



Cancer Services 2012

Practical
and support
information

Cancer Council Helpline

13 11 20

www.cancervic.org.au

Cancer Services 2012

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Cancer Council Victoria has aimed to ensure that the information in this directory is accurate. Inclusion of a service in this directory does not imply endorsement of that service by Cancer Council Victoria.

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This booklet is available online: www.cancervic.org.au

Interpreting service: Deaf or hearing- or speech-impaired

If you use text-based communication, call the Cancer Council Helpline (13 11 20) through the National Relay Service (NRS) 13 3677. If you can hear and still use your voice, but have a speech impairment, call the Cancer Council Helpline through NRS 1300 555 727.

Generous Victorians who fundraise to fight cancer make many Cancer Council services, including the publication of this booklet, possible. For information on how you can help, visit www.cancervic.org.au or call 1300 65 65 85.

This booklet was developed with funding from:



Cancer Council support

The Cancer Information and Support Service (CISS) offers a range of support options for people with cancer, their families and friends.

You can confidentially call the Cancer Council Helpline to talk with one of our experienced cancer nurses. They can provide you with reliable information and practical advice on any type or stage of cancer. They can also link you to a range of support services all for the cost of a local call (except from mobiles). Phone 13 11 20, Monday to Friday, 9 am – 5 pm.

Information about cancer is also available at www.cancervic.org.au or you can visit www.cancerconnections.com.au for online support 24 hours a day.

Cancer Information and Support Service programs

- Cancer Council Helpline
- Multilingual Cancer Information Line
- Free cancer information sessions
- Cancer Connect – telephone support
- Cancer Support Groups – face-to-face, Internet and telephone
- Living with Cancer Education Program
- Holiday Break Program
- Financial Assistance Program
- Victorian Cancer Clinicians Communication Program

For cancer information and support visit www.cancervic.org.au or phone 13 11 20, Monday to Friday, 9 am – 5 pm.



Introduction

This is a guide to services in Victoria for people with cancer and their carers, families and friends. It will also be useful for health professionals working in cancer care.

A diagnosis of cancer poses many challenges. They can range from the practical – like how to get to a distant medical appointment – to the emotionally complex – like thinking about life and death. The services listed in this guide can help you deal with many of these challenges.

The information is grouped in sections. If you are looking for a particular service, check for its name in the index. Internet addresses are provided where available. An Internet address will take you to a service’s home page or to its governing body’s home page.

If you need more detail about any of the services listed in this guide, or are looking for a service that is not listed here, our Cancer Council Helpline will be able to help: phone 13 11 20. The Cancer Council Helpline offers telephone counselling and written information to people affected by cancer. People can also access an extensive range of supportive care services.

If there is a service missing from this edition that you think should be included in future editions, please let us know.

Are you reading this for someone who does not understand English? Tell them about the Multilingual Cancer Information Line. See the back cover for details.



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Major metropolitan and country Victoria cancer treatment centres

There are more than 200 public and private hospitals in Victoria. Some suburban and regional hospitals do not provide all cancer treatment services, so you may need to travel to a large metropolitan hospital for some treatment. Your doctor will refer you to the hospital closest to you that will provide the treatment you need.

Hospitals are listed in the Yellow Pages (under Hospitals) and White Pages (by name).

Here is a list of major cancer treatment centres in and around Melbourne and at larger country centres.

Private hospitals that provide a wide range of cancer treatment services are included in this list. If you would like treatment at a private hospital, ask your doctor or specialist to recommend one.

Metropolitan cancer treatment centres

The Alfred
 9076 2000
 Commercial Road
 PRAHRAN 3181
www.alfred.org.au

**Austin and Repatriation
 Medical Centre – Austin
 Health**
 9496 5000
 145–163 Studley Road
 HEIDELBERG 3084
www.austin.org.au

Box Hill Hospital

9895 3333
16 Arnold Street
BOX HILL 3128
www.easternhealth.org.au

Cabrini Hospital (private)

9508 1222
183 Wattletree Road
MALVERN 3144
www.cabrini.com.au

Epworth Eastern (private)

8807 7100
1 Arnold Street
BOX HILL 3128
www.epworth.org.au

Epworth Hospital (private)

9426 6666
89 Bridge Road
RICHMOND 3121
www.epworth.org.au

Epworth Freemasons Hospital (private)

9483 3833
166 Clarendon Street
EAST MELBOURNE 3002
www.epworth.org.au

Frances Perry House (private)

9344 5000
Levels 6 & 7
Cnr Flemington Road &
Grattan Streets
PARKVILLE 3052
www.francesperryhouse.com.au

Frankston Hospital

9784 7211
4 Hastings Road
FRANKSTON 3199
www.peninsulahealth.org.au

John Fawkner – Moreland Private Hospital

9385 2500
275 Moreland Road
COBURG 3058
www.healthscopehospitals.com.au

Linacre Private Hospital

9598 9666
12 Linacre Road
HAMPTON 3188
www.linacreprivate.com.au

Maroondah Hospital

9871 3333
Davey Drive
RINGWOOD EAST 3135
www.easternhealth.org.au

Melbourne Private Hospital

8341 3400
Royal Parade
PARKVILLE 3052
www.healthscopehospitals.com.au

Mercy Hospital for Women

8458 4444
163 Studley Road
HEIDELBERG 3084
www.mercyhealth.net

Mercy Private

9928 6555
159 Grey Street
EAST MELBOURNE 3002
www.stvincentsmercy.com.au

Monash Medical Centre – Clayton Campus

9594 6666
246 Clayton Road
CLAYTON 3168
www.southernhealth.org.au

Monash Medical Centre – Moorabbin Campus

9928 8111
867 Centre Road
BENTLEIGH EAST 3165
www.southernhealth.org.au

Northern Hospital

8405 8000
185 Cooper Street
EPPING 3076
www.nh.org.au

Peninsula Oncology Centre Frankston Private

9771 8900
24–28 Frankston–Flinders Road
FRANKSTON 3199
www.poc.com.au

Peter MacCallum Cancer Centre

9656 1111
St Andrews Place
EAST MELBOURNE 3002
www.petermac.org

Ringwood Private Hospital

8804 4000
36 Mount Dandenong Road
RINGWOOD EAST 3135
www.healthscopehospitals.com.au

Royal Children's Hospital

9345 5522
50 Flemington Road
PARKVILLE 3052
www.rch.org.au

Royal Melbourne Hospital

9342 7000
Grattan Street
PARKVILLE 3050
www.rmh.mh.org.au

Royal Women's Hospital

8345 2000
Cnr Grattan Street &
Flemington Road
PARKVILLE 3052
www.thewomens.org.au

St Vincent's Hospital

9288 2211
Cancer services: Level 3
Daly Wing 35 Victoria Parade
Oncology department: Level 2
Healy Wing 41 Victoria Parade
FITZROY 3065
www.svhm.org.au

St Vincent's & Mercy Private

9411 7111
59–61 Victoria Parade
FITZROY 3065
www.stvincentsmercy.com.au

Warringal Private Hospital
9274 1300
216 Burgundy Street
HEIDELBERG 3084
www.warringalprivate.com.au

Western Hospital
8345 6666
160 Gordon Street
FOOTSCRAY 3011
www.wh.org.au

Regional Victoria cancer treatment centres

Ballarat Health Services Base Hospital
5320 4000
Drummond Street
BALLARAT 3350
www.bhs.org.au

Ballarat Oncology & Haematology Services
5339 8000
1117 Howitt Street
WENDOUREE 3355
www.ballaratoncology.com.au

The Bays Hospital
5975 2009
Vale Street
MORNINGTON 3931
www.thebays.com.au

Bendigo Hospital
5454 6000
Lucan Street
BENDIGO 3550
www.bendigohealth.org.au

Western Private Hospital
9318 3177
1–9 Marion Street
FOOTSCRAY 3011
www.westernprivatehospital.com.au

Barwon Health Geelong Hospital
5226 7111
Bellerine St
GEELONG 3220
www.barwonhealth.org.au

Goulburn Valley Health
5832 2322
Graham Street
SHEPPARTON 3630
www.gvhealth.org.au

Latrobe Regional Hospital
5173 8000
Princes Highway
TRARALGON WEST 3844
www.lrh.com.au

Mildura Base Hospital
5022 3333
Ontario Avenue
MILDURA 3500
www.mildurabase.com.au

Mildura Private Hospital
5022 2611
220–228 Thirteenth Street
MILDURA 3500
www.milduraprivatehospital.com.au

Murray Valley Private Hospital Cancer Treatment Centre
(02) 6055 3100
Nordsvan Drive
WODONGA 3690
www.mvph.com.au

Northeast Health Wangaratta
5722 0111
Green Street
WANGARATTA 3677
www.nhw.hume.org.au

Rosebud Hospital
5986 0666
1527 Nepean Highway
ROSEBUD 3939
www.peninsulahealth.org.au

South West Healthcare – Warrnambool
5563 1666
Ryot Street
WARRNAMBOOL 3280
www.swarh2.com.au/swh

St John of God Health Care – Ballarat
5320 2111
101 Drummond Street North
BALLARAT 3350
www.sjog.org.au

St John of God Health Care – Bendigo
1800 640 240 / 5434 3434
Cnr Lily & Chum Streets
BENDIGO 3550
www.sjog.org.au/bendigo

St John of God Health Care – Geelong
5226 8888
80 Myers Street
GEELONG 3220
www.sjog.org.au

West Gippsland Hospital
5623 0611
Landsborough Street
WARRAGUL 3820
www.gha.net.au/wghg

Temporary accommodation

You may need accommodation if you come to Melbourne from country Victoria for treatment. Some of the major cancer treatment centres have short-term accommodation for patients and their families: ask the social worker at the hospital where you are being treated.

There are motels and hotels near the major hospitals.
Phone 13 11 20 for information.

Assistance with accommodation costs

If you need help paying for accommodation while receiving cancer treatment, contact the social worker at the hospital where you are receiving or will receive treatment. They can advise on financial assistance and other services.

Some hotels and motels provide cheaper rates for people staying long term and/or people receiving cancer treatment at a nearby hospital. Ask if you are eligible.

If you have to travel a long distance from your home to the treatment centre, you may be eligible for travel and accommodation assistance from the Victorian Patient Transport Assistance Scheme. Call 5333 6040 or 1300 737 073 (toll-free). All VPTAS forms should be sent to:

Victorian VPTAS Office
PO Box 712 BALLARAT 3350



Palliative, hospice and respite care

Palliative treatment is treatment that aims to promote comfort, relieve symptoms and maximise quality of life, when cure is unlikely. Palliative treatment can be provided in a hospice, hospital or at home. A hospice is a place that provides comprehensive care for people with incurable disease. Respite care is a short-term arrangement that allows the carer and person with cancer to take a break from their usual care routines.

Some palliative, respite and hospice services are part of a general hospital. In some regions, palliative care teams coordinate care between health professionals and institutions. Palliative care coordinators can be based at hospitals, local councils and community health centres.

Palliative care services provided by public hospitals are covered by Medicare. Private hospitals charge for their services; most costs will be covered by private health insurance, however there is often a gap between insurance payments and hospital fees. Public patients should note that some private hospitals can offer services at subsidised cost, depending on your circumstances. Please ask about costs when you apply to any hospital or palliative care, hospice or respite care service.

Metropolitan palliative, hospice and respite care centres

The Alfred Palliative Care Service

9076 6970
Commercial Road
PRAHRAN 3181
www.alfred.org.au

Angliss Hospital

9764 6111
39 Albert Street
UPPER FERNTREE GULLY 3156
www.easternhealth.org.au

ANNECTO The People Network

9386 5686
215–217 Sydney Road
COBURG 3058
www.annecto.org.au

Austin and Repatriation Medical Centre Palliative Care Service

9496 5000
300 Waterdale Road
HEIDELBERG WEST 3081
www.austin.org.au

Banksia Palliative Care Service

9497 2100
Suite 4,
50 Upper Heidelberg Road
IVANHOE 3079
www.banksiapalliative.com.au

Broadmeadows Health Service – Palliative Care Unit

8345 5234
35 Johnstone Street
BROADMEADOWS 3047
www.nh.org.au

Bundoora Extended Care Centre

9495 3100
1231 Plenty Road
BUNDOORA 3083
www.nh.org.au

Cabrini Prahran Palliative Care Services

9508 1000
646 High Street
PRAHRAN 3181
www.cabrini.com.au

Calvary Health Care Bethlehem

9596 2853
476 Kooyong Road
CAULFIELD SOUTH 3162
www.bethlehem.org.au

Caritas Christi Hospice – Fitzroy

9288 2211
6th floor, Inpatient Services Building
St Vincent's Hospital,
41 Victoria Parade
FITZROY 3065
www.svhm.org.au

Caritas Christi Hospice – Kew

9853 2344
104 Studley Park Road
KEW 3101
www.svhm.org.au

Cotham Private Hospital

8803 0500
209 Cotham Road
KEW 3101
www.healthscopehospitals.com.au

Eastern Palliative Care Association

1300 130 813
Level 1, 353 Whitehorse Road
NUNAWADING 3131
www.eastpallcare.asn.au

Emergency After Hours Response Service

1800 727 280 (5 pm to 9 am) /
9687 7066 (9 am to 5 pm)
81 Cowper Street
FOOTSCRAY 3011
www.respitenorthandwest.org.au

Linacre Private Hospital

9598 9666
12 Linacre Road
HAMPTON 3188
www.linacreprivate.com.au

McCulloch House – Monash Medical Centre Palliative Care Unit

9594 5320
246 Clayton Road
CLAYTON 3168
www.southernhealth.org.au

Melbourne Citymission Palliative Care

9486 2666
472 Nicholson Street
NORTH FITZROY 3068
www.melbournecitymission.org.au

Mercy Western Palliative Care

9364 9777
3 Devonshire Road
SUNSHINE 3020
www.mercyhealth.com.au

Mount Eliza Centre

9788 1200
33 Jacksons Road
MOUNT ELIZA 3930
www.peninsulahealth.org.au

Omni-Care

9484 8102
Level 1, 4 Bruce Street
PRESTON 3072
www.omni-care.com.au

Palliative Care Victoria

9662 9644
Level 2, 182 Victoria Parade
EAST MELBOURNE 3002
www.pallcarevic.asn.au

Peninsula Hospice Service

9783 6177
6/125 Golf Links Road
FRANKSTON 3199
www.peninsulahospice.com.au

Peninsula Private Hospital

9788 3466
525 McClelland Drive
FRANKSTON 3199
www.peninsulaph.com.au

**Peter MacCallum Cancer
Centre Palliative Care Service**

9656 1918 (9 am to 5 pm
weekdays) or 9656 1111
St Andrews Place
EAST MELBOURNE 3002
www.petermac.org

St Vincent's at Home

9288 3817
41 Victoria Parade
FITZROY 3065
www.svhm.org.au

Very Special Kids House

9804 6222
321 Glenferrie Road
MALVERN 3144
www.vsk.org.au

**Regional palliative, hospice and respite
care centres**

**Albury Wodonga Health
– Wodonga Campus**

(02) 6051 7111
Vermont Street
WODONGA 3690
www.awh.org.au

Alpine Health

5751 9300
30 O'Donnell Avenue
MYRTLEFORD 37367
www.alpinehealth.org.au

Wantirna Health

9955 1200
251 Mountain Highway
WANTIRNA 3152
www.easternhealth.org.au

Werribee Mercy Hospital

9216 8888
300–310 Princes Highway
WERRIBEE 3030
www.mercy.com.au

Western Health Palliative Care

8345 1820 / 8345 1792
Ground floor, Sunshine Hospital
ST ALBANS 3021
www.wh.org.au

Avoca Health Services

5465 1200
10 Templeton Street
AVOCA 3467
www.mdhs.vic.gov.au

**Bairnsdale Home Palliative
Care**

5152 0285
Community Health Service,
Ross Street
BAIRNSDALE 3875
www.brhs.com.au

Ballarat Health Services

5320 4000
Drummond Street North
BALLARAT 3353
www.bhs.org.au

Ballarat Hospice Care

5333 1118
312 Drummond Street South
BALLARAT 3353
www.ballarathospicecare.org.au

**Balmoral Bush Nursing
Centre**

5570 1304
26 Bell Street
BALMORAL 3407
www.balmoralbnc.com.au

**Barwon Health Community
Palliative Care**

5279 2222
49–95 Ballarat Road
NORTH GEELONG 3215
www.barwonhealth.org.au

**Barwon South-West Region
Palliative Care**

Colac 5232 5276
Hamilton 5551 8359
Portland 5521 0674
Warrnambool 5564 4178
[www.health.vic.gov.au/
palliativecare](http://www.health.vic.gov.au/palliativecare)

**Bass Coast Community
Health Service**

5671 9200
1 Back Beach Road
SAN REMO 3925
www.bcchs.com.au

Bass Coast Regional Health

5671 3333
Graham Street
WONTHAGGI 3995
www.bcrh.com.au
bcchs.com.au

**Beaufort and Skipton Health
Services**

5349 1600/1110
Havelock Street
BEAUFORT 3373
www.bashes.org.au

Beleura Private Hospital

5976 0888
925 Nepean Highway
MORNINGTON 3931
www.beleuraprivate.com.au

**Bellarine Community Health
Drysdale Centre Palliative
Care**

5251 2291
21 Palmerston Street
DRYSDALE 3222
www.bch.org.au

Benalla Palliative Care

5760 2207
Benalla and District Memorial
Hospital
45 Coster Street
BENALLA 3672
www.benallahospital.com.au

**Bendigo Community Palliative
Care Service**

5454 8077/2
100 Barnard Street
BENDIGO 3552
www.bendigohealth.org.au

**Central Gippsland Health
Service**

5143 8600
155 Guthridge Parade
SALE 3850
www.cghs.com.au

**Central Grampians Palliative
Care**

5352 9465
Girdstone Street
ARARAT 3377
grpcc.grampianspalliativecare.com.au

Colac Palliative Care Services

5232 5100
2–28 Connor Street
COLAC 3250
www.swarh.com.au

**Commonwealth Carer Respite
Centre – Gippsland**

5136 5400
81–87 Buckley Street
MORWELL 3840
www.lchs.com.au

**Dartmoor and District Bush
Nursing Centre**

5528 1381
28 Ascot Street
DARTMOOR 3304
pgf.dartmore@swarh.vic.gov.au

**Djerriwarrh Palliative Care
Service**

5367 2000
Grant Street
BACCHUS MARSH 3340
www.djhs.com.au

Echuca Regional Health

5485 5000
17 Francis Street
ECHUCA 3564
www.erh.org.au

**Elmhurst Bush Nursing
Centre**

5354 8227
36 Green Street
ELMHURST 3469
www.ebnc.org.au

**Ensay Community Health
Centre**

5157 3215
5063 Great Alpine Road
ENSAY 3895
ensaychc@omeohs.com.au

Family Resource Centre

5671 3278
Graham Street
WONTHAGGI 3995
www.bcrh.com.au

Gandarra Palliative Care Unit

5320 3895
102 Ascot Street South
BALLARAT 3350
www.bhs.org.au

**Gippsland Lakes District
Nursing Palliative Care
Service**

5155 8300
18–26 Jemmeson Street
LAKES ENTRANCE 3909
www.glch.org.au
contact@glch.org.au

**Gippsland Southern Health
Service – Palliative Care**

5667 5555
66 Koonwarra Road LEONGATHA
3953
www.gshs.com.au

Goulburn Valley Health

5832 2322
Graham Street
SHEPPARTON 3630
www.gvhealth.org.au

**Goulburn Valley Hospice Care
Service**

5822 0068
102 Balaclava Road
SHEPPARTON 3630
hospice.shepparton.net.au

**Grampians Aged Care
Assessment Service**

5320 3740
102 Ascot Street South
BALLARAT 3350
www.bhs.org.au

**Grampians Community Health
Palliative Care Service**

5358 7400
8–22 Patrick Street,
STAWELL 3380
www.grampianscommunityhealth.org.au

**Grampians Regional Palliative
Care – Ballarat Hospice Care**

5333 1118
312 Drummond Street South
BALLARAT 3353
www.grampianspalliativecare.com.au

Heyfield Hospital

5139 7979
14 Licola Road
HEYFIELD 3858

Indigo North Health

(02) 6033 6200
168–172 High Street
RUTHERGLEN 3685
www.inh.org.au

Kerang District Nursing Service

5450 9286
19 Fitzroy Street
KERANG 3579
www.kerangdistricthealth.com.au

Kyabram and District Health Services

5857 0200
86–96 Fenaughty Street
KYABRAM 3620
www.kyhealth.org.au

Kyneton District Health Service Palliative Care

5422 9900/9911 (after hours/
urgent: 5422 9900)
7–25 Caroline Chisholm Drive
KYNETON 3444
www.kynetonhealth.org.au

Latrobe Community Health Palliative Care Service

1800 242 696 / 5136 5400
81–83 Buckley Street
MORWELL 3840
www.lchs.com.au

Lorne Community Hospital

5289 4300
Albert Street
LORNE 3232
www.lornecommunityhospital.com.au

Lower Hume Palliative Care Service

5735 8065
Bretonneux Street
SEYMOUR 3660
www.seymourhealth.org.au

Macedon Ranges Health Services Palliative Care Service

5428 0300
5 Neale Street
GISBORNE 3437
www.mrhs.com.au

Mansfield District Hospital

5775 8800
53 Highett Street
MANSFIELD 3722
www.mansfieldhospital.org.au

Maryborough Hospital

5461 0333
75–87 Clarendon Street
MARYBOROUGH 3465
www.mdhs.vic.gov.au

Mildura Base Hospital

5022 3333
231–237 Thirteenth Street
MILDURA 3502
www.mildurabase.com.au

Mitchell Community Health Services

1300 773 352 / 5784 5555
72 Ferguson Street
BROADFORD 3658
www.mitchellchs.org.au

Moira Palliative Care Service

5862 0558
Cnr Melville Street South &
Katamatite Road
NUMURKAH 3636
www.numurkahhospital.org.au

Mount Alexander Hospital

5471 1555
142 Cornish Street
CASTLEMAINE 3450
www.castlemainehealth.org.au

Northeast Health Wangaratta Palliative Care

5722 5111
35–47 Green Street
WANGARATTA 3677
www.nhw.hume.org.au

Ocean Grove Community Health Centre

5256 1311
Cnr Presidents Avenue &
The Avenue
OCEAN GROVE 3226
www.bch.org.au

Otway Health and Community Services

5237 8500
75 McLachlan Street
APOLLO BAY 3233
www.otwayhealth.com.au

Portarlington and District Community Health Centre

5259 2537
39 Fenwick Street
PORTARLINGTON 3223
www.bch.org.au

Portland District Nursing Palliative Care

5521 0674
Bentinck Street
PORTLAND 3305
www.pdh.net.au

Robinvale District Health Services

5051 8111
Latje Road
ROBINVALE 3549
www.rdhs.com.au

Rural North West Health

5396 1200
20 Dimboola Road
WARRACKNABEAL 3393
www.rnh.net.au

South East Palliative Care

5991 1300
140–154 Sladen Street
CRANBOURNE 3977
www.sepc.org.au

Sunraysia Community Palliative Care Service

5022 5444
36 Box Street
MERBEIN 3505
www.schs.com.au

Swan Hill Palliative Care Service

5033 9236 / 0429 951 877
Swan Hill District Hospital
28 High Street
SWAN HILL 3585
www.shdh.org.au

Tatura Annexe Hospital and Nursing Home

5824 8400
64–68 Park Street
TATURA 3616
www.gvhealth.org.au

Upper Murray Health and Community Services Palliative Care

(02) 6076 3200 / (02) 6076 3260
20 Kiell Street
CORRYONG 3707
www.umhcs.vic.gov.au

West Gippsland Health Care Group

5623 0611
Landsborough Street
WARRAGUL 3820
www.wghg.com.au

West Wimmera Health Service

5391 4222
45–49 Nelson Street
NHILL 3418
www.wwhs.net.au

Western District Health Service

5551 8222
20 Foster Street
HAMILTON 3300
www.wdhs.net

Wimmera Hospice Care

5381 9111
Baille Street
HORSHAM 3400
www.whcg.org.au

Yarrawonga District Health Service

5743 8111
33 Piper Street
YARRAWONGA 3730
www.ydhs.org.au



Holiday break accommodation

This program coordinates holidays free of charge for Victorians with a cancer diagnosis who may otherwise not be able to afford a break. This short break allows you and your family time to relax, revive and focus on things outside hospital visits and treatment.

Cancer Council Victoria matches eligible patients and their families with available, donated accommodation. Phone 13 11 20 for more information.



Financial and material support

Many agencies can assist you with financial and material needs. If your financial or material difficulty is related to your cancer diagnosis or treatment, a good first point of contact is your hospital social worker.

Anglicare Victoria

1800 809 722 / 9412 6133

www.anglicarevic.org.au

Provides emergency food and accommodation.

Centrelink

13 27 17

www.centrelink.gov.au

Advises on government disability, sickness and carers' payments.

Consumer Action Law Centre

1300 881 020 / 9629 6300

www.consumeraction.org.au

Advises community workers and consumers about credit and debt problems.

Consumer Affairs

1300 55 81 81

www.consumer.vic.gov.au

Provides information about credit and debt, including how to stay out of trouble, and who to contact for advice.

Financial Assistance

13 11 20

www.cancervic.org.au

Helps people with cancer and their families with the cost of some emergency and living expenses. This is a Cancer Council service.

Good Shepherd Youth and Family Service

9419 5477

www.goodshepvic.org.au

Provides transitional housing for people aged under 26 years, and other services.

Grant schemes from the Victorian Government

1800 658 521

www.dhs.vic.gov.au

Eligibility criteria apply. Homewise Appliance and Infrastructure Grant: assists households with the repair or replacement of an essential appliance or household infrastructure that is faulty and/

or has failed within the last 12 months.

Non-Mains Utility Relief Grant Scheme: for customers who are unable to pay outstanding bottled gas accounts or non-mains/carted water accounts.

Utility Relief Grant Scheme: assistance for domestic customers who are unable to pay their utility bills due to a short-term financial crisis; available on electricity, gas and water bills.

Home Renovation Service

1800 658 521

www.dhs.vic.gov.au

A free architect home inspection and advisory service for homeowners and private renters (with landlord consent) who are over 60 years of age, or who have a disability or who are permanently caring for someone with a disability. Includes an estimated cost of repairs. Home renovation loans for eligible clients to finance repairs.

Housing Establishment Fund

1800 825 955 (24 hrs)

www.housing.vic.gov.au/homelessness-and-family-violence/getting-help

Provides crisis funding to community-based agencies to support people to access or

maintain their accommodation in the private rental market, and secure purchased accommodation for people in crisis who are homeless or at risk of homelessness. A State Government service.

Leukaemia Foundation

1800 620 420 / 9949 5800

www.leukaemia.org.au/web/services/practicalsupport.php

Practical support includes accommodation, transport and financial assistance. Eligibility criteria apply.

Mortgage Relief Scheme

1800 134 872

www.housing.vic.gov.au/homeowners-assistance/mortgage-relief

Offers eligible Victorian homeowners short-term, interest-free loans to help overcome difficulties with home loan repayments resulting when short-term unemployment, sickness or other crisis has reduced their income. A State Government service.

Multipurpose Taxi Program

1800 638 802 / 9320 4360

www.transport.vic.gov.au (click 'Taxis' then 'Multi Purpose Taxi Program')

Provides members with a 50% subsidy on taxi fares of up to \$60 per trip. Discount is also available for interstate travel for a limited number of trips.

The Queen's Fund

Assists women experiencing financial hardship.

Write to: The Secretary, The Queen's Fund
GPO Box 2412
MELBOURNE 3001

Red Cross Medical Transport

1800 246 850

www.redcross.org.au

Provides a free transport service to and from hospital or a medical appointment for people who cannot use public transport or afford a taxi.

Redkite

1800 334 771

www.redkite.org.au

Provides emotional, educational, financial, music therapy and community support services to families where a child is being treated for cancer.

Salvation Army

9353 5200 (Melbourne Central Centre)

www.salvationarmy.org.au

Provides emergency financial aid, clothing, house furnishings and shelter.

Stand By You Cancer Foundation

5974 2060

www.standbyyou.org.au

Provides short term financial assistance to men, women and children living with any type of cancer, as well as their family and carers.

Victorian Patient Transport Assistance Scheme

1300 737 073 / 5333 6040

www.health.vic.gov.au/ruralhealth/aservices/vptas.htm

Provides partial reimbursement to assist with travel and accommodation costs for rural patients and their escorts when travelling long distances or staying away from home to receive specialist medical treatment. A State Government service. All VPTAS forms should be sent to: Victorian VPTAS Office
PO Box 712 BALLARAT 3350



Support for living at home

Aspects of cancer and cancer treatment can make it difficult to manage day-to-day living. For example, you may need nursing care and assistance with housework and gardening. Having cancer and cancer treatment does not necessarily mean that you must stay in hospital or move in with family or friends. There are services available to help you live in your own home.

Local council services

Some local councils or shires provide a full range of services; others provide a limited range. Local councils can provide services such as the following:

- meals on wheels
- home cleaning, home maintenance and gardening
- day care for adults and children
- pet walking and grooming
- volunteer visitors
- youth services
- respite care
- library services.

For information, phone your local council (they are listed by council name in the White Pages). Many local councils produce a regular services guide.

Home nursing services

For information about obtaining home nursing services, contact the hospital where you received your medical treatment. Some hospitals have home nursing services for former inpatients; others will refer you to home nursing services in your area.

A number of services are listed on the following page if you need to arrange home nursing yourself.

(Metropolitan residents should contact the Royal District Nursing Service or Peter Mac at Home.)

Remember to ask about fees and charges when you contact any of the services listed here.

Buchan Bush Nursing Centre

5155 9222
61 Main Street
BUCHAN 3885
www.gha.net.au

Bundoora Extended Care Centre

9495 3100
1231 Plenty Road
BUNDOORA 3083
www.nh.org.au

Cann Valley Bush Nursing Centre

5158 6274
23–25 Monaro Highway
CANN RIVER 3890
www.gha.net.au

Dartmoor and District Bush Nursing Centre

5528 1381
Ascot Street
DARTMOOR 3304

Elmhurst Bush Nursing Centre

5354 8227
36 Green Street
ELMHURST 3469
www.ebnc.org.au

Kerang District Nursing Service

5450 9286
19 Fitzroy Street
KERANG 3579
www.kerangdistricthealth.com.au

Kyabram District Nursing Service

5857 0240
86 Fenaughty Street
KYABRAM 3620
www.kyabramhospital.org.au

MacArthur Community Health

5552 2000
12 Ardonachie Street
MACARTHUR 3286
www.swarh.com.au

Omeo District Nursing Service

5159 1233
Easton Street
OMEO 3898

Peter Mac at Home

9656 1017
Basement 1, 10 St Andrews Place
EAST MELBOURNE 3002
www.petermac.org
Provides specialist oncology nursing care, advice and support for people with cancer and their carers.

Equipment and home modification

Independent Living Centre

1300 9667 2552 / 9362 6111
705 Geelong Road
BROOKLYN 3025
www.yooralla.com.au
Assists people with disabilities by providing advice and information on daily living aids and equipment.

Technology for Independent Living

1300 663 243 / 9853 8655
c/- Royal Talbot Rehabilitation Centre
1 Yarra Boulevard
KEW 3101
www.tadvic.asn.au
Designs, constructs or modifies equipment for people with

Royal District Nursing Service

31 Alma Road
ST KILDA 3182
www.rdns.com.au
Provides a visiting nursing service to people in the Melbourne metropolitan and Mornington Peninsula areas. For the number of the Royal District Nursing centre in your area, phone 1300 334 455 (24 hrs / 7 days).

disabilities if no commercial product is available.

Telstra Disability Equipment Program

1800 068 424 / TTY 1800 808 981
www.telstra.com.au/disability
Provides a range of products that can make accessing a phone easier.

Victorian Aids and Equipment Program

1300 650 172
www.dhs.vic.gov.au Assists people to access subsidised aids and equipment and home modifications to enhance their safety and independence.



Emotional support

A diagnosis of cancer can cause emotional upheaval. Most people find that they need to talk about their feelings – about having cancer and cancer treatment and their effect on one's life. Many people with cancer find talking to a professional counsellor helpful. Others find it helpful to speak one-to-one with a trained volunteer who has been through a similar experience. Others may find benefit from participating in a Cancer Support Group, where they can meet and socialise with people in similar situations.

Carers of people with cancer may find many of the following services helpful. Also check the entries in the 'Services for carers' section on page 49.

Cancer Support Groups

Cancer Support Groups provide valuable assistance for people affected by cancer, as many people find it helpful to talk to someone who has had a similar experience. Most Cancer Support Groups meet regularly and mean you and your family can:

- share your fears and concerns in a safe and confidential way
- learn from others
- share experiences and ask questions
- explore helpful ways of coping
- find out more about cancer and cancer treatments.

Cancer Support Groups operate in various ways depending on the needs of people in the area. Cancer Support Groups can be face-to-face, over the telephone or online.

Some groups are restricted to people with cancer; many are also open to family and friends. Some are for people with any type of cancer; other

groups are for people with a particular type of cancer. For example, there are brain, breast, prostate, bowel and head and neck Cancer Support Groups in Victoria. These are often run by people who have had an experience of cancer or by health professionals working in cancer care.

Groups may meet in hospitals or local community centres. There are around 180 Cancer Support Groups in Melbourne and country Victoria.

If you would like to find a Cancer Support Group, visit www.cancervic.org.au or call 13 11 20 (cost of a local call, except from mobiles), 9 am to 5 pm, Monday to Friday.

If you are interested in setting up a Cancer Support Group, call 13 11 20 and talk to our Cancer Support Groups Coordinator.

For a list of support services for children with cancer and their families, see the 'Children's and parents' services' section on page 36.

Cancer Connect

Cancer Connect is a free and confidential telephone support program that links people affected by cancer to a trained volunteer who has been through a similar cancer experience.

Volunteers offer emotional and practical support to people affected by cancer and provide understanding at a time when it is most needed.

This support is available for:

- people recently diagnosed with cancer
- cancer survivors
- partners, parents and family of people with a cancer diagnosis
- people carrying a gene that increases their risk of developing cancer.

To talk to a volunteer, call the Cancer Council Helpline on 13 11 20 and ask to be linked to Cancer Connect. A cancer nurse will talk to you about

your experience and match you to a volunteer according to your individual needs. The volunteer will call you at home at a time that is convenient for you. They will listen to you and provide emotional support to help you adjust to your cancer experience. Cancer Council Helpline is available 9 am to 5 pm, Monday to Friday.

Finding a counsellor

You may want to speak to a counsellor, social worker, psychologist or psychiatrist.

Counsellor is a general term for a person who can discuss practical and emotional issues with you. A person does not have to have special training to advertise themselves as a counsellor.

A social worker is someone who has completed a degree in social work. You do not need a referral from a general practitioner to see a social worker. Most public hospitals and many private hospitals have social workers on staff for counselling, information, support and practical assistance.

A psychologist is someone who has completed a degree in psychology (the science of human behaviours). Psychologists can discuss your emotional and social problems and offer ideas about how you can resolve them. You do not need a referral from a general practitioner to see a psychologist.

A psychiatrist is someone who has completed a medical degree with further training in psychiatry (the science of mental disorders). A psychiatrist can discuss your emotional and social problems and offer ideas about how you can resolve them. Psychiatrists are different from psychologists in that they are able to prescribe medications. You need a referral from a general practitioner to see a psychiatrist.

Psychiatrists' services and referred sessions with eligible clinical psychologists are covered by Medicare. If you have private health cover, you may find that it covers some other counselling services.

Australian Psychological Society

1800 333 497 / 8662 3300
Level 11, 257 Collins Street
MELBOURNE 3000

www.psychology.org.au

Can refer you to a psychologist in your area who has a special interest in your area of need.

Royal Australian and New Zealand College of Psychiatrists

1800 337 448 / 9640 0646

www.ranzcp.org

Can refer you to a psychiatrist in your area who has a special interest in your area of need.



Telephone counselling services

These services are staffed by trained volunteers or professionals who provide confidential telephone counselling. Services are free; donations are gratefully accepted.

Cancer Connect

13 11 20

www.cancervic.org.au

Links people with cancer to volunteers who have had a similar cancer experience. This is a Cancer Council service.

GriefLine

9935 7400

(12 pm to 3 am / 7 days)

www.griefline.org.au

Provides telephone support to people grieving because of a significant loss.

Cancer Council Helpline

13 11 20

www.cancervic.org.au

Provides free information and support to people with cancer and their families and friends. This is a Cancer Council service.

Kids Helpline

1800 551 800

www.kidshelp.com.au

Provides telephone, email and web counselling to people aged 5–25 years.

Lifeline

13 11 14 (24 hrs / 7 days)

www.lifeline.org.au

Provides counselling to people needing help with emotional and social problems.

Quit

13 7848

www.quit.org.au

Provides advice and assistance to support people trying to stop smoking.

Home visitors and telephone link-ups

Wesley Do Care (see the White Pages for the service in your region or visit www.wesley.org.au) and other charitable organisations may be able to help, as may a local Cancer Support Group. For information, phone 13 11 20.

The Peter MacCallum Lilka Kronhill Cancer Outreach Service provides telephone support and personal visits to people living with cancer, both patients and carers. Phone 9656 1106.

Multilingual Cancer Information Line

Do you speak a language other than English? Do you have questions about cancer? For the cost of a local call (except from mobiles), you can talk confidentially to a Cancer Council nurse with the help of an interpreter. It is for people with cancer and people who are close to them. See the back cover for details.



Information about cancer

You may wish to seek information about cancer and cancer treatments, apart from the information provided by your doctors and nurses. The Cancer Council has booklets on various types of cancer and cancer treatments for people with cancer and their families. Several other sources are available: telephone information lines, educational resources and websites. Most of the services listed on the next page are run by the Cancer Council.



Telephone information

Cancer Council Helpline

13 11 20

www.cancervic.org.au

Provides telephone and written information to people with cancer and their friends and families. This is a Cancer Council service

Quit

13 7848

www.quit.org.au

Provides advice and assistance to support people trying to stop smoking.

Metropolitan integrated cancer services

North Eastern Metropolitan Integrated Cancer Services

9496 3322

Austin Hospital, 145 Studley Road
HEIDELBERG 3084

www.nemics.org.au

Paediatric Integrated Cancer Service

9345 4855

Royal Children's Hospital,
Flemington Road
PARKVILLE 3052

www.rch.org.au

Southern Melbourne Integrated Cancer Services

9928 8541
Monash Medical Centre,
823–865 Centre Road
EAST BENTLEIGH 3165
www.smics.org.au

Western and Central Melbourne Integrated Cancer Services

9656 2789
Level 7, 372 Albert Street
EAST MELBOURNE 3002
www.wcmics.org

Regional integrated cancer services

Barwon South Western Regional Integrated Cancer Services

5260 3051
Andrew Love Cancer Centre,
70 Swanston Street
GEELONG 3220
www.swarh.com.au/bswrics

Gippsland Regional Integrated Cancer Services

5128 0138
www.gha.net.au/grics/

Grampians Regional Integrated Cancer Service

5320 4782
804 Sturt Street
BALLARAT 3350
www.gics.com.au

Hume Regional Integrated Cancer Services

5832 8301
193a Corio Street
SHEPPARTON 3630
www.humecancerservices.com.au

Loddon Mallee Integrated Cancer Services

5454 8380
111 Arnold Street
BENDIGO 3550
www.lmics.org.au



Useful cancer websites

American Cancer Society (US)

www.cancer.org

Australian Cancer Survivorship Centre

[www.petermac.org/
cancersurvivorship](http://www.petermac.org/cancersurvivorship)

Cancer Council Victoria (Aus)

www.cancervic.org.au

Cancer Council Victoria Clinical Trials (Aus)

www.cancervic.org.au/trials

CancerHelp (UK)

www.cancerhelp.org.uk

CancerNet (US)

www.cancernet.org

Macmillan Cancer Support (UK)

www.macmillan.org.uk

National Breast and Ovarian Cancer Centre (Aus)

www.nbocc.org.au

National Cancer Institute (US)

www.cancer.gov



Cancer education and resources

Living with Cancer Education Program

13 11 20
For people with cancer and their families and friends, to learn skills that will enhance their quality of life. Courses are conducted at major hospitals throughout Victoria and are available in languages other than English. This is a Cancer Council service.

SunSmart

13 11 20
1 Rathdowne Street
CARLTON 3053
www.sunsmart.com.au
Provides information to help people protect themselves against skin cancer. This is a Cancer Council service.



Children's and parents' services

Being a child or teenager with cancer presents its own special problems – for children and for their families. Services for children with cancer and their families include support groups and telephone support services. Some organisations also provide fun and recreation activities. Services for children and young people affected by a family member's cancer are listed in the 'Services for carers' section on page 49.

Camp Quality

9329 6566
41 O'Connell Street
NORTH MELBOURNE 3051
www.campquality.org.au
Provides camping and recreational opportunities for families that have children with cancer (birth through to 18 years).

CanTeen

9329 5288
161 Flemington Road
NORTH MELBOURNE 3051
www.canteen.org.au
Provides a peer support network for people aged 12–24 years through meetings, camps, education seminars and outings for young people living with cancer; this includes patients, siblings and offspring.

Challenge House Cancer Support Network

9329 8474
529–535 King Street
WEST MELBOURNE 3003
www.challenge.org.au
Provides recreation-based camping and other programs and support for children and adolescents under 18 years receiving treatment for cancer, and their parents.

Children's Brain Tumour Association

9345 6111
c/- Social Work Department,
Royal Children's Hospital
Flemington Road
PARKVILLE 3052
www.rch.org.au
Provides information and support to families of children who have a brain or spinal tumour.

Family Cancer Connect

13 11 20
1 Rathdowne Street
CARLTON 3053
www.cancervic.org.au
Puts people in touch with other parents whose children have had a similar cancer experience.

Financial Counselling for Families of Children with Cancer

1800 002 992 / 8401 0100
188 McDonald Road
EPPING 3076
Provides free financial counselling to families of children with cancer who are experiencing financial problems.

Geelong Paediatric and Adolescent Support Service

5226 7075
15 Pakington Street
GEELONG WEST 3218
www.barwonhealth.org.au
Provides counselling and support to children and adolescents with chronic illness or disability and their families in the Barwon and South-Western regions.

Kids Helpline

1800 551 800
www.kidshelp.com.au
Free, confidential phone, email and web counselling service for people aged 5–25 years.

KOALA (Kids Oncology and Leukaemia Action Group)

9635 6685
Level 4, 21–31 Goodwood Street
RICHMOND 3121
www.koalafoundation.org.au
Provides support to families with a child undergoing treatment for cancer.

Make A Wish Foundation of Australia

1800 032 260 / 9426 0777
383 Swan Street
RICHMOND 3121
www.makeawish.org.au
Grants wishes to children under 18 years who have a life-threatening illness according to the foundation's medical criteria.

ONTrac at Peter Mac Victorian Adolescent & Young Adult Cancer Service

9656 1744
Peter MacCallum Cancer Centre
St Andrews Place
EAST MELBOURNE 3002
www1.petermac.org/onTrac/index.asp
Provides a range of supports to adolescents and young adults (15–25) and their families from across Victoria including medical, psychological and social support. Information and resources are also available.

Redkite

1800 334 771 / 9857 4155
264D Doncaster Road
NORTH BALWYN 3104

www.redkite.org.au

Provides emotional, educational, financial, music therapy and community services to families in which there is a child being treated for cancer.

Ronald McDonald House – Monash

9562 6223
33–37 Kanooka Grove
CLAYTON 3168

www.rmhc.org.au

Provides accommodation for families of children with cancer and other serious illnesses who are patients at Monash Medical Centre.

Ronald McDonald House – Parkville

9345 6300
22 Gatehouse Street
PARKVILLE 3052

www.rmhc.org.au

Provides accommodation for families of children suffering from cancer-related diseases and other life-threatening illnesses who are receiving treatment at the Royal Children's Hospital.

Social Work Department

9345 6111
Royal Children's Hospital
Flemington Road
PARKVILLE 3052

www.rch.org.au

Offers support, information and referral to formal and informal childhood Cancer Support Groups.

Starlight Children's Foundation

1300 727 827 / 9468 2000
Level 3, 232 Victoria Parade EAST
MELBOURNE 3002

www.starlight.org.au

Grants wishes to chronically and terminally ill children.

Very Special Kids House

1800 888 875 / 9804 6222
321 Glenferrie Road
MALVERN 3144

www.vsk.org.au

Provides support to families who have children with a progressive life-threatening illness, including respite and palliative care, and to bereaved families.

Victorian Paediatric Palliative Care Program

9345 5374
Royal Children's Hospital
Flemington Road
PARKVILLE 3052

www.rch.org.au/rch_palliative

A resource for families and health professionals, for experiences ranging from diagnosis through to bereavement.



How you can help (for friends and family members)

If your life has been touched by cancer, as a friend or relative of someone with the disease, you may wish to become involved in fighting cancer. You can do so by donating money to help fund cancer research, by donating time to raise funds or by supporting the work of organisations that treat cancer patients.

Cancer Council Victoria

9635 5000

1 Rathdowne Street

CARLTON 3053

www.cancervic.org.au

The Cancer Council is an independent, non-profit, non-government charity that relies on the support of donors and volunteers. We fund and undertake cancer research, support and education programs.

Cancer Council Volunteer Groups

The Cancer Council is supported by 40,000 volunteers. There are many opportunities for volunteers to get involved and make a difference in the fight against cancer. Our volunteer fundraising groups meet regularly to plan and undertake fundraising activities, and to have fun.

Phone 1300 65 65 85.

Groups meet in the following locations:

- Bairnsdale
- Ballarat
- Benalla
- Bendigo
- Camperdown
- Colac
- Corner Inlet (Foster)
- Dimboola
- Euroa
- Frankston
- Geelong
- Hamilton
- Horsham
- Kaniva
- Kerang
- Korumburra
- Lakes Entrance
- Maffra
- Moe
- Mornington Peninsula
- Mt Eliza
- Nhill
- Portland
- Sale
- Seymour
- Shepparton
- Surf Coast
- Swan Hill
- Timboon
- Traralgon
- Wangaratta
- Warrnambool
- West Gippsland
- Yarram.

Australian Organ Donor Register

1800 777 203

www.medicareaustralia.gov.au

Enables individuals to record their legal decision to become an organ or tissue donor after death.

Australian Red Cross

1800 246 850 / 8327 7700

23–47 Villiers Street

NORTH MELBOURNE 3051

www.redcross.org.au

Provides emergency and first aid training services.

BMDI National Cord Blood Bank (Australia)

9345 5834 / 9342 7888

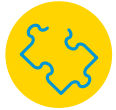
Royal Children's Hospital

Flemington Road

PARKVILLE 3052

www.bmdi.org.au

Collects, processes and stores donations of cord blood.



Special services

This listing includes some other services that you may need or find useful.

Andrology at the Royal Women's Hospital

9344 2692

321 Cardigan Street
CARLTON 3053

www.rch.org.au/andrology

Performs diagnostic testing and sperm banking.

Andrology Australia

1300 303 878

www.andrologyaustralia.org

Provides information to consumers and health professionals to improve understanding of male reproductive disorders.

Asbestoswise Information and Support Service

9654 9555

www.asbestoswise.com.au

Provides information, referral, support and advocacy services for those who develop asbestos-related diseases and for their families, friends, workmates and carers.

Australian Physiotherapy Association

9092 0866

Unit 2, 1175 Toorak Road
CAMBERWELL 3124

www.physiotherapy.asn.au

Provides information for cancer patients and maintains a list of registered physiotherapists.

BMDI Bone Marrow Transplant Support Group

9342 7888

1D Royal Parade
PARKVILLE 3052

www.fightcancer.org.au

Provides hope and support through meetings and social events to help people adapt to life after transplantation, and assists people through treatment, care and support programs.

BMDI Breast Cancer Support Group

9342 7888

1D Royal Parade
PARKVILLE 3052

www.fightcancer.org.au

Provides support, education and information.

BMDI Leukaemia Family Support Group

9342 7888

www.fightcancer.org.au

Provides support and care for people with leukaemia and their families and friends.

BrainLink Foundation

1800 677 579 / 9845 2950

54 Railway Road
BLACKBURN 3130

Provides information, support and education programs for individuals and families affected by acquired brain injury.

BreaCan – Gynaecological and Breast Cancer Support

1300 781 500

10 am to 2 pm Mon, Wed, Thurs
Ground floor, Queen Victoria

Women's Centre

210 Lonsdale Street
MELBOURNE 3000

www.breacan.org.au

Provides information, face-to-face support and referral for people affected by breast cancer or a

gynaecological cancer. Includes a city-based resource centre, staffed by trained volunteers with an experience of breast cancer or a gynaecological cancer.

Breast Cancer Network Australia

9805 2500

293 Camberwell Road
CAMBERWELL 3124

www.bcna.org.au

Empowers, informs, represents and links Australians affected by breast cancer. Provides services and support to those affected by breast cancer, including free kits for breast cancer patients.

BreastScreen Victoria

13 20 50

31 Pelham Street
CARLTON 3053

www.breastscreen.org.au

Provides free screening mammograms every two years at many Victorian locations for women aged 50 to 69. Women aged 40 to 49 or aged 70 and over are also eligible to use the service.

Cancer Connect

13 11 20

1 Rathdowne Street
CARLTON 3053

www.cancervic.org.au

Provides telephone peer support to people with cancer. This is a Cancer Council service.

Colostomy Association of Victoria

9650 1666

9 am to 2 pm Mon–Fri
Suite 221 (2nd floor) 98 Elizabeth Street
MELBOURNE 3000

Provides stomal therapy advice, support and appliances.

Encore – Breast Cancer Support Group

8341 8700

141 Leicester Street
CARLTON 3053

www.ywca.net

Provides exercise and support programs for women who have had surgery for breast cancer.

Geelong Ostomy Association

5222 3168

100 Little Myers Street
GEELONG 3220

Provides advice and support on ileostomies, colostomies and urostomies, and distributes appliances.

Genetic Health Services Victoria

8341 6201

10th floor, Royal Children's Hospital

Flemington Road
PARKVILLE 3052

www.genetichealthvic.net.au

Provides a genetic testing and counselling service for people who are concerned that they or their families may have genetic predispositions to cancer.

Gippsland Asbestos Related Disease Support

5127 7744

41 Monash Road
NEWBOROUGH 3825

www.gards.org

Provides information and support on all aspects of asbestos disease.

Health Services Commissioner

1800 136 066 / 8601 5200

Level 30, 570 Bourke Street
MELBOURNE 3000

www.health.vic.gov.au/hsc

A free service that advises consumers who have complaints about health services and service providers.

Hydatidiform Mole Registry

8345 2620

8.30 am to 4 pm Mon–Fri
Royal Women's Hospital
Cnr Grattan Street &

Flemington Road
PARKVILLE 3052

www.rwh.org.au/hydat-info

Provides medical assistance and support for women diagnosed with hydatidiform mole (choriocarcinoma).

Ileostomy Association Victoria

9650 9040

Suite 322 Block Arcade,
98 Elizabeth Street
MELBOURNE 3000

www.ileostomyvic.org.au

Provides support, information and appliances for people who have undergone surgery resulting in an ileostomy, ileal conduit or colostomy.

Laryngectomee Association of Victoria

9583 4577

10 Allandale Road
MENTONE 3194

Provides support and information for people with laryngectomy, throat disorders and mouth cancer.

Leukaemia Foundation

1800 620 420 / 9949 5800

205 Bell Street
PRESTON 3072

www.leukaemia.org.au

Provides accommodation, transport, practical support, information, education and counselling to people with leukaemia (or a related blood disorder) and their families.

Look Good, Feel Better

1800 650 960 / 9306 7722

www.lgfb.org.au

A workshop conducted in different locations for women and men receiving chemotherapy or radiotherapy; offers useful tips on dealing with changes to skin, hair and general appearance.

Lymphoedema Association of Victoria

1300 852 850

Mon and Wed 9 am to 1 pm,
Tues 12 pm to 3 pm

www.lav.org.au

Provides support, information, guidance and contact with other lymphoedema patients.

MMC Familial Cancer Centre

9594 2009
Special Medical Centre Monash
Medical Centre
246 Clayton Road
CLAYTON 3168

www.southernhealth.org.au

Provides risk assessment and counselling to people with a family history of breast, ovarian, bowel or other familial cancers.

Monash IVF

1800 628 533 / 9429 9188
4th floor, Epworth Hospital
89 Bridge Road
RICHMOND 3121

www.monashivf.com.au

Provides sperm banking and infertility treatment for infertile couples and men wishing to store sperm prior to vasectomy, chemotherapy or radiotherapy.

Multicultural Centre for Women's Health

9418 0999
Suite 207, Level 2 Carringbush
Building
134 Cambridge Street
COLLINGWOOD 3066

www.mcwh.com.au

Seeks to improve the health and wellbeing of immigrant women working in paid and unpaid employment across Australia.

Multipurpose Taxi Program

1800 638 802
Provides special transport services for people with severe permanent disabilities who can't use public transport.

Myeloma Foundation of Australia

1800 693 566 / 9853 8118
Suite 310, 89 High Street
KEW 3101

www.myeloma.org.au

Provides information and support for patients, relatives and carers affected by multiple myeloma.

Ostomy Association of Melbourne

9543 1224
Unit 71, 170 Forster Road
MOUNT WAVERLEY 3149

www.ostomymelb.com

Provides support and information for people with an ostomy.

Peninsula Ostomy Association

9783 6473
10 am to 3 pm Mon & Thurs
12 Allenby Street
FRANKSTON 3199
Provides support, information and appliances to people with an ostomy.

Peter Mac Familial Cancer Centre

1800 111 440 / 9656 1199
Level 3, 10 St Andrews Place
EAST MELBOURNE 3002

www.petermac.org

Provides counselling and genetic services to people at risk of breast, ovarian, bowel or other familial cancers because of a family history of tumours.

Prostate Cancer Foundation of Australia

1800 220 099
Ground floor, 15–17 Queen Street
MELBOURNE 3000

www.prostate.org.au

Provides support, information and advocacy to men and their families affected by prostate cancer.

RMH Familial Cancer Centre

9342 7151
Level 2 Centre, Infill Building
Royal Melbourne Hospital,
Grattan Street
PARKVILLE 3050

www.mh.org.au/RMHGenetics

Provides risk assessment and counselling to people with a family history of breast, ovarian, bowel or other familial cancers.

St Vincent's Community Rehabilitation Centre

9816 0660
St George's Campus, 283
Cotham Road
KEW 3070

www.svhm.org.au/patients

Provides specialised rehabilitation services to people living in the cities of Yarra and Boroondara.

Victorian Continence Resource Centre

9816 8266
Royal District Nursing Service
Building
c/- Royal Talbot Rehabilitation
Centre, 1 Yarra Boulevard
KEW 3101

www.continencevictoria.org.au

Provides counselling, information and referral.

Victorian Family Cancer Register

9635 5000
1 Rathdowne Street
CARLTON 3053

www.cancervic.org.au/familycancer

Provides information and a screening appointment reminder service for people whose family has a higher-than-average risk of breast, bowel or ovarian cancer. This is a Cancer Council service.

Wigs

Many services can provide wigs and attractive head covers for people who have temporary hair loss because of cancer treatment. For information on hair loss and wig retailers, contact the Cancer Council Helpline on 13 11 20.



Services for carers

Caring for someone with cancer can be a fulfilling experience; however it is sometimes difficult. You may find that you are called on to do many things that you are not used to doing, which can be stressful and time-consuming. In addition, you may experience many different emotions, as the person you are caring for goes through different stages in their illness.

Carers' information, support and referral

These services provide practical and emotional support to carers. Some provide respite care; others can refer to a respite care service in the area. See also the 'Palliative, hospice and respite care' section on page 11.

Carer Respite Centre – Barwon

1800 052 222 / 5260 3501
104–108 Bellarine Highway
NEWCOMB 3219
www.respitebarwonsouthwest.org.au

Carer Respite Centre – Eastern Metro Region

1800 052 222 / 9239 2580
Ground floor, Building 5
530–540 Springvale Road
GLEN WAVERLEY 3150
www.ucco.org.au

Carer Respite Centre – Gippsland

1800 242 696 / 5171 1400
Cnr Princes Highway &
Seymour Street
TRARALGON 3844
www.lchs.com.au

Carer Respite Centre – Southern Metro Region

1800 052 222 / 9076 6400
260 Kooyong Road
CAULFIELD 3162
www.carersouth.org.au

Carer Support Services – Loddon/Mallee

1800 068 978 / 5454 7719
100 Barnard Street
BENDIGO 3550
www.bendigohealth.org.au

Carers Choice – Stawell

5358 3700
40–44 Wimmera Street
STAWELL 3380
www.bhs.org.au

Carers Victoria

1800 242 636 / 9396 9500
Level 1, 37 Albert Street
FOOTSCRAY 3011
www.carersvic.org.au
A statewide information, advocacy and referral service for carers.

Commonwealth Carer Respite Centre – Ballarat

1800 059 059 / 5333 7104
106 Market Street
BALLARAT 3350
www.connectingcare.com

Commonwealth Carer Respite Centre – Carerslink West

1800 059 059 / 9396 9550
Level 1, 37 Albert Street
FOOTSCRAY 3011
www.respitenorthandwest.org.au

Commonwealth Carer Respite Centre – Gippsland

5136 5400
81–87 Buckley Street
MORWELL 3840
www.lchs.com.au

Commonwealth Carer Respite Centre – Merri Community Health Services

1800 059 059 / 9495 2500
Level 2, 110 Chifley Drive
PRESTON 3072
www.merrichs.org.au

Family Cancer Connect

13 11 20
1 Rathdowne Street
CARLTON 3053
www.cancervic.org.au
Puts carers in touch with volunteers who have cared for people with cancer. This is a Cancer Council service.

Gisborne Carers Support Group

5428 0300
Macedon Ranges Health Service
5 Neal Street
GISBORNE 3437
www.mrhs.com.au

Villa Maria Carer Services

9855 7600
6 Studley Park Road
KEW 3101
www.villamaria.com.au

Villa Maria Commonwealth Carelink and Respite Centre

5832 8444
190 Benalla Road
SHEPPARTON 3630
www.villamaria.com.au

Wimmera Hospice Care

5381 9111
83 Ballie Street
HORSHAM 3400
www.wimmerahealth.com

Legal and financial information

If you need legal information or advice, see a solicitor. If you do not have a solicitor, contact the Law Institute of Victoria's Legal Referral Service on 9607 9550.

State Trustees

1300 138 672 / 9667 6444
168 Exhibition Street
MELBOURNE 3000
www.statetrustees.com.au
Provides a range of trustee, executor and personal financial administration services.

Victoria Legal Aid

1800 677 402 / 9269 0120
350 Queen Street
MELBOURNE 3000
www.legalaid.vic.gov.au
Provides basic legal information through its Multilingual Telephone Information Service.

Bereavement services

If the person you are caring for dies, there will be many practical and emotional issues to deal with. Centrelink has a booklet called 'What to do when someone dies' for a free copy, visit your local Centrelink office or phone 13 27 17.

Following is a list of organisations that you may find useful. Most of their services are provided free, but please remember to ask about costs when you call. See also the 'Palliative, hospice and respite care' section on page 11.

Australian Funeral Directors Association

1300 888 188 / 9859 9966
Level 1, 700 High Street
EAST KEW 3102

www.afda.org.au

Advises how to select a funeral director and pre-arrange and organise a funeral and provides referral to support services.

Centre for Grief Education – Bereavement Counselling Service

1300 664 786 / 9265 2100
McCulloch House, Monash
Medical Centre
246 Clayton Road
CLAYTON 3168

www.grief.org.au

Provides bereavement counselling and support.

Children's Loss & Grief Program

9596 2853
c/- Bethlehem Hospital
476 Kooyong Road
CAULFIELD 3162

www.bethlehem.org.au

Helps children aged 4–18 years to deal with loss and grief.

Colac Grief and Bereavement Service

1300 664 786 / 5232 5140
2–28 Connor Street
COLAC 3250

Provides telephone and one-to-one support to family, carers and friends.

Compassionate Friends Bereaved Parents Centre

1800 641 091 / 9888 4944
173 Canterbury Road
CANTERBURY 3126

www.compassionatefriendsvictoria.org.au

Offers friendship and understanding to parents and siblings who have suffered the death of a child of any age, from any cause, and individual and group counselling to people experiencing grief.

GriefLine

9935 7400
(12 pm to 3 am / 7 days)

www.griefline.org.au

Provides a telephone support service to people experiencing grief because of a significant loss in their lives.

National Association for Loss and Grief

1800 100 023 / 9650 3000
Suite 4, Level 1, 182 Victoria
Parade
EAST MELBOURNE 3002

www.nalagvic.org.au

Offers information and referral for people experiencing loss and grief.

Very Special Kids House

9804 6222
321 Glenferrie Road
MALVERN 3144

www.vsk.org.au

Gives practical and emotional support to people with children who have a progressive life-threatening illness, and to bereaved families.



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Cancer information in your language

For the cost of a local call (except from mobiles), you can talk confidentially to a Cancer Council nurse with the help of an interpreter.

Simply follow these steps:

1. Call **13 14 50**, Monday to Friday 9 am – 5 pm. 
2. Say the language you need.
3. Wait on the line for an interpreter (may take up to 3 minutes).
4. Ask the interpreter to contact the Cancer Council Victoria Helpline on 13 11 20.
5. You will be connected to the interpreter and a cancer nurse.