



Cancer information and support

Sharing information
and experiences

Information
and support

Cancer Council Helpline

13 11 20

www.cancervic.org.au

You don't have to face cancer alone



One in three Victorians will hear the words “you have cancer” by age 75. Of course, cancer affects thousands more – including friends, families and partners.

Fortunately, you don't have to face cancer alone. If you or someone close to you is living with cancer, contact the Cancer Council Helpline on 13 11 20.

This confidential information and support service helps more than 62,000 Victorians through their cancer experience each year.

Whether you're someone with cancer, a friend, colleague or family member, you can call from anywhere in Victoria to talk with one of our experienced, understanding cancer nurses. They can provide you with reliable information on any type or stage of cancer. They can also link you to a range of support services – including cancer survivors who have been through a similar experience – all for the cost of a local call.

And if you have trouble paying bills during your cancer diagnosis and treatment, we can help. You may even be eligible for a short holiday, at no cost to you. This service is also multilingual so you can access information in the language of your choice.

What we do

We provide information about:

- all types and stages of cancer
- diagnosis, treatments and side effects
- living with cancer
- when cancer won't go away
- complementary and alternative therapies
- clinical trials and research
- caring for someone with cancer
- life after cancer treatment
- prevention and screening
- a range of support services.

Health professionals are also welcome to contact us. We can provide free cancer information and links to support services to help you care for your patients and their family members.

“I thank you for your help, support and compassion when I needed it. All I did was pick up the phone, and you were there.”



You don't have to have cancer to contact us

A confidential and reliable support service

“When I have a bad day, the Helpline drags you out of those real lows. It’s a godsend.”

Our friendly registered cancer nurses are here to listen. They can send you reliable cancer information, explain procedures and treatments in everyday language and link you to Internet, telephone and/or face-to-face support services. We take the time to tailor information and services to meet your needs, as we understand that each person’s experience with cancer is different.

**Call the Cancer Council Helpline on 13 11 20
Monday to Friday 8.30 am – 6 pm
or visit www.cancervic.org.au**



Information and support in your own language

“I couldn’t have gone through my father’s illness without the Helpline’s support. The information in Italian was especially useful.”

If you speak a language other than English, call our confidential Multilingual Cancer Information Line. We can give you information in your language and link you to other multilingual services to help you feel less isolated. We also run cancer information sessions in other languages.

For more information, simply dial the number listed below for your language and within a short time you will be connected to an interpreter and one of our registered cancer nurses.

**Call Monday to Friday 8.30 am – 6 pm
(cost of a local call):**

عربي Arabic 9209 0160	普通话 Mandarin 9209 0164	Việt ngữ Vietnamese 9209 0168
廣東話 Cantonese 9209 0161	Polski Polish 9209 0165	Other languages 9209 0169
Ελληνικά Greek 9209 0162	Русский Russian 9209 0166	
Italiano Italian 9209 0163	Español Spanish 9209 0167	

Talk to someone who has been there



Our support programs

“It was reassuring to be linked with someone who had survived all this. It really gave me hope and encouragement.”

Need to talk to someone who has been through a similar experience? We can connect you to others for mutual support via the phone, Internet or face-to-face settings.

Cancer Connect links you by phone to a trained volunteer who can listen to your concerns and understand the difficulties you are facing.

This program is available for:

- people recently diagnosed with cancer
- cancer survivors
- family or friends caring for someone with cancer
- people with a gene that increases their cancer risk.

Phone support groups enable you to talk to others from the privacy of home or even a quiet place at work. All you need is access to a phone and we bring the group to you – all for the cost of a local call.

Connect with others via **online discussion forums, blogs, live chats, writing groups and other resources** at any time of day.

Visit www.cancerconnections.com.au for professionally facilitated support.

Face-to-face support groups bring people together and include family and carers. They are held in community centres or hospitals. Some groups provide support for a variety of cancers or for a certain type of cancer. Other groups meet the needs of a certain language, culture or gender group.

Free forums and workshops enable you to meet others in a similar situation. You can also learn more about adjusting to living with cancer. Forums are delivered online at www.cancerconnections.com.au or in face-to-face settings across regional and metropolitan Victoria. Forums include:

- Caring for Someone with Cancer
- Life after Cancer
- Living with Cancer Education Program (delivered in other languages)
- Money Matters
- Self-esteem, Body Image and Sexuality after Cancer
- When Cancer Won't Go Away.

“Cancer Connections has helped me feel connected to people again, and has been a source of help, acceptance and a place to share with others who understand.”

Call 13 11 20 or visit www.cancervic.org.au to find out more about support programs.

Cancer is difficult, but coping with it doesn't have to be



Cancer Council
Helpline

13 11 20

www.cancervic.org.au

For support and information on cancer and cancer-related issues, call Cancer Council Helpline. This is a confidential service.

For further information and details please visit our website:
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) on 13 36 77.

If you can hear and still use your voice, but have a speech impairment, call the Cancer Council Helpline through the NRS 1300 555 727.