

Cancer Services

A directory of support services for people affected by cancer in the ACT



For information & support call **13 1120**

Note to reader

All care is taken to ensure that the information in this booklet is accurate at the time of publication. Please note that inclusion of a service in this directory does not imply any endorsement or association of that service by Cancer Council ACT. This booklet provides a list of services and organisations that may be of assistance to those affected by cancer and should not be considered exhaustive.



Unit 1/173 Strickland Crescent Deakin ACT 2600 T: 02 6257 9999 F: 02 6257 5055 actcancer.org

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Introduction

This directory was developed as a guide to cancer services in the ACT and NSW surrounds for people with cancer, their carers, families and friends. It is also designed to be a resource for health professionals working in cancer care.

A diagnosis of cancer can pose many challenges. They can range from practical challenges, like how to get to a medical appointment, to the emotionally complex, like thinking about life and death. The services listed in this directory can help with many of these challenges.

Many of these services are also available to family, friends and carers.

If you would like more details about any of the services listed in this directory, or are looking for a service that is not listed, contact Cancer Council's Information and Support line on 13 11 20 or email <u>cancer.</u> <u>information@actcancer.org</u>. This service complements the care provided by your treatment team and is available Monday–Friday, 9am–5pm.

This online version of Cancer Council ACT's Cancer Services Directory enables regular updates to be made as service organisations change their roles and contact details. Please check the online version each time you access the Cancer Services Directory to ensure you have the most upto-date information

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If you or your family have any questions or concerns, call Cancer Council **13 11 20**. We can send you more information and connect you with support services in your area.

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Cancer Information and Support

Cancer Council 13 11 20

Our experienced health professionals can provide information and support on any aspect of cancer as well as connect you to a range of suitable services.

13 11 20

Cancer Information Resources

We provide a range of free booklets and fact sheets on

- cancer types,
- cancertreatment,
- living with cancer
- living well after cancer.

Each resource is regularly reviewed by cancer experts so you can be confident that you are receiving the most up-to-date information.

Cancer Council ACT mini podcast series: Let's Chat Cancer

Bite-sized episodes, around 5 minutes each, designed to provide you with invaluable insights, tips and expert advice on various cancer related topics.

Let's Chat Cancer

Legal, Financial and Workplace Referral Services

We provide people affected by cancer with access to free legal, financial and workplace assistance if they cannot afford to pay for it. Please note, this service is means tested.

We can also help to find community and government resources that may be able to help financially. 13 11 20

Cancer Council support communities

Cancer Council provides a safe place for people affected by cancer to talk to others in a similar situation in a confidential and supportive environment. Cancer Council offers both online and over-the-phone groups.

Cancer Connect

Cancer Connect is a free and confidential telephone peer support service where you can be linked to a trained volunteer who has had a similar cancer experience. 13 11 20

Cancer Council Online Community

A professionally moderated online support community where people affected by cancer can find, receive and provide support by participating in groups, discussions, blogs and webinars. Cancer Council Online Community

Wig service

Losing your hair as a result of cancer treatment is challenging for many people. Our Wig Service stocks a range of new and pre- loved wigs, and turbans for sale at affordable prices. Call our office to book an appointment. *173 Strickland Cres, Deakin* 02 6257 9999 CCACT Wig Service

More information

For more information and to access these programs call **13 11 20** or email **cancer.information@actcancer.org**

Treatment Centres

There are public and private cancer treatment facilities in the ACT. Most centres offer a variety of allied health services, such as social work, nutrition services, physiotherapy, occupational therapy, pastoral care, palliative care. Speak with your specialist to find a centre that is most appropriate for your situation and treatment.

Public Hospitals

Canberra Hospital

Yamba Drive, Garran 02 5124 0000 canberrahealthservices

North Canberra Hospital

Mary Potter Circuit, Bruce 02 6201 6111 canberrahealthservices

University of Canberra Hospital Rehabilitation Guraguma Street, Bruce 02 5124 0000 canberrahealthservices

Private Hospitals

Calvary John James Hospital 173 Strickland Crescent, Deakin 02 6281 8100 Calvary John James Hospital

Calvary Bruce Private Hospital 30 Mary Potter Circuit, Bruce 02 6245 3100 Calvary Bruce Private Hospital

Public cancer treatment centres

Canberra Region Cancer Centre *Canberra Hospital, Yamba Drive, Garran* 02 5124 8444 canberrahealthservices

Private cancer treatment centres

National Capital Private Hospital

Gilmore Crescent, Garran 02 6222 6666 nationalcapitalprivate

Icon Cancer Centre 1 Broula St, Bruce 02 5112 0200 iconcancercentre

Clinical trials

Australian Cancer Trials

For information on the latest clinical trials in cancer care in Australia. *Canberra Hospital Yamba Drive, Garran* 02 5124 8444 australiancancertrials.gov.au

Looking for a specialist

Cancer Council Australia has developed a webbased directory of specialists at cancer.org.au/ cancer-information/after-a-diagnosis/finda-specialist to make it easy to find a doctor who specialises in a particular field of cancer treatment.

Palliative Care

Palliative care aims to help people with a life-limitingillness to live as fully and comfortably as possible. It involves a range of services offered by doctors, nurses and allied health professionals, as well as volunteers and carers, who work together to meet a person's physical, practical, emotional and spiritual needs, as well as providing support to family and friends.

Palliative care is offered in different settings, depending on the situation. It can be provided at home, in a residential agedcare facility, in a hospital or in a palliative care unit.

Advance Care Planning - ACT

ACT Advance Care Planning team can help you to organise a Statement of Choices, Enduring Power of Attorney and Health Direction. Together these documents form an Advance Care Plan. Click on the link to make an appointment at a clinic near you 02 5124 9274 advancecareplanning

Community Specialist Palliative Care Service

Provides a supportive palliative care service for people in their place of residence. Referral required from GP, Specialist, RACF or family member – see website. canberrahealthservices

Clare Holland House Inpatient services

Provides palliative care including pain and symptom control, respite and end of life care canberrahealthservices

Palliative Care ACT

Provides a volunteer programfor people with life-limiting illnesses, their families and carers, including volunteer visits to the home, hospice and aged care settings, for companionship and social support. They operate a nonclinical, home away from home respite facility (Leo's Place) and provide a life story service 02 6255 5771 pallcareact.org.au

Queanbeyan Palliative Care

Supports terminally ill patients, their families and carers at home and in hospital. Social worker support is available. *Queanbeyan Community Health Centre Queanbeyan, NSW* Southern NSW Palliative Care 02 6150 7172

CareSearch

A range of palliative care information for patients, carers, families and health professionals. caresearch.com.au

HELP App

An App for coordinating practical and emotional support that a family needs as they come to terms with a loved one reaching palliative care or end of life. HELP App

Managing your digital legacy

If you use social media. such as Facebook, Twitter and Instagram, you will need to think about what happens to your accounts after vour death. Each social media platform has different rules for deactivating accounts. while some allow your account to be turned into a memorial page. It is a good idea to leave a list of all your accounts, passwords and instructions with someone you trust, so they can manage your ongoing digital presence according to vour wishes.

Visit the settings section of your social media platforms to get up-todate information on what options are currently available.

Cancer information

Cancer Council produces booklets, factsheets, podcasts and webinars covering a range of topics including cancer types, treatment, side effects, advanced cancer, and practical, legal and financial issues. Cancer Council resources are reviewed regularly in consultation with leading health professionals and topic experts.

actcancer.org: download/listen 13 11 20: hard copy

Telephone information

Cancer Council Infoline

13 11 20

A free, confidential telephone information and support service. Experienced healthcare professionals can answer questions about all aspects of cancer, as well as offering practical and emotional support, and referral to services.

Cancer Council Infoline 13 11 20 13 11 20

Health Direct

A 24-hour telephone health advice service staffed by registered nurses to provide expert health advice about any health issue and what action to take. 1800 022 222 healthdirect.gov.au

Quitline

Provides advice and assistance to support people who are trying to stop smoking. 13 78 48 (13 QUIT)

Phone Apps

Camp Quality Kids' Guide to Cancer App

Age-appropriate cancer education for kids up to 15 years old. Languages include English, Mandarin, Arabic and Hindi. Kids Guide to Cancer App

CAN.Recall App

Helps communicate questions and record answers about cancer diagnosis and treatment. Apple: CAN.Recall App Google Play: CAN.Recall App

Cancer Nurse education and resources

ACT Specialist Breast Care Nurses

The Breast Care Nurses Team specialises in caring for patients with breast cancer at all stages of their diagnosis, treatment and recovery. A medical referral is not required. *North Canberra Hospital, Mary PotterCircuit, Bruce* CHSNCH.bcn@act.gov.au 02 5103 6709 or 0409 533 467 canberrahealthservices

Canberra Supportive Care Service

Consists of Cancer Specialist Nurses and Cancer Psychosocial Specialists (Social Workers and Psychologists. Eligibility: initial or follow up cancer care at Canberra Hospital. Phone for self referral or ask your team to refer you. Canberra Region Cancer Centre, Canberra Hospital Yamba Drive, Garran

02 5124 8444

canberrahealthservices

Cancer Council websites	
Cancer Council Australia	cancer.org.au
Cancer Council Online Community	cancercouncil.com.au/oc
iheard Provides evidence-based answers to popular myths and claims about cancer risks, prevention, screening and treatment.	iheard.com.au
What to expect? Guides that outline the best cancer care for specific cancer types from diagnosis, through treatment and beyond.	cancerpathways.org.au

Telephone Translation and Interpreting Service 13 14 50 Tospeak to a service in a language other than English. tisnational.gov.au

Other useful websites

Listed below are trusted Australian and international organisations providing information useful to those affected by cancer. If you have any questions about the reliability of a website, contact 13 11 20 for assistance.

Australian Sites	
Cancer Australia	canceraustralia.gov.au
Cancer Institute (NSW)	cancerinstitute.org.au
Canteen	canteen.org.au
Health Translations Directory Provides links to reliable translated health resources produced in Australia.	healthtranslations.vic.gov.au
Rare Cancers Australia	rarecancers.org.au
International Sites	
American Cancer Society	cancer.org
Cancer Research UK	cancerresearchuk.org
Macmillan Cancer Support (UK)	macmillan.org.uk
National Cancer Institute (US)	cancer.gov



National Relay Service

For people who are deaf, or have a hearing or speech impairment, contact services through the National Relay Service. Access Hub - National Relay Service

Genetics and risk

While most cases of cancer are not due to a history of cancer in the family, for a small number of people, their family history suggests they may have a genetic risk. This means their chance of developing cancer is potentially higher than the average population. The family doctor is the best place to discuss concerns and determine if a referral for genetic counselling is required. These services provide information and support for patients and their families with or at risk of developing an inherited health condition

Inherited Cancers Australia

Supports and educates people to understand and manage their risk of hereditary cancer. 02 8084 2288 info@inheritedcancers.org.au inheritedcancers

Genetic Service

Provides genetic counselling and testing for individuals and families with a family history of cancer. 02 5124 7630 canberrahealthservices

NSW and ACT Hereditary Cancer Registry

Provides information and support to people affected by hereditary cancer, their family members who may be at risk, and their doctors in NSW and ACT. *Cancer Institute NSW* 1800 505 644 hereditarycancerregistry

The Centre for Genetics Education

Contains a range of information on genetic conditions for individuals, families and health professionals.

0459 930 589 genetics.edu.au

Support for Carers

Caring for someone with cancer can be a fulfilling yet challenging experience. There are a range of services available for carers that can support you physically, emotionally, and financially. Please note that many of the services listed throughout this directory are also available to family and friends.

Cancer Council Online Community

Cancer Council Online Community is an online platform for people affected by cancer to connect, share experiences and find information and support in a safe forum.

cancercouncilonlinecommunity

Cancer Connect

A telephone peer support service that puts patients, carers or family members in touch with others who have had a similar experience. *Cancer Council ACT* 13 11 20 Cancer Connect

Cancer Counselling Service

Provides free psychological, social and practical support and counselling for adult cancer patients, their families and carers.

Phillip Health Centre

Cnr Corinna and Keltie Street, Phillip

- Belconnen Health Centre 56 Lathlain Street, Belconnen
- Canberra Region Cancer Centre patients
- Canberra Hospital inpatients

02 5124 9977 canberrahealthservices

canteen

Provides support for young people (12-25 years) dealing with their own cancer diagnosis, or the diagnosis of a sibling or parent.

Garran 1800 226 833 canteen

Carers ACT Inc.

Provides information, referral, individual counselling, group support services, respite care, a library and resource centre and workshops, which are available to any carer of a child or adult with an illness. Also provides the Young Carers program for young carers aged up to 25 years. 1800 422 737 (24 hrs a day) carersact.org.au

Carer Gateway

A national online and phone service that provides practical information and resources to support carers. 1800 422 737 (24hrs a day) carergateway.gov.au

CYCLOPS ACT

Provides support, support groups, recreational and educational activities for young carers aged 10–25, and their families. 02 6232 2488 CYCLOPS

My Aged Care

Provides information about aged care services and a range of services that assist older people in their own home, as well as how to access the services. 1800 200 422 myagedcare.gov.au

Carer Skills Courses

Free, online, self-paced courses that provide information, insights and practical tips. *Carer Gateway* support@eworks.edu.au skills.carergateway.gov.au

More cancer information

Cancer Council's Understanding series of booklets and factsheets cover the following cancer types. Call **13 11 20** to order a free copy or view online at **actcancer.org.**

Respite services

Carers ACT

Provides respite care services to any carer of a child or adult with an illness. 1800 422 737 (24hrs a day) carersact.org.au

Carer Gateway

A national online and phone service that provides practical information and resources to support carers, including information on respite services. 1800 422 737 (24hrs a day) carergateway.gov.au

My Aged Care

Provides information on how to access Australian Government funded aged care services for short term and respite care. 1800 200 422 myagedcare.gov.au

Leo's Place

Free, non-clinical respite. A home- away-from-home for people with a life-limiting illness and/or their families/carers. Selfreferrals accepted. 02 6171 2290 stay@pallcareact.org.au

leosplace.org.au

Support for children and families

When a child is diagnosed with cancer, or a child is coping with a family or friend going through cancer, it can be a very difficult time. There are many services available which support children and their families who are facing emotional, educational, practical and financial challenges. Some organisations provide recreational activities as well.

Camp Quality Canberra

Provides recreational, educational, hospital and financial support programs for children aged 0–15 years dealing with their own cancer diagnosis, or the diagnosis of a sibling or parent. 1300 662 267 campguality

canteen

Provides support for young people (12-25 years) dealing with their own cancer diagnosis, or the diagnosis of a sibling or parent. *Garran* 1800 226 833 canteen

Red Kite

Supports children and their families through cancer by providing emotional guidance, financial relief and educational services. 1800 733 548 redkite

Kids Guide to Cancer

An app that provides ageappropriate information to teach kids about the cancer journey and how they might support their loved one. *Camp Quality*

kidsguidetocancer

Kids Helpline

Anonymous, confidential telephone, email and online counselling for young people 5–25 years, available 24 hours a day, seven days a week. 1800 55 1800 kidshelpline

Make a Wish Foundation

Grants wishes of children aged 4–18 with a life threatening illness. 1800 032 260 makeawish.org.au

Monkey in my Chair

A free program designed to keep seriously ill children connected to their school and friendship groups. To apply, please email: di.marthick@TheCureStartsNow.ORG monkeyinmychair

Children's Cancer

A website that provides evidence-based information on children's cancers for families, carers and health professionals. *Cancer Australia* 1800 624 973 childrenscancer

Rise Above – Capital Region Cancer Relief

Provides financial support, (paying for medications, food and fuel vouchers and other costs), to cancer patients in the ACT and Queanbeyan area. *21 Cooma Street, Queanbeyan NSW* 02 6297 1261 riseabove

Ronald McDonald Family Retreat

Family Retreats in peaceful locations give families the opportunity to take a break and spend some muchneeded time together to enjoy each other's company, an important and often overlooked part of the healing process for families of children with cancer and other illnesses.

02 6281 5894 ronaldmcdonaldfamilyretreats

Ronald McDonald House Canberra

Provides accommodation for country and interstate families whose seriously ill children are being treated at Centenary Hospital for Women & Children. *Hospital Road, Garran* 02 6281 5894 ronaldmcdonaldhousecanberra

Ronald McDonald House Charities

To keep families together and close to the care of their children, RMHC provide several Programs integrated into the hospital infrastructure across Australia, to make things easier for families. 1300 307 642

<u>rmhcwhatwedo</u>

Starlight Children's Foundation of Australia

Provides wishes and other programs to brighten the lives of all seriously ill children and their families throughout Australia. 1300 727 827 starlight.org.au

Stella Bella Foundation

Offers support and assistance to children living with serious and long-term illness, and their families, in the ACT region. Also operate an inclusive childcare facility with a specialised respite and occasional care unit for chronically ill babies and children 0–5 years. 0423 439 889

stellabellafoundation.org.au

Yurana Cancer Kids Holiday Homes

Offers free holiday accommodation for families of children affected by cancer or any other serious illness. *Ulladulla, NSW* 02 4454 1700 yuranahomes.com.au

More information

The following Cancer Council booklets and factsheets may also be useful:

Cancer treatments and side effects

- Chemotherapy
- Clinical Trials and Research
- Complementary Therapies
- Fertility and Cancer
- Hair Loss
- Immunotherapy
- Lymphoedema
- Mouth Health and Cancer Treatment
- Overcoming Cancer Pain
- Palliative Care
- Radiation Therapy
- Surgery
- Taste and Smell Changes

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Living with cancer

- Cancer and Your Finances
- Cancer Care and Your Rights
- Cancer in the School Community
- Cancer Support Groups
- Cancer, Work and You
- Caring for Someone with Cancer
- Emotions and Cancer
- Exercise for People Living with Cancer
- Facing End of Life
- Living Well After Cancer
- Living With Advanced Cancer
- Nutrition and Cancer
- Sexuality, Intimacy and Cancer
- Talking to Kids About Cancer
- Understanding Grief

Call **13 11 20** for a free copy or view online at actcancer.org/information

Employment, financial and legal support

After a cancer diagnosis, it may be challenging to manage the impact on your job and finances, and difficult to know where to turn for information, advice and assistance. The services listed here may be able to assist. You can also call 13 11 20 or speak to a social worker at your treating hospital to find available services.

Employment support

Cancer, Work and You

A Cancer Council booklet with information on how to manage your working life after a cancer diagnosis. View online or call 13 11 20 for a freecopy.

13 11 20 Cancer, Work and You

Financial support

ACT Government Cost of Living Support

An ACT Government website that covers the range of assistance and advice people on low incomes may be eligible for and how to access it. costoflivingsupport

Can Assist

Provides financial assistance to people affected by cancer from rural and regional NSW. Visit the website for contact details of your local branch. 1300 226 277 canassist.com.au

Care Inc. Financial Counselling Service

Provides free financial counselling and information to people on moderate to low incomes who are experiencing financial difficulties.

19-23 Moore Street, Turner 02 6257 1788 (NSW residents) 1800 007 007 (ACT residents) carefcs.org

Department of Human Services – Centrelink

Search for Payment Finder to identify payments, allowances and pensions you may be eligible for. These may include Bereavement Allowance; Carer Allowance; Carer Payment; Disability Support Pension; Newstart Allowance and/ or Sickness Allowance.

Phone numbers

humanservices.gov.au

Department of Human Services – Financial Information Service

An education and information service to support the making of informed financial decisions. 13 23 00 humanservices.gov.au

Department of Veterans' Affairs

Provides a range of financial and medical benefits for war veterans and their dependents.

1800 838 372 dva.gov.au

Australian Government – Moneysmart

Free tips, tools and guidance to get back in control of finances. 1300 300 630 moneysmart.gov.au

Cancer Council Legal, Financial and Workplace Referral Services

Cancer Council's **Legal**, **Financial and Workplace Referral Services** provide people affected by cancer with access to free legal, financial and workplace advice if they cannot afford to pay for it.

The programs connect people with professionals in the community who volunteer their time. These include lawyers, financial advisors and human resources/recruitment specialists.

They can assist with a range of issues such as drafting wills and powers of attorney, accessing superannuation, insurance claims, debt management and workplace issues.

Call **13 11 20** for more information or visit the **webpage**

External Breast Prostheses Reimbursement Program

Provides reimbursement of up to \$400 for both new and replacement external breast prostheses to all eligible women who have had breast surgery as a result of breast cancer. *Medicare Australia* humanservices.gov.au

Interstate Patient Travel Assistance Scheme (IPTAS)

Provides financial assistance towards accommodation and travel costs to ACT residents who need to travel interstate for medical treatment. *ACT Health* 02 5124 2613 canberrahealthservices

BTAA Financial Support

Provides financial assistance for people with brain cancer for Pharmacy, Chemo, Food drink supplements, food/petrol, and/or gas/electricity. towards accommodation 02 6297 1261 btaafinancialsupport

Interstate Patient Travel and Accommodation Assistance Scheme (IPTAAS)

Provides financial assistance towards accommodation and travel costs to NSW residents who need to travel lengthy distances for specialist medical treatment that is not available locally. *NSW Government* 1800 478 227 iptaas.health.nsw.gov.au

Mummy's Wish

Provides practical and some financial support to Mums with cancer that are pregnant or have at least one child 12 years or under. 1800 257 600 mummyswish

National Debt Helpline

Provides a free telephone financial counselling service as well as tips and resources to assist people to find solutions to their debt problems. 1800 007 007 ndh.org.au

Pancare Foundation

Provides financial assistance to patients and carers to access specialist medical services for the treatment of pancreatic, liver, biliary, oesophageal and stomach cancer. 1300 881 698

pancare.org.au

Cancer Hub - Red Kite

Supports children and their families through cancer by providing emotional guidance, financial relief and educational services.

1800 431 312 cancerhub.org.au

Rise Above – Capital Region Cancer Relief

Provides financial support, (paying for medications, food and fuel vouchers and other costs), to cancer patients in the ACT and Queanbeyan area. *21 Cooma Street, Queanbeyan* 02 6297 1261 riseaboyecbr.org.au

Communities at Work – Support (Hardship) Program

Provide essential supports including food, clothing and crisis support to those in need. Two community pantries, a clothing program, and a pre-loved clothing store. No eligibility requirements.

02 6293 6500

admin@commsatwork.org communitiesatwork

St Vincent de Paul Society Provides emergency financial assistance, food, clothing and accommodation.

13 18 12 vinnies.org.au

The Salvation Army

Provides emergency financial assistance, food, clothing and shelter, no Interest Loan for people on low incomes needing to borrow up to \$1,500 for essential items. 02 8775 7988 (NSW) 02 8775 7987 (ACT) salvos.org.au

Your Energy Savings

Provides information about saving energy and money as well as available government rebates and assistance.

yourenergysavings.gov.au

St John's Care Provides emergency food and material aid. 02 6248 7771 stjohnscare

Legal support Advance Care Planning - ACT

ACT Advance Care Planning team can help you to organise a Statement of Choices, Enduring Power of Attorney and Health Direction. Together these documents form an Advance Care Plan. Click on the link to make an appointment at a clinic near you. 02 5124 9274 advancecareplanning

Legal Aid ACT Provides free legal information referral and advice to ACT residents. 1300 654 314 legalaidact.org.au

Public Trustee and Guardian- ACT

Provides trustee, executor and personal financial administration services including the preparation of wills and enduring power of attorney documents. 02 6207 9800 ptg.act.gov.au

Legal and financial issues

The Cancer Council booklet **Cancer and Your Finances** contains information that may help you manage the financial impact of a cancer diagnosis and treatment. **Click here** to download the latest version from our website.

For eligible clients, the means tested Cancer Council **Legal, Financial and Workplace Referral Services** can help with the most common legal, financial and workplace issues experienced by people with cancer and their carers.

For more information and to access this service please call **13 11 20**

Accommodation and transport

Travelling to treatment can be a challenge, even more so if your treatment centre is not close to home. Some people may also need short-term accommodation. These services can assist with affordable accommodation and/or transport to treatment centres.

Interstate Patient Travel Assistance Scheme (IPTAS)

Provides financial assistance towards accommodation and travel costs to ACT residents who need to travel interstate for medical treatment. 02 5124 9082 canberrahealthservices

Interstate Patient Travel and Accommodation Assistance Scheme (IPTAAS)

Provides financial assistance towards accommodation and travel costs to NSW residents who need to travel lengthy distances for specialist medical treatment that is not available locally.

NSW Government 1800 478 227 iptaas NSW

Accommodation

Canberra Hospital Residences

Provides accommodation for interstate patients and their carers attending Canberra Hospital for treatment. *Canberra Hospital, Garran* 02 5124 2613 canberrahealthservices

Rotary Cottage

Provides accommodation for patients and/or their carers attending North Canberra Hospital for treatment from interstate. *North Canberra Hospital, Bruce* 02 6201 6111 canberrahealthservices

Duffy House

Provides accommodation less than 10kms from the hospital for regional patients and their carers who are having cancer treatment at Canberra Hospital. 45 Jemalong Street, Duffy 02 5124 2613 health.act.gov.au

Leukaemia Foundation – Accommodation

Provides subsidised/free accommodation for patients (and their families) affected by leukaemia, lymphoma, multiple myeloma and related blood disorders, when travel is necessary for treatment. John James Village, Rusden Street, Garran 1800 620 420 leukaemia.org.au

Cancer Council NSW Accommodation Service

Provides a list of accommodation options near the cancer treatment centres in NSW for cancer patients and their family or carers needing to travel for cancer treatment.

Cancer Council NSW Accommodation

Manly Adolescent and Young Adult Hospice

Accommodation for people aged 16-30 years, travelling from ACT/regional NSW to Sydney for cancer treatment / specialist appointments. Referral required.

nslhd-ayahmanly@health.nsw.gov.au 02 9926 5700 nslhd.health.nsw.gov.au

Transport

Flexible Bus Service

Free bus service specifically for e.g. the aged, people with a mobility difficulty. Operates off a basic timetable, picking up residents from their home and taking them to local community service providers e.g. local shopping centres and hospitals. Bookings essential. *Transport Canberra* 02 6205 3555 transport.act.gov.au

Leukaemia Foundation -Transport

Provides people affected by leukaemia, lymphoma, multiple myeloma and related blood disorders and their families limited assistance with transport costs to and from treatment. 1800 620 420

СОТА АСТ

Summary of the various transport options available in the ACT. 02 6282 3777 COTA ACT Transport Summary PDF cotaact.org.au

Community Services

leukaemia.org.au

Most community services in the ACT provide transportation to medical appointments for those with transport included in their My Aged Care Plan or NDIS. Contact your local service for more information.

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Support at home

While recovering from treatment, you will often be at home, and may find daily tasks difficult to manage. Services such as at home medical care, meal delivery and cleaning are available to assist you during this time.

Community Assistance and Temporary Supports program (CATS)

ACT Government program that provides short term support services for people and their carers who are not receiving assistance through another program. Eligibility criteria apply. 02 5124 6500 catsprogram@act.gov.au health.act.gov.au

My Aged Care

A national online and telephone service providing information about aged care services as well as a range of services that assist older people in their own home. 1800 200 422 myagedcare.gov.au

Older Persons Health

Canberrans who don't have a support person and are eligible for government funded aged care can access free support to work through the steps to access the care they need.

older-persons-health

Australian Red Cross Delivered Meals Program

Delivers a range of healthy and nutritious frozen and fresh meals to the home. *Australian Red Cross ACT* 1800 733 276 redcross.org.au

Mummy's Wish

Supports Mums with cancer who are pregnant or have at least one child 12 years or under. Can coordinate practical support such as house cleaning and meal preparation as well as some financial assistance.

contact@mummyswish.org.au mummyswish.org.au

Conder House Laundry & Linen Service

A door-to-door laundry, linen and ironing service. 0427 929 946 conderhouse.com.au

Equipment and home modification

Cancer treatment or progression of cancer may mean that you will need to modify your home or purchase special equipment. Most patients who require home modification will be referred to an occupational therapist or physiotherapist who canadvise you on suitable equipment and/or modifications to meet your needs. The following list of contacts may also be helpful.

Chemists

Most chemists provide a range of equipment for loan or purchase.

ACT Equipment Scheme (ACTES)

Supply a range of equipment to eligible people in the ACT community to help people live safely at home. Referral required. *ACT Health, Village Creek Centre 37 Kingsmill Street, Kambah* 02 5124 1076 canberrahealthservices

ACT Equipment Loans Service (ELS)

Provides short term (3 month) loan of equipment used to aid recovery and home care. Referral from primary th ACT Health, Village Creek Centre 37 Kingsmill Street, Kambah 02 5124 1057 canberrahealthservices

Independent Living Specialists

Provides a large range of equipment for sale erapistor hire. 21 Townsville Street, Fyshwick 02 6280 7244 independentlivingspecialists

Technology for Ageing and Disability (ACT) Inc

Designs and constructs aids for people experiencing disabilities where required aids are not commercially available. *Grant Cameron Community Centre* 27 *Mulley Street, Holder* 02 6287 4290 tadact.org.au

Domiciliary Oxygen and Respiratory Support Scheme (DORSS)

Provides oxygen and respiratory equipment to eligible people in the ACT Community. Specialist referral required. *Village Creek Centre, 37 Kingsmill Street, Kambah* 02 5124 1063 canberrahealthservices

Home nursing services

Community Nursing

Offers a full range of nursing care in the home. You can self-refer or be referred by your GP, Discharge Liaison Nurse, Health Professional or Extended Care Paramedic services. *ACT Health* 02 5124 9977

canberrahealthservices.act.gov.au

Private Home Nursing Agencies

A number of private agencies provide home nursing services. An internet search for home nursing will help you find services.

Other practical support and information

Gather My Crew App

The Gather My Crew app links people who need help with their friends and family who are able to help, whether it be transport, meals, childcare, company, grocery shopping, or something else.

gathermycrew.org

СОТА АСТ

Provides a range of services for people aged over 50 including the Seniors Information Line, Housing Options Advisory Service, ACT Seniors Card as well as a number of relevant publications. Hughes Community Centre 2 Wisdom St, Hughes 02 6282 3777 cotaact.org.au

Prostheses and personal care aids

The symptoms and treatment of cancer can sometimes result in needing regular medication, post surgery bras, a prosthesis or personal care aids. The list below includes services that provide information, products and support as well as reimbursement schemes.

Breast prostheses services

External Breast Prostheses Reimbursement Program

Provides reimbursement of up to \$400 for both new and replacement external breast prostheses to all eligible women who have had a mastectomy as a result of breast cancer. *Services Australia* servicesaustralia.gov.au

Colleen's

Provides postsurgical and compression bras, breast prosthesis fittings, mastectomy bras and swimwear for women who have undergone surgery for breast cancer or for prevention of breast cancer. *Shop 6, 22 Garran Place, Garran* 02 6285 1311 colleens.com.au

Knitted Knockers Australia (Canberra branch)

A volunteer group that provides free, hand knitted, 100% cotton breast prostheses to women who have had a mastectomy. Available from the Canberra branch via email or directly from Knitted Knockers Australia. knittedknockersaustcanberra@gm ail.com knittedknockersaustralia.com

Continence Services

Continence Promotion Service

Provides assessment and management of bladder and bowel control, as well as pelvic floor issues. *ACT Health* 02 5124 9977 canberrahealthservices

National Continence Helpline

Nurse Continence Specialists offer free and confidential information, advice and support. Provide a wide range of continence-related resources and information on local services. Monday – Friday 8am-8pm 1800 330 066 nationalcontinencehelpline

Continence Aids Payment Scheme (CAPS)

Provides a payment to eligible people, to help with some of the costs of buying continence products. *Services Australia* 1800 239 309 health.gov.au

Continence Health Australia

Promotes bladder, bowel and pelvic floor health by providing information, education, and advocacy to reduce the stigma and restrictions associated with incontinence. *Continence Health Australia* 1800 33 00 66 continence.org.au

Stoma services

ACT and Districts Stoma Association

Provides support, assistance and stoma related supplies to people in Canberra and the adjoining region who have a stoma. *1 Moore Street, Canberra City* 02 5124 4888 actstoma.net.au

Stoma Therapy Clinics

Provides care and advice to patients and carers on all aspects of stoma management. *ACT Health* 02 5124 9977 canberrahealthservices

Lymphoedema Services

Lymphoedema Physiotherapy Service

For people who are staying in the Canberra Hospital or who attend the Canberra Regional Cancer Centre for treatment. Referral by a Canberra Health Services Doctor or Breast Care Nurse required. This service is free for Medicare card holders. *The Canberra Hospital, Garran* 02 5124 2154 canberrahealthservices

ACT Lymphoedema Service

Provides treatment, support and education on all aspects of lymphoedema. Referral by a GP, medical specialist, allied health worker, nurse practitioner or registered nurse is required. This service is free for Medicare card holders.

There is a cost for compression garments and other items *North Canberra Hospital, Bruce* 02 5124 2154 canberrahealthservices

Physical health and Wellbeing

Cancer and its treatments can cause a range of symptoms and side effects that are different for each person. Looking after yourself and seeking support to manage the changes to your health will enhance your quality of life and aid recovery and assist you to maintain and improve your physical health and wellbeing.

Cancer Council ACT

ENHANCE Wellbeing Program

Cancer Council ACT runs a range of free wellbeing and healthy lifestyle sessions aimed at improving overall health and wellbeing for those affected by cancer and their carers. 02 6257 9999 ENHANCE Wellbeing Programs

Look Good...Feel Better Two-hour workshop teaching women techniques to help restore their appearance and self-image during radiation and chemotherapy treatment. 1800 650 960 lgfb.org.au

University of Canberra Cancer Wellness Centre

Exercise Physiology students, supervised by accredited Exercise Physiologists, individually tailor programs to help mitigate treatment related side effects, improve physical function and quality of life. *Faculty of Health Clinic, University of Canberra, Bruce* 02 6201 5843 cancerwellnesscentre

Casting For Recovery

Provide a free fly-fishing weekend retreat for women recovering from breast cancer treatment. info@castingforrecovery.org.au castingforrecovery.org.au

Dragons Abreast Canberra

Welcomes all breast cancer survivors, regardless of age, gender, sporting ability or fitness for dragon boating for fitness, fun and camaraderie on Lake Burley Griffin.

canberra@dragonsabreast.com.au dragonsabreast

11:11 Health and Wellbeing

Jo is a caring and gentle yoga teacher, trained in Hatha, Yin, Restorative and Chair Yoga. She combines these practices to create supportive and relaxing experiences for your body, mind and spirit.

1111healthandwellbeing.com

Alison Ware – HarpCare

A Creative Arts Therapist and Clinical musician offering curated harp music, Mindfulness and creative art programs for health and wellbeing within Canberra Health Services and in the community. 0402 134 479 info@harpcare.com.au www.HarpCare.com.au

Tai Chi Academy

Enhance your physical and mental well-being after cancer treatment with Tai Chi. Experience the gentle and soothing movements of Tai Chi for yourself! 02 6296 1357 taichiacademy.com.au support@taichiacademy.com.au

Yoga Therapy - Yoga with Sare

Sarah provides support during and after your cancer treatment through the therapeutic and holistic approach of Yoga Therapy. It is based on the foundations and history of yoga and is supported by modern scientific research. 0430 314 622

yogawithsare

Realising Wellness

Oncology massage therapist. Latham 0416 088 120 lyndelle.ramsay@gmail.com

Oncology Massage Limited

Trains qualified therapists to massage people with a history or a diagnosis of cancer. A list of these therapists is available on their website. OML Qualified Massage Therapists

ACT Lymphoedema Service Provides treatment, support and education on all aspects of lymphoedema. North Canberra Hospital, Bruce 02 5103 6190 canberrahealthservices

Nutrition

People receiving treatment at any of the major hospitals in Canberra can ask to speak to a dietitian during their stay

Community Care Nutrition Service

Community-based service for adults ≥25 years offering dietary assessment, advice & counselling for a range of medical conditions, including cancer.

Belconnen/Gungahlin/Tuggeranong/ Phillp Community Health Centres 02 5124 9977 canberrahealthservices

Nutrition and Dietetics Clinic

A student-led clinic that provides a range of dietary services including for people with cancer, at a minimal cost.

Faculty of Health Clinic University of Canberra, Bruce 02 6201 5843 canberra.edu.au

Screening services

BreastScreen ACT

Free mammography screening for women ≥ 40. City, Phillip and Belconnen HealthCentres. 13 20 50 canberrahealthservices

National Bowel Cancer Screening Program

National program that aims to reduce deaths from bowel cancer by detecting early signs of the disease. national-bowel-cancer-screening-program

National Cervical Cancer Screening Program National screening for cervical cancer cancerscreening.gov.au/cervical

Cancer Council – Cervical Screening Cancer Council website explains the changes to the new national cervical cancer screening program. cancercouncilcervicalscreening

Fertility

Canteen-Maybe Later Baby A guide to fertility for young people with cancer. Canteenguidetofertility

Fertility and Cancer – Cancer Council

A Cancer Council guide to fertility for people affected by cancer. View online or order a free copy by calling 02 6257 9999. fertilityandcancer

Holiday accommodation

Ronald McDonald Batemans Bay Family Retreat

Offers free holiday accommodation for one week in fully equipped units on the beach for families of children who are affected by cancer or another life-threatening illness. *Batemans Bay, NSW* 02 6281 5894 rmhc.org.au

The OTIS Foundation

Provides free accommodation and an opportunity to enjoy a relaxing time of sanctuary in a beautiful country environment for those living with breast cancer. Accommodation is located in Thredbo and country Victoria. 03 5444 1184 otisfoundation.org.au

Yurana Cancer Kids Holiday Homes

Offers free holiday accommodation for families of children affected by cancer or other serious illness. *Ulladulla, NSW* 02 4454 1700 yuranahomes.com.au

Wigs and other headwear Cancer Council ACT Wig Service

Provides wigs, turbans, caps for sale at affordable prices. Open Monday to Friday 9.00am–4.00pm. Bookings essential. *Cancer Council ACT Unit 1/173 Strickland Crescent, Deakin* 02 6257 9999 actcancer.org

Colleen's

Sells a range of bamboo wig liners, caps with hair, turbans, hats, scarves, lingerie and swimwear. Shop 6, 22 Garran Place, Garran 02 6285 1311 colleens.com.au

HeadsUp Kippax

Specialises in supporting all women with hair loss. Our extensive range of wigs and headwear is in an attractive and welcoming environment. Our one stop shop also Includes clipping hair, trimming wigs, and customised wig fitting. Open Tues-Fri 10am to 4pm. 2/12-16 Hardwick Cres, Holt 02 6254 4403 headsup.net.au

Emotional support

You may find that you are dealing with a wide range of emotions after a cancer diagnosis. Finding ways to manage your feelings and reactions is important to your physical and emotional wellbeing. Many people with cancer find that talking to a professional counsellor can be helpful. Others find comfort in a cancer support group or talking to an individual who has had cancer themselves.

Carers of people with cancer may find many of these services helpful. Carers can also check the entries under Support for Carers.

Counselling services Better Access Initiative – Medicare

Provides Medicare subsidies for appointments with mental health specialists. Requires a referral from a GP.

betteraccessinitiative

Cancer Counselling Service

Free practical/psychological/ social support for adult cancer patients, families and carers.

ACT Health, Phillip Health Centre, Belconnen Health Centre 02 5124 9977 canberrahealthservices

Cancer Supportive Care Service

Cancer specialist nurses, social workers and psychologists provide practical, emotional and crisis support to cancer patients and their carers attending CRCC. *Yamba Drive, Garran* 02 5124 8444 canberrahealthservices

Medicare Mental Health Centre

Canberra (formerly Canberra Head to Health) Free mental health support for 18 yrs+. No referral/Medicare Card/Mental Health Plan needed. Walk-ins (M-F 8:30am-4:30pm, Wed to 7pm) call or enquire online. Shop G7, 14 Childers Street, Canberra City 1800 595 212 canberrammhc.com.au

Catholic Care Canberra and Goulburn

Provides quality counselling services to the Canberra community. *57 Hicks St, Red Hill* 02 6162 6100 catholiccarecounselling

University of Canberra Counselling Clinic

Experienced postgraduate counselling students, under supervision, providing low cost, professional and confidential counselling 02 6201 5843 UC Health Clinics

Relationships Australia Canberra and Region

Offers a wide range of relationship counselling services for individuals, couples and families, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. 1300 364 277 racr.org.au

Cancer Counselling Professionals

Find private accredited counsellors in your area.

info@cancercounselling.com.au cancercounselling.com.au

North Canberra Hospital Inpatient Social Work and Psychology

Service

Provides counselling services for people affected by cancer who are inpatients of North Canberra Hospital.

North Canberra Hospital, Bruce 02 6201 6111 canberrahealthservices

Community Care Social Work

Community Health based social work counselling and support service.

Belconnen Community Centre, Tuggeranong Community Health Centre 02 5124 9977

canberrahealthservices

Access Mental Health Line

Phone service available 24 hours, 7 days a week, for people who have concerns about their own or someone else's mental health.

1800 629 354 (free call) Access Mental Health

Capital Region Community Services - Wellbeings

Multidisciplinary, allied health practice that believes in accessible, holistic mental health care for clients of all ages and backgrounds. 02 6264 0200 CRCS Wellbeings

Kids Helpline

Free, anonymous, confidential telephone and online counselling for young people aged from 5 to 25 years, 24 hours a day, seven days a week. 1800 55 1800 kidshelp.com.au

Lifeline Canberra

A free telephone counselling and support service available to people of all ages, 24 hours a day, seven days a week. 13 11 14 act.lifeline.org.au

Deborah May Counselling

A private counsellor specialising in cancer, life transitions and chronic illness counselling. 02 5121 9374 psychologytoday

Beyond Blue

Free telephone counselling and support services. 1300 22 4636 Beyond Blue Support

Mensline Australia

A free national telephone support service for men with family or relationship concerns. Also available to women or family members concerned about a male family member. It provides a confidential counselling service 24 hours a day, seven days a week.

1300 78 99 78 mensline.org.au

Journey Counselling and Life Skills

A private counselling service providing care and support to the Queanbeyan and Batemans Bay communities.

0481 202 149 jenni@journeycounselling.com.au journeycounselling

Andreea Ardeleanu Counselling

Experienced oncology counsellor and sexual health counsellor. Andreea's framework is person centred and trauma informed and she engage with clients (individuals and couples) from a strengths perspective. I work with individuals as well as couples. An LGBTIA ally and culturally aware provider. a2counselling

Cancer support groups

Cancer support groups offer a safe place for people with cancer to talk with others who have had similar experiences. Support groups may offer emotional, social and some practical support as well as information on cancer and related issues. Each support group is unique in what they provide.

There are a range of support groups operating in the ACT that are not run by Cancer Council ACT. These groups are either led by community members and/or health professionals and the views expressed by these support groups are the views of the support groups and are not necessarily those of Cancer Council ACT. The following is a list of support groups that have provided contact details to Cancer Council ACT. We recommend you contact the group directly to decide whether it may be suitable for your needs.

ACT Brain Tumour Alliance Australia Peer Support Group

BTAA's ACT and surrounding areas Support Group meets on the 4th Sunday of the month at the Woden Southern Cross Club 1800 857 221 btaa.org.au

Lung Foundation Support Group

Face to face, online and telephone support groups for people with lung conditions, including lung cancer. 1800 654 301 lungfoundation.com.au

Cancer Council support groups

Cancer Council Telephone Support Groups

A range of Cancer Council facilitated telephone support groups. Call, email or visit the website for a list of current groups. 13 11 20 tsg@nswcc.org.au cancercouncil.com.au

Cancer Council Cancer Connect A Cancer Council telephone peer support service that puts people in touch with others who have had a similar cancer experience. *Cancer Council ACT* 13 11 20 cancercouncilconnect

Cancer Council Online Community

Cancer Council Online Community is an online platform for people affected by cancer to connect, share experiences and find information and support in a safe forum.

cancercouncilonlinecommunity



Leukaemia Foundation Online Support Groups

Online support groups, education webinars, and private Facebook groups, moderated by Leukaemia Foundation staff, open to anyone living with blood cancer and their family and friends across Australia 1800 620 420 leukaemiasupportgroups

Melanoma Patients Australia Canberra Support Group

A support group for melanoma patients, their families and friends that provides information, support and fun. It meets once a month at Canberra Southern Cross Club, Woden, please call for more details. 1300 884 450 melanomapatients.org.au

ACT/Southern NSW Head & Neck Cancer Support Group

A group for people who have had treatment for Head and Neck Cancer. Family, friends and carers are also welcome. Please email for more information or to express interest in attending.

02 5124 2230 hncsupport@act.gov.au headandnecksupport

Canberra NET Support Group

A support group for people with neuroendocrine tumours (NET) and/or their family members and carers. Meets once a month in Canberra on a Friday from 10am-12pm. Please contact the Unicorn Foundation for more details. *Unicorn Foundation* 1300 287 363 neuroendocrine.org.au

Prostate Cancer Support Group – ACT Region Inc.

Provides support to men diagnosed with prostate cancer and their families through mornings and monthly meetings which are open to all. Visit the website or call for more information and meeting times. Please call SHOUT on the number below to be forwarded to the support group. 02 6290 1984 (SHOUT – will take a message to pass on to the PCSG)

pcsg-act.org.au

Other cancer support

ACT Specialist Breast Care Nurses

ACT Breast Care Nurses are registered nurses who specialise in the care of people with breast cancer, providing both them and their family with support and information during treatment. *North Canberra Hospital, Bruce* 02 5103 6709 CHSNCH.bcn@act.gov.au canberrahealthservices

Leukaemia Foundation Blood Cancer Education

Provides information for health professionals, people with blood cancer, carers and friends. Online education, podcasts, webinars 1800 620 420 Blood Cancer Information Blood Cancer Events Calendar

Bosom Buddies

Bosom Buddies is a small local breast cancer charity providing support to people from when they are diagnosed, through their treatment and following their treatment in the ACT and surrounding NSW region. *Pearce Community Centre, Pearce* 0406 376 500 admin@bosombuddies.org.au

Bereavement services

If the person you are caring for dies, you may be feeling a range of emotions. These emotions are normal and may come and go and change in intensity over time. Support groups (faceto-face, telephone or online) or counselling can help you get through times when your grief seems overwhelming.

Cancer Counselling Service

Provides bereavement counselling for families and carers who have lost someone to cancer. ACT Health, Phillip Health Centre Cnr Corinna and Keltie Streets, Phillip Belconnen Health Centre, 56 Lathlain Street, Belconnen 02 5124 9977 canberrahealthservices

Canberra Grief Centre

Provides grief and bereavement counselling as well as bereavement supportgroups. *1 Geils Court, Deakin* Sonia 0409 966 515 canberragriefcentre.com.au

Leukaemia Foundation

Provides individual bereavement counselling and a closed online support group. Registration essential: 1800 620 420 leukaemia.org.au

Cancer Hub - CanTeen ACT and Southern NSW Division

Provides a mutual peer support network of young people living with cancer, this includes bereaved siblings and offspring of people with cancer. 7–11 Barry Drive, Turner 1800 431 312 cancerhub.org.au

Life After Loss Telephone Support Group

A free national telephone support group for people who've been bereaved within the last two years. Call or email to register your interest. *Cancer Council NSW* 13 11 20

Community Care Social Work

Grief, loss, bereavement counselling service for ACT residents not receiving counselling or social work elsewhere. Face to face or telephone options. 02 5124 9977 canberrahealthservices

Griefline Community and Family Services

A national loss and grief telephone counselling service. Provides anonymous support and specialist counselling to individuals and families. Online counselling is also available. 1300 845 745 griefline.org.au

Journey Counselling and Life Skills

A private counselling service providing care and support to the Queanbeyan and Batemans Bay communities. 0481 202 149 jenni@journeycounselling.com.au journeycounselling

National Association for Loss and Grief NSW

Sydney-based telephone support service operated by trained volunteers who provide information and referral to people experiencing loss and grief. Leave a message on the answering system to make an appointment. 02 6882 9222 nalag.org.au

The Compassionate Friends ACT and Queanbeyan

Part of a worldwide self-help organisation offering friendship and understanding to bereaved parents, siblings and grand- parents. Offering support to families who are grieving the death of a child of any age, from any cause. All bereaved family members are welcome.

tcf.actqbn@gmail.com compassionatefriendsact.org

Solace ACT

Self-help group for widows and widowers to assist bereaved people to adjust to their loss. The phone number is answered by O'Rourke Funeral Directors 02 6297 1052 solacegriefsupportact.org.au

Notes





For more information and support on cancer and cancer related issues

Call 13 11 20 Email cancer.information@actcancer.org Visit actcancer.org