



# Cancer Services 2012

Practical  
and support  
information

Cancer Council Helpline

**13 11 20**

[www.cancervic.org.au](http://www.cancervic.org.au)

### Cancer Services 2012

Cancer Council Victoria 2012. Cancer Services 2012. Melbourne: Cancer Council Victoria.

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.

This edition January 2012

This booklet is available online: [www.cancervic.org.au](http://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](http://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](http://www.cancervic.org.au) or you can visit [www.cancerconnections.com.au](http://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](http://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](http://www.alfred.org.au)

**Austin and Repatriation  
 Medical Centre – Austin  
 Health**  
 9496 5000  
 145–163 Studley Road  
 HEIDELBERG 3084  
[www.austin.org.au](http://www.austin.org.au)

**Box Hill Hospital**

9895 3333  
16 Arnold Street  
BOX HILL 3128  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

**Cabrini Hospital (private)**

9508 1222  
183 Wattletree Road  
MALVERN 3144  
[www.cabrini.com.au](http://www.cabrini.com.au)

**Epworth Eastern (private)**

8807 7100  
1 Arnold Street  
BOX HILL 3128  
[www.epworth.org.au](http://www.epworth.org.au)

**Epworth Hospital (private)**

9426 6666  
89 Bridge Road  
RICHMOND 3121  
[www.epworth.org.au](http://www.epworth.org.au)

**Epworth Freemasons Hospital (private)**

9483 3833  
166 Clarendon Street  
EAST MELBOURNE 3002  
[www.epworth.org.au](http://www.epworth.org.au)

**Frances Perry House (private)**

9344 5000  
Levels 6 & 7  
Cnr Flemington Road &  
Grattan Streets  
PARKVILLE 3052  
[www.francesperryhouse.com.au](http://www.francesperryhouse.com.au)

**Frankston Hospital**

9784 7211  
4 Hastings Road  
FRANKSTON 3199  
[www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

**John Fawkner – Moreland Private Hospital**

9385 2500  
275 Moreland Road  
COBURG 3058  
[www.healthscopehospitals.com.au](http://www.healthscopehospitals.com.au)

**Linacre Private Hospital**

9598 9666  
12 Linacre Road  
HAMPTON 3188  
[www.linacreprivate.com.au](http://www.linacreprivate.com.au)

**Maroondah Hospital**

9871 3333  
Davey Drive  
RINGWOOD EAST 3135  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

**Melbourne Private Hospital**

8341 3400  
Royal Parade  
PARKVILLE 3052  
[www.healthscopehospitals.com.au](http://www.healthscopehospitals.com.au)

**Mercy Hospital for Women**

8458 4444  
163 Studley Road  
HEIDELBERG 3084  
[www.mercyhealth.net](http://www.mercyhealth.net)

**Mercy Private**

9928 6555  
159 Grey Street  
EAST MELBOURNE 3002  
[www.stvincentsmercy.com.au](http://www.stvincentsmercy.com.au)

**Monash Medical Centre – Clayton Campus**

9594 6666  
246 Clayton Road  
CLAYTON 3168  
[www.southernhealth.org.au](http://www.southernhealth.org.au)

**Monash Medical Centre – Moorabbin Campus**

9928 8111  
867 Centre Road  
BENTLEIGH EAST 3165  
[www.southernhealth.org.au](http://www.southernhealth.org.au)

**Northern Hospital**

8405 8000  
185 Cooper Street  
EPPING 3076  
[www.nh.org.au](http://www.nh.org.au)

**Peninsula Oncology Centre Frankston Private**

9771 8900  
24–28 Frankston–Flinders Road  
FRANKSTON 3199  
[www.poc.com.au](http://www.poc.com.au)

**Peter MacCallum Cancer Centre**

9656 1111  
St Andrews Place  
EAST MELBOURNE 3002  
[www.petermac.org](http://www.petermac.org)

**Ringwood Private Hospital**

8804 4000  
36 Mount Dandenong Road  
RINGWOOD EAST 3135  
[www.healthscopehospitals.com.au](http://www.healthscopehospitals.com.au)

**Royal Children’s Hospital**

9345 5522  
50 Flemington Road  
PARKVILLE 3052  
[www.rch.org.au](http://www.rch.org.au)

**Royal Melbourne Hospital**

9342 7000  
Grattan Street  
PARKVILLE 3050  
[www.rmh.mh.org.au](http://www.rmh.mh.org.au)

**Royal Women’s Hospital**

8345 2000  
Cnr Grattan Street &  
Flemington Road  
PARKVILLE 3052  
[www.thewomens.org.au](http://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](http://www.svhm.org.au)

**St Vincent’s & Mercy Private**

9411 7111  
59–61 Victoria Parade  
FITZROY 3065  
[www.stvincentsmercy.com.au](http://www.stvincentsmercy.com.au)

**Warringal Private Hospital**  
9274 1300  
216 Burgundy Street  
HEIDELBERG 3084  
[www.warringalprivate.com.au](http://www.warringalprivate.com.au)

**Western Hospital**  
8345 6666  
160 Gordon Street  
FOOTSCRAY 3011  
[www.wh.org.au](http://www.wh.org.au)

## Regional Victoria cancer treatment centres

**Ballarat Health Services Base Hospital**  
5320 4000  
Drummond Street  
BALLARAT 3350  
[www.bhs.org.au](http://www.bhs.org.au)

**Ballarat Oncology & Haematology Services**  
5339 8000  
1117 Howitt Street  
WENDOUREE 3355  
[www.ballaratoncology.com.au](http://www.ballaratoncology.com.au)

**The Bays Hospital**  
5975 2009  
Vale Street  
MORNINGTON 3931  
[www.thebays.com.au](http://www.thebays.com.au)

**Bendigo Hospital**  
5454 6000  
Lucan Street  
BENDIGO 3550  
[www.bendigohealth.org.au](http://www.bendigohealth.org.au)

**Western Private Hospital**  
9318 3177  
1–9 Marion Street  
FOOTSCRAY 3011  
[www.westernprivatehospital.com.au](http://www.westernprivatehospital.com.au)

**Barwon Health Geelong Hospital**  
5226 7111  
Bellerine St  
GEELONG 3220  
[www.barwonhealth.org.au](http://www.barwonhealth.org.au)

**Goulburn Valley Health**  
5832 2322  
Graham Street  
SHEPPARTON 3630  
[www.gvhealth.org.au](http://www.gvhealth.org.au)

**Latrobe Regional Hospital**  
5173 8000  
Princes Highway  
TRARALGON WEST 3844  
[www.lrh.com.au](http://www.lrh.com.au)

**Mildura Base Hospital**  
5022 3333  
Ontario Avenue  
MILDURA 3500  
[www.mildurabase.com.au](http://www.mildurabase.com.au)

**Mildura Private Hospital**  
5022 2611  
220–228 Thirteenth Street  
MILDURA 3500  
[www.milduraprivatehospital.com.au](http://www.milduraprivatehospital.com.au)

**Murray Valley Private Hospital Cancer Treatment Centre**  
(02) 6055 3100  
Nordsvan Drive  
WODONGA 3690  
[www.mvph.com.au](http://www.mvph.com.au)

**Northeast Health Wangaratta**  
5722 0111  
Green Street  
WANGARATTA 3677  
[www.nhw.hume.org.au](http://www.nhw.hume.org.au)

**Rosebud Hospital**  
5986 0666  
1527 Nepean Highway  
ROSEBUD 3939  
[www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

**South West Healthcare – Warrnambool**  
5563 1666  
Ryot Street  
WARRNAMBOOL 3280  
[www.swarh2.com.au/swh](http://www.swarh2.com.au/swh)

**St John of God Health Care – Ballarat**  
5320 2111  
101 Drummond Street North  
BALLARAT 3350  
[www.sjog.org.au](http://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](http://www.sjog.org.au/bendigo)

**St John of God Health Care – Geelong**  
5226 8888  
80 Myers Street  
GEELONG 3220  
[www.sjog.org.au](http://www.sjog.org.au)

**West Gippsland Hospital**  
5623 0611  
Landsborough Street  
WARRAGUL 3820  
[www.gha.net.au/wghg](http://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](http://www.alfred.org.au)

### Angliss Hospital

9764 6111  
39 Albert Street  
UPPER FERNTREE GULLY 3156  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

**ANNECTO The People Network**

9386 5686  
215–217 Sydney Road  
COBURG 3058  
[www.annecto.org.au](http://www.annecto.org.au)

**Austin and Repatriation Medical Centre Palliative Care Service**

9496 5000  
300 Waterdale Road  
HEIDELBERG WEST 3081  
[www.austin.org.au](http://www.austin.org.au)

**Banksia Palliative Care Service**

9497 2100  
Suite 4,  
50 Upper Heidelberg Road  
IVANHOE 3079  
[www.banksiapalliative.com.au](http://www.banksiapalliative.com.au)

**Broadmeadows Health Service – Palliative Care Unit**

8345 5234  
35 Johnstone Street  
BROADMEADOWS 3047  
[www.nh.org.au](http://www.nh.org.au)

**Bundoora Extended Care Centre**

9495 3100  
1231 Plenty Road  
BUNDOORA 3083  
[www.nh.org.au](http://www.nh.org.au)

**Cabrini Prahran Palliative Care Services**

9508 1000  
646 High Street  
PRAHRAN 3181  
[www.cabrini.com.au](http://www.cabrini.com.au)

**Calvary Health Care Bethlehem**

9596 2853  
476 Kooyong Road  
CAULFIELD SOUTH 3162  
[www.bethlehem.org.au](http://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](http://www.svhm.org.au)

**Caritas Christi Hospice – Kew**

9853 2344  
104 Studley Park Road  
KEW 3101  
[www.svhm.org.au](http://www.svhm.org.au)

**Cotham Private Hospital**

8803 0500  
209 Cotham Road  
KEW 3101  
[www.healthscopehospitals.com.au](http://www.healthscopehospitals.com.au)

**Eastern Palliative Care Association**

1300 130 813  
Level 1, 353 Whitehorse Road  
NUNAWADING 3131  
[www.eastpallcare.asn.au](http://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](http://www.respitenorthandwest.org.au)

**Linacre Private Hospital**

9598 9666  
12 Linacre Road  
HAMPTON 3188  
[www.linacreprivate.com.au](http://www.linacreprivate.com.au)

**McCulloch House – Monash Medical Centre Palliative Care Unit**

9594 5320  
246 Clayton Road  
CLAYTON 3168  
[www.southernhealth.org.au](http://www.southernhealth.org.au)

**Melbourne Citymission Palliative Care**

9486 2666  
472 Nicholson Street  
NORTH FITZROY 3068  
[www.melbournecitymission.org.au](http://www.melbournecitymission.org.au)

**Mercy Western Palliative Care**

9364 9777  
3 Devonshire Road  
SUNSHINE 3020  
[www.mercyhealth.com.au](http://www.mercyhealth.com.au)

**Mount Eliza Centre**

9788 1200  
33 Jacksons Road  
MOUNT ELIZA 3930  
[www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)

**Omni-Care**

9484 8102  
Level 1, 4 Bruce Street  
PRESTON 3072  
[www.omni-care.com.au](http://www.omni-care.com.au)

**Palliative Care Victoria**

9662 9644  
Level 2, 182 Victoria Parade  
EAST MELBOURNE 3002  
[www.pallcarevic.asn.au](http://www.pallcarevic.asn.au)

**Peninsula Hospice Service**

9783 6177  
6/125 Golf Links Road  
FRANKSTON 3199  
[www.peninsulahospice.com.au](http://www.peninsulahospice.com.au)

**Peninsula Private Hospital**

9788 3466  
525 McClelland Drive  
FRANKSTON 3199  
[www.peninsulaph.com.au](http://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](http://www.petermac.org)

**St Vincent's at Home**

9288 3817  
41 Victoria Parade  
FITZROY 3065  
[www.svhm.org.au](http://www.svhm.org.au)

**Very Special Kids House**

9804 6222  
321 Glenferrie Road  
MALVERN 3144  
[www.vsk.org.au](http://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](http://www.awh.org.au)

**Alpine Health**

5751 9300  
30 O'Donnell Avenue  
MYRTLEFORD 37367  
[www.alpinehealth.org.au](http://www.alpinehealth.org.au)

**Wantirna Health**

9955 1200  
251 Mountain Highway  
WANTIRNA 3152  
[www.easternhealth.org.au](http://www.easternhealth.org.au)

**Werribee Mercy Hospital**

9216 8888  
300–310 Princes Highway  
WERRIBEE 3030  
[www.mercy.com.au](http://www.mercy.com.au)

**Western Health Palliative Care**

8345 1820 / 8345 1792  
Ground floor, Sunshine Hospital  
ST ALBANS 3021  
[www.wh.org.au](http://www.wh.org.au)

**Avoca Health Services**

5465 1200  
10 Templeton Street  
AVOCA 3467  
[www.mdhs.vic.gov.au](http://www.mdhs.vic.gov.au)

**Bairnsdale Home Palliative  
Care**

5152 0285  
Community Health Service,  
Ross Street  
BAIRNSDALE 3875  
[www.brhs.com.au](http://www.brhs.com.au)

**Ballarat Health Services**

5320 4000  
Drummond Street North  
BALLARAT 3353  
[www.bhs.org.au](http://www.bhs.org.au)

**Ballarat Hospice Care**

5333 1118  
312 Drummond Street South  
BALLARAT 3353  
[www.ballarathospicecare.org.au](http://www.ballarathospicecare.org.au)

**Balmoral Bush Nursing  
Centre**

5570 1304  
26 Bell Street  
BALMORAL 3407  
[www.balmoralbnc.com.au](http://www.balmoralbnc.com.au)

**Barwon Health Community  
Palliative Care**

5279 2222  
49–95 Ballarat Road  
NORTH GEELONG 3215  
[www.barwonhealth.org.au](http://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](http://www.bcchs.com.au)

**Bass Coast Regional Health**

5671 3333  
Graham Street  
WONTHAGGI 3995  
[www.bcrh.com.au](http://www.bcrh.com.au)  
[bcchs.com.au](http://bcchs.com.au)

**Beaufort and Skipton Health  
Services**

5349 1600/1110  
Havelock Street  
BEAUFORT 3373  
[www.bashes.org.au](http://www.bashes.org.au)

**Beleura Private Hospital**

5976 0888  
925 Nepean Highway  
MORNINGTON 3931  
[www.beleuraprivate.com.au](http://www.beleuraprivate.com.au)

**Bellarine Community Health  
Drysdale Centre Palliative  
Care**

5251 2291  
21 Palmerston Street  
DRYSDALE 3222  
[www.bch.org.au](http://www.bch.org.au)

**Benalla Palliative Care**

5760 2207  
Benalla and District Memorial  
Hospital  
45 Coster Street  
BENALLA 3672  
[www.benallahospital.com.au](http://www.benallahospital.com.au)

**Bendigo Community Palliative  
Care Service**

5454 8077/2  
100 Barnard Street  
BENDIGO 3552  
[www.bendigohealth.org.au](http://www.bendigohealth.org.au)

**Central Gippsland Health  
Service**

5143 8600  
155 Guthridge Parade  
SALE 3850  
[www.cghs.com.au](http://www.cghs.com.au)

**Central Grampians Palliative  
Care**

5352 9465  
Girdstone Street  
ARARAT 3377  
[grpcc.grampianspalliativecare.com.au](http://grpcc.grampianspalliativecare.com.au)

**Colac Palliative Care Services**

5232 5100  
2–28 Connor Street  
COLAC 3250  
[www.swarh.com.au](http://www.swarh.com.au)

**Commonwealth Carer Respite  
Centre – Gippsland**

5136 5400  
81–87 Buckley Street  
MORWELL 3840  
[www.lchs.com.au](http://www.lchs.com.au)

**Dartmoor and District Bush  
Nursing Centre**

5528 1381  
28 Ascot Street  
DARTMOOR 3304  
[pgf.dartmore@swarh.vic.gov.au](mailto:pgf.dartmore@swarh.vic.gov.au)

**Djerriwarrh Palliative Care  
Service**

5367 2000  
Grant Street  
BACCHUS MARSH 3340  
[www.djhs.com.au](http://www.djhs.com.au)

**Echuca Regional Health**

5485 5000  
17 Francis Street  
ECHUCA 3564  
[www.erh.org.au](http://www.erh.org.au)

**Elmhurst Bush Nursing  
Centre**

5354 8227  
36 Green Street  
ELMHURST 3469  
[www.ebnc.org.au](http://www.ebnc.org.au)

**Ensay Community Health  
Centre**

5157 3215  
5063 Great Alpine Road  
ENSAY 3895  
[ensaychc@omeohs.com.au](mailto:ensaychc@omeohs.com.au)

**Family Resource Centre**

5671 3278  
Graham Street  
WONTHAGGI 3995  
[www.bcrh.com.au](http://www.bcrh.com.au)

**Gandarra Palliative Care Unit**

5320 3895  
102 Ascot Street South  
BALLARAT 3350  
[www.bhs.org.au](http://www.bhs.org.au)

**Gippsland Lakes District  
Nursing Palliative Care  
Service**

5155 8300  
18–26 Jemmeson Street  
LAKES ENTRANCE 3909  
[www.glch.org.au](http://www.glch.org.au)  
[contact@glch.org.au](mailto:contact@glch.org.au)

**Gippsland Southern Health  
Service – Palliative Care**

5667 5555  
66 Koonwarra Road LEONGATHA  
3953  
[www.gshs.com.au](http://www.gshs.com.au)

**Goulburn Valley Health**

5832 2322  
Graham Street  
SHEPPARTON 3630  
[www.gvhealth.org.au](http://www.gvhealth.org.au)

**Goulburn Valley Hospice Care  
Service**

5822 0068  
102 Balaclava Road  
SHEPPARTON 3630  
[hospice.shepparton.net.au](http://hospice.shepparton.net.au)

**Grampians Aged Care  
Assessment Service**

5320 3740  
102 Ascot Street South  
BALLARAT 3350  
[www.bhs.org.au](http://www.bhs.org.au)

**Grampians Community Health  
Palliative Care Service**

5358 7400  
8–22 Patrick Street,  
STAWELL 3380  
[www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)

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

5333 1118  
312 Drummond Street South  
BALLARAT 3353  
[www.grampianspalliativecare.com.au](http://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](http://www.inh.org.au)

**Kerang District Nursing Service**

5450 9286  
19 Fitzroy Street  
KERANG 3579  
[www.kerangdistricthealth.com.au](http://www.kerangdistricthealth.com.au)

**Kyabram and District Health Services**

5857 0200  
86–96 Fenaughty Street  
KYABRAM 3620  
[www.kyhealth.org.au](http://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](http://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](http://www.lchs.com.au)

**Lorne Community Hospital**

5289 4300  
Albert Street  
LORNE 3232  
[www.lornecommunityhospital.com.au](http://www.lornecommunityhospital.com.au)

**Lower Hume Palliative Care Service**

5735 8065  
Bretonneux Street  
SEYMOUR 3660  
[www.seymourhealth.org.au](http://www.seymourhealth.org.au)

**Macedon Ranges Health Services Palliative Care Service**

5428 0300  
5 Neale Street  
GISBORNE 3437  
[www.mrhs.com.au](http://www.mrhs.com.au)

**Mansfield District Hospital**

5775 8800  
53 Highett Street  
MANSFIELD 3722  
[www.mansfieldhospital.org.au](http://www.mansfieldhospital.org.au)

**Maryborough Hospital**

5461 0333  
75–87 Clarendon Street  
MARYBOROUGH 3465  
[www.mdhs.vic.gov.au](http://www.mdhs.vic.gov.au)

**Mildura Base Hospital**

5022 3333  
231–237 Thirteenth Street  
MILDURA 3502  
[www.mildurabase.com.au](http://www.mildurabase.com.au)

**Mitchell Community Health Services**

1300 773 352 / 5784 5555  
72 Ferguson Street  
BROADFORD 3658  
[www.mitchellchs.org.au](http://www.mitchellchs.org.au)

**Moira Palliative Care Service**

5862 0558  
Cnr Melville Street South &  
Katamatite Road  
NUMURKAH 3636  
[www.numurkahhospital.org.au](http://www.numurkahhospital.org.au)

**Mount Alexander Hospital**

5471 1555  
142 Cornish Street  
CASTLEMAINE 3450  
[www.castlemainehealth.org.au](http://www.castlemainehealth.org.au)

**Northeast Health Wangaratta Palliative Care**

5722 5111  
35–47 Green Street  
WANGARATTA 3677  
[www.nhw.hume.org.au](http://www.nhw.hume.org.au)

**Ocean Grove Community Health Centre**

5256 1311  
Cnr Presidents Avenue &  
The Avenue  
OCEAN GROVE 3226  
[www.bch.org.au](http://www.bch.org.au)

**Otway Health and Community Services**

5237 8500  
75 McLachlan Street  
APOLLO BAY 3233  
[www.otwayhealth.com.au](http://www.otwayhealth.com.au)

**Portarlington and District Community Health Centre**

5259 2537  
39 Fenwick Street  
PORTARLINGTON 3223  
[www.bch.org.au](http://www.bch.org.au)

**Portland District Nursing Palliative Care**

5521 0674  
Bentinck Street  
PORTLAND 3305  
[www.pdh.net.au](http://www.pdh.net.au)

**Robinvale District Health Services**

5051 8111  
Latje Road  
ROBINVALE 3549  
[www.rdhs.com.au](http://www.rdhs.com.au)

**Rural North West Health**

5396 1200  
20 Dimboola Road  
WARRACKNABEAL 3393  
[www.rnh.net.au](http://www.rnh.net.au)

**South East Palliative Care**

5991 1300  
140–154 Sladen Street  
CRANBOURNE 3977  
[www.sepc.org.au](http://www.sepc.org.au)

**Sunraysia Community Palliative Care Service**

5022 5444  
36 Box Street  
MERBEIN 3505  
[www.schs.com.au](http://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](http://www.shdh.org.au)

**Tatura Annexe Hospital and Nursing Home**

5824 8400  
64–68 Park Street  
TATURA 3616  
[www.gvhealth.org.au](http://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](http://www.umhcs.vic.gov.au)

**West Gippsland Health Care Group**

5623 0611  
Landsborough Street  
WARRAGUL 3820  
[www.wghg.com.au](http://www.wghg.com.au)

**West Wimmera Health Service**

5391 4222  
45–49 Nelson Street  
NHILL 3418  
[www.wwhs.net.au](http://www.wwhs.net.au)

**Western District Health Service**

5551 8222  
20 Foster Street  
HAMILTON 3300  
[www.wdhs.net](http://www.wdhs.net)

**Wimmera Hospice Care**

5381 9111  
Baille Street  
HORSHAM 3400  
[www.whcg.org.au](http://www.whcg.org.au)

**Yarrawonga District Health Service**

5743 8111  
33 Piper Street  
YARRAWONGA 3730  
[www.ydhs.org.au](http://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](http://www.anglicarevic.org.au)

Provides emergency food and accommodation.

## Centrelink

13 27 17

[www.centrelink.gov.au](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.salvationarmy.org.au)

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

### **Stand By You Cancer Foundation**

5974 2060

[www.standbyyou.org.au](http://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](http://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](http://www.gha.net.au)

### **Bundoora Extended Care Centre**

9495 3100  
1231 Plenty Road  
BUNDOORA 3083  
[www.nh.org.au](http://www.nh.org.au)

### **Cann Valley Bush Nursing Centre**

5158 6274  
23–25 Monaro Highway  
CANN RIVER 3890  
[www.gha.net.au](http://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](http://www.ebnc.org.au)

### **Kerang District Nursing Service**

5450 9286  
19 Fitzroy Street  
KERANG 3579  
[www.kerangdistricthealth.com.au](http://www.kerangdistricthealth.com.au)

### **Kyabram District Nursing Service**

5857 0240  
86 Fenaughty Street  
KYABRAM 3620  
[www.kyabramhospital.org.au](http://www.kyabramhospital.org.au)

### **MacArthur Community Health**

5552 2000  
12 Ardonachie Street  
MACARTHUR 3286  
[www.swarh.com.au](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.lifeline.org.au)

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

## Quit

13 7848

[www.quit.org.au](http://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](http://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](http://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](http://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](http://www.nemics.org.au)

### Paediatric Integrated Cancer Service

9345 4855

Royal Children's Hospital,  
Flemington Road  
PARKVILLE 3052

[www.rch.org.au](http://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](http://www.smics.org.au)

### **Western and Central Melbourne Integrated Cancer Services**

9656 2789  
Level 7, 372 Albert Street  
EAST MELBOURNE 3002  
[www.wcmics.org](http://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](http://www.swarh.com.au/bswrics)

### **Gippsland Regional Integrated Cancer Services**

5128 0138  
[www.gha.net.au/grics/](http://www.gha.net.au/grics/)

### **Grampians Regional Integrated Cancer Service**

5320 4782  
804 Sturt Street  
BALLARAT 3350  
[www.gics.com.au](http://www.gics.com.au)

### **Hume Regional Integrated Cancer Services**

5832 8301  
193a Corio Street  
SHEPPARTON 3630  
[www.humecancerservices.com.au](http://www.humecancerservices.com.au)

### **Loddon Mallee Integrated Cancer Services**

5454 8380  
111 Arnold Street  
BENDIGO 3550  
[www.lmics.org.au](http://www.lmics.org.au)



## **Useful cancer websites**

### **American Cancer Society (US)**

[www.cancer.org](http://www.cancer.org)

### **CancerHelp (UK)**

[www.cancerhelp.org.uk](http://www.cancerhelp.org.uk)

### **Australian Cancer Survivorship Centre**

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

### **CancerNet (US)**

[www.cancernet.org](http://www.cancernet.org)

### **Cancer Council Victoria (Aus)**

[www.cancervic.org.au](http://www.cancervic.org.au)

### **Macmillan Cancer Support (UK)**

[www.macmillan.org.uk](http://www.macmillan.org.uk)

### **Cancer Council Victoria Clinical Trials (Aus)**

[www.cancervic.org.au/trials](http://www.cancervic.org.au/trials)

### **National Breast and Ovarian Cancer Centre (Aus)**

[www.nbocc.org.au](http://www.nbocc.org.au)

### **National Cancer Institute (US)**

[www.cancer.gov](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.redcross.org.au)

Provides emergency and first aid training services.

### BMDI National Cord Blood Bank (Australia)

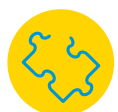
9345 5834 / 9342 7888

Royal Children's Hospital  
Flemington Road  
PARKVILLE 3052

[www.bmdi.org.au](http://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](http://www.rch.org.au/andrology)

Performs diagnostic testing and sperm banking.

### Andrology Australia

1300 303 878

[www.andrologyaustralia.org](http://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](http://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](http://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](http://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](http://www.fightcancer.org.au)

Provides support, education and information.

### BMDI Leukaemia Family Support Group

9342 7888

[www.fightcancer.org.au](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.ucco.org.au)

#### **Carer Respite Centre – Gippsland**

1800 242 696 / 5171 1400  
Cnr Princes Highway &  
Seymour Street  
TRARALGON 3844  
[www.lchs.com.au](http://www.lchs.com.au)

#### **Carer Respite Centre – Southern Metro Region**

1800 052 222 / 9076 6400  
260 Kooyong Road  
CAULFIELD 3162  
[www.carersouth.org.au](http://www.carersouth.org.au)

#### **Carer Support Services – Loddon/Mallee**

1800 068 978 / 5454 7719  
100 Barnard Street  
BENDIGO 3550  
[www.bendigohealth.org.au](http://www.bendigohealth.org.au)

### **Carers Choice – Stawell**

5358 3700  
40–44 Wimmera Street  
STAWELL 3380  
[www.bhs.org.au](http://www.bhs.org.au)

### **Carers Victoria**

1800 242 636 / 9396 9500  
Level 1, 37 Albert Street  
FOOTSCRAY 3011  
[www.carersvic.org.au](http://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](http://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](http://www.respitenorthandwest.org.au)

### **Commonwealth Carer Respite Centre – Gippsland**

5136 5400  
81–87 Buckley Street  
MORWELL 3840  
[www.lchs.com.au](http://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](http://www.merrichs.org.au)

### **Family Cancer Connect**

13 11 20  
1 Rathdowne Street  
CARLTON 3053  
[www.cancervic.org.au](http://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](http://www.mrhs.com.au)

### **Villa Maria Carer Services**

9855 7600  
6 Studley Park Road  
KEW 3101  
[www.villamaria.com.au](http://www.villamaria.com.au)

### **Villa Maria Commonwealth Carelink and Respite Centre**

5832 8444  
190 Benalla Road  
SHEPPARTON 3630  
[www.villamaria.com.au](http://www.villamaria.com.au)

### **Wimmera Hospice Care**

5381 9111  
83 Ballie Street  
HORSHAM 3400  
[www.wimmerahealth.com](http://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](http://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](http://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.