

## Interpreters

To ensure you understand your medical condition, we can organise an interpreter to communicate in your preferred language. This can include either an on-site interpreter or telephone interpreter. For the deaf community we can organise Auslan interpreters.

To request an interpreter, please call **(03) 9929 8234** or email **[interpreters@eyeandear.org.au](mailto:interpreters@eyeandear.org.au)** at least two weeks before your appointment.



## The Royal Victorian Eye and Ear Hospital

32 Gisborne Street  
East Melbourne  
Victoria 3002 Australia

**Telephone:** +61 3 9929 8666  
**Facsimile:** + 61 3 9663 7203  
**Email:** [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

**[www.eyeandear.org.au](http://www.eyeandear.org.au)**

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## Social Services

Patient Information





## Social Services

Social Services provides impartial and confidential support for all patients accessing the hospital. This includes both inpatients and outpatients. The support available is limited to each hospital appointment or admission.

We cover three main areas:

- Interpreting
- Social Work
- Transport and Accommodation.

Social Services can support patients and families with:

- assessment of needs
- referrals to community services
- information and advice
- family/carer support
- counselling
- transport and accommodation
- interpreters.

To speak with a member of the Social Services Team, please contact **(03) 9929 8234**.



## Social Work

Changes to vision and hearing can often be a challenging time for you and family members. You may find it useful to speak with one of our social workers and find out what support is available.

To make an appointment with a social worker on your next visit, please call **(03) 9929 8234**.

## Transport and Accommodation

If you have special needs or difficulty getting to the Eye and Ear, we have a Transport and Accommodation Coordinator who may be able to offer assistance. We can also provide a list of accommodation options located within a 5km radius of the Eye and Ear.

For more information, please contact our **Transport and Accommodation Coordinator on (03) 9929 8234** on receiving your appointment letter.

