

Social Work Service

Our teams are all professionally trained and qualified social workers here to assist you and your family and whānau to deal with personal, emotional, relationship and social difficulties.

Working as part of a multidisciplinary team our inpatient, community or whānau Māori social work team work alongside you and your family and whānau to assist if you are experiencing:

- **Emotional stress or distress** - when you are stressed trying to manage sickness or disability, either your own or those of someone close to you.
- **Carer stress** – when you are stressed caring for a family member who is experiencing declining health or on-going illness
- **Relationship changes** - when relationships become stressed due to the emotional and social impact of sickness or disability.
- **Safety issues** - we are professionally trained to assess each situation and make plans for your safety or the safety of a family member.

We utilise social work skills including therapeutic conversations, psychosocial and risk assessments, complex problem solving and advocacy to assist you to manage the situation you are facing.

Our social work service can request cultural support services or independent interpreting services to assist the process if you would like this.

How to contact us

You may phone us yourself, or ask your GP, hospital staff or a family/ whānau member to contact us. Other people may refer you to our service with your consent.

Adult Community and Outpatient Social Work Services:

For enquiries please phone: (09) 486 8945 to speak to the Referral Coordination Team

Hours: 8.00am to 4.30pm, Monday to Friday, excluding public holidays

Adult Hospital (Inpatient) Social Work Services:

For all enquiries please phone:

North Shore Hospital: 021 714 045

Waitakere Hospital: 021 854 294

Hours: 8.00am – 4.30pm, Monday – Friday

Cancer Social Work Service: For All enquiries please phone: 021 728 182

Emergency Department North Shore:

Hours: 7.30am - 4.00pm, Monday – Sunday: 021 417 461

Emergency Department Waitakere:

Hours: 7.30am - 4.00pm, Monday – Saturday: 021 854 294 (No Social Work Service on Sundays)

Renal Social Work Service: Please phone: 021-351571