points:	Clinical Investigations:
<b>All patients referred to Paediatric Social Work</b>	<ul style="list-style-type: none"><li>• Child's full name</li><li>• Child's date of birth</li><li>• Current address and telephone</li><li>• Full name of parent/s or guardian/s</li><li>• Reason for referral</li><li>• Summary of key psychosocial issues and concerns</li><li>• Relevant medical history</li></ul>	<ul style="list-style-type: none"><li>• Any relevant medical, nursing, psychiatric/psychology or Allied Health reports</li></ul>

