



Cancer Services

A guide to support services for Victorians affected by cancer

Cancer Services

A guide to support services for Victorians affected by cancer.

First published January 2012. This edition July 2017.

Reprinted with amendments December 2017.

© Cancer Council Victoria 2017. ISBN 978-0-9807421-1-4



Acknowledgements

This edition has been funded through the generosity of people of Victoria and Dry July Foundation through fundraising efforts for Cancer Council Victoria.

We acknowledge the contribution of Monash University students in the development of this guide as part of their student placements: Lauren Toulet, Bachelor of Commerce and Bachelor of Arts; Fiona McGing, Bachelor of Business and Bachelor of Health Science and Rebekah Fanner, Bachelor of Business. We would like to thank Matthew Collinson for undertaking a consumer review of the guide.

This publication was produced by Cancer Council Victoria, Cancer Information and Support Service, Publications Manager Fiona Douglas and Information and Communications Manager Dr Joanne Britto.

Information on pages 10, 12, 27, 55, 74, 75, 82, 89, 91, 92 and 93 reproduced with permission from Cancer Council Australia.

Note to reader

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

Always obtain independent advice relevant to your specific situation from appropriate professionals. You may wish to discuss any organisations listed in reference to your own situation. Always consult your doctor about matters that affect your health, legal matters with a lawyer or legal advisor and a financial advisor or financial counsellor about matters concerning your finances. Please note that laws, regulations and entitlements that affect people with cancer may change. Cancer Council Victoria excludes all liability for any injury, loss or damage incurred by use of or reliance on the information provided in this booklet.



615 St Kilda Road, Melbourne VIC 3004 Australia

T: +61 3 9514 6100 F: +61 3 9514 6800 W: www.cancervic.org.au



The front cover incorporates our commissioned Aboriginal artwork by Dixon Patten Jnr – Yorta Yorta and Gunnai. For the full artist description visit: cancervic.org.au/dixon-patten

Introduction

Finding the right support when you need it most is important to your overall wellbeing as you manage the news of a diagnosis, treatment and life after cancer.

A wide range of services exist to support you. We have designed this guide as a useful way to find services that suit your personal situation. Your needs are likely to change over time, for this reason we have included services that provide support at various stages of a cancer experience. Importantly, many of these services are also available to friends, family and carers.

This guide lists services in sections based on the type of support offered, whether it be health services and information, practical support or health and wellbeing.

If you can't find what you are looking for or require more information, simply call our experienced and understanding cancer nurses on **13 11 20** or email askanurse@cancervic.org.au. The nurses complement the care provided by your treatment team and are available Monday–Friday 9am–5pm. If you require information and support in your own language, call **13 14 50** and ask to contact Cancer Council Victoria.

Although most services and programs listed can be accessed without a referral, it is important to speak with your treatment team about any concerns you have and they can ensure you are receiving the most appropriate care.

Contents

Health services and information

Treatment centres	6
Palliative care	18
Information about cancer	20
Clinical trials and research.....	26
Genetics and risk	30
Aboriginal and/or Torres Strait Islander Peoples.....	33
Multicultural health and wellbeing	37

Practical support

Support organisations by cancer type	42
Support for carers.....	47
Children and families	51
Employment, financial and legal.....	53
Accommodation and transport.....	62
Support at home	66
Prostheses and personal care aids	68
Support in your local area.....	70
Facing end of life and bereavement	73

Health and wellbeing

Physical health and wellbeing	76
Emotional support.....	80
Fertility.....	88
Complementary therapies	90
Health and wellbeing after cancer	95



Supporting those affected by cancer

Cancer Council Victoria offers a range of services and programs to improve the quality of life of Victorians affected by cancer.

Information and education

- Information and support from experienced and understanding cancer nurses available over the phone and email.
- A range of over 80 booklets, factsheets, DVDs and CDs exploring topics and issues faced by those affected by cancer.
- The Living with Cancer Education Program empowering people affected by cancer with useful skills and information.
- The Wellness and Life after Cancer Education Program supporting people as they make the transition to life after treatment.
- The Victorian Clinical Trials Link, a searchable database of all cancer clinical trials in Victoria.

Practical support

- Pro bono (no fee) services delivered by volunteer professionals experienced in legal, financial, workplace and small business issues.*
- Small one-off financial grants to cover everyday costs such as buying groceries or paying phone bills.*

Health and wellbeing

- Free confidential counselling.
- Free wigs fitted by a cancer nurse.*
- Free holiday breaks with loved ones.*
- Cancer support groups – face-to-face, internet and telephone.
- Phone support from people who have been through a similar experience.
- Healthy Living after Cancer telephone coaching.

*Eligibility criteria apply

Speak with one of our cancer nurses who can connect you with our services and others available in Victoria. The nurses provide reliable information and emotional and practical support at any stage of a cancer diagnosis, treatment and recovery.

Ways to connect with cancer information and support



To speak with a cancer nurse call **13 11 20**, 9am–5pm, Monday to Friday.



For other languages, call **13 14 50** and ask to speak to Cancer Council Victoria.



Email at **www.cancervic.org.au/ask-a-nurse**.



Visit **cancervic.org.au**.



Support organisations by cancer type

There are many organisations and foundations that work to support those affected by a particular type of cancer. They provide information and support programs and services that can also be accessed by carers and families. Visit their website to find out what each organisation has on offer.

Need more information?

Call **13 11 20** to speak with an experienced and understanding cancer nurse or email askanurse@cancervic.org.au. To speak with a nurse through an interpreter call **13 14 50**.

Anal cancer

The Bottom Line

thebottomline.org.au

Provides information about anal cancer and HPV for gay and other men who have sex with men. Also provides a list of available support services.

Blood cancer

Australasian Leukaemia and Lymphoma Group

allg.org.au
8373 9702

Leukaemia Foundation

leukaemia.org.au
1800 620 420

Lymphoma Australia

lymphoma.org.au
0431 483 204

Myeloma Foundation of Australia

myeloma.org.au
9428 7444

Bowel cancer

Bowel Cancer Australia

bowelcanceraustralia.org
1800 555 494

Brain cancer

Brain Tumour Alliance Australia

btaa.org.au
1800 857 221

Brainchild Foundation

brainchild.org.au

BrainLink

brainlink.org.au
1800 677 579

Neuroblastoma Australia

neuroblastoma.org.au
0406 991 606

Peace of Mind Foundation

peaceofmindfoundation.org.au
0411 382 457

Breast cancer

Breast Cancer Network Australia

bcna.org.au
1800 500 258

Counterpart

counterpart.org.au
1300 781 500

McGrath Foundation

mcgrathfoundation.com.au
02 8962 6100

National Breast Cancer Foundation

nbcf.org.au
02 8098 4800

Think Pink Foundation

thinkpink.org.au
9820 2888

Gynaecological cancers

Australian Cervical Cancer Foundation
accf.org.au
1800 017 676

Counterpart
counterpart.org.au
1300 781 500

Australian Gynaecological Cancer Foundation
agcf.org.au
02 9235 0121

Ovarian Cancer Australia
ovariancancer.net.au
1300 660 334

Head and neck cancer

Beyond Five
beyondfive.org.au
02 8514 0109

Kidney cancer

Kidney Health Australia
kidney.org.au
1800 454 363

Liver cancer

Hepatitis Australia
hepatitisaustralia.com
1800 437 222

Lung cancer

Lung Cancer Network Australia
lungcancernetwork.com.au
1800 654 301

Melanoma

Melanoma Institute Australia

melanoma.org.au
02 9911 7200

Melanoma Patients Australia

melanomapatients.org.au
1300 88 44 50

Mesothelioma

Asbestos Council of Victoria – GARDS

gards.org
03 5127 7744

Bernie Banton Foundation

berniebantton.com.au
1800 031 731

Asbestoswise

asbestoswise.com.au
9654 9555

Neuroblastoma

Neuroblastoma Australia

neuroblastoma.org.au
0406 991 606

Neuroendocrine tumours

Unicorn Foundation

unicornfoundation.org.au
1300 287 363

Can't find what you're looking for?

Call **13 11 20** to speak with an experienced cancer nurse or email **askanurse@cancervic.org.au**. To speak with a nurse through an interpreter, call **13 14 50**.



Pancreatic, liver, stomach, oesophageal and biliary cancer

Pancare Foundation

pancare.org.au
1300 881 698

Prostate cancer

Prostate Cancer Foundation of Australia

prostate.org.au
1800 220 099

PROSTMATE

prostmate.org.au

Rare cancers

Rare Cancers Australia

rarecancers.org.au

Sarcoma

Australasian Sarcoma Study Group

australiansarcomagroup.org
1800 177 657

Skin cancer

Skin and Cancer Foundation

skincancer.asn.au

Thyroid cancer

Australian Thyroid Foundation

thyroidfoundation.org.au
02 9890 6962



Support for carers

Caring for someone with cancer can be a rewarding yet challenging experience. There are a range of services available to support you emotionally, physically and financially, to ensure your health and wellbeing.

Please note that many of the services listed throughout this guide are also available to family and friends; it can be worth making an enquiry to find out.

Need more information?

Cancer Council Victoria offers booklets and factsheets you may find useful:

- *Carer's Kit*
- *Caring for Someone with Cancer.*

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.



Carers Victoria is the peak agency for unpaid, mostly family carers. They offer information and support. The website carersvic.org.au provides advice for all carers to support their needs and the people they care for.

To find the support in your local area, go to the Carers Victoria website, click on the button that says '*Find Support Services, Carer Support Groups and more at Everything Carers*'. Use the '*Find Services*' tab in the new screen to search by your location.

**Cancer Council Victoria
Family Connect**

[cancervic.org.au/how-we-can-help/
phone-support/cancer_connect](http://cancervic.org.au/how-we-can-help/phone-support/cancer_connect)
13 11 20

Carer Card

carercard.vic.gov.au/home
1800 901 958

Carer Gateway

carergateway.gov.au
1800 422 737

Carers Victoria

carersvictoria.org.au
1800 242 636

**Department of Social Services
Emergency Care Plan**

www.health.gov.au
Search for '*Emergency care plan*'
1300 653 227

Working Carers Gateway

workingcarers.org.au

Young Carers

youngcarers.net.au
1800 242 636

Respite

**Cancer Council Victoria
Holiday Break**

[cancervic.org.au/how-we-can-help/
holiday-break-program](http://cancervic.org.au/how-we-can-help/holiday-break-program)
13 11 20

My Aged Care

myagedcare.gov.au
1800 200 422
Online and phone service that
provides information about available
respite services.

**OTIS Foundation Breast Cancer
Retreats**

otisfoundation.org.au
03 5444 1184

Respite Victoria

respitevictoria.org.au

Commonwealth Respite and Carelink Centres

Commonwealth Respite and Carelink Centres (CRCCs) support caring relationships through access to information, respite care and other support appropriate to carers' needs and circumstances, and the needs of the people they care for.

CRCCs provide free and confidential information on local carer support, disability and community services. Centres are located across Victoria.

To find your local CRCC call 1800 052 222 and you will be directed to your closest centre. For emergency respite call 1800 059 059 (outside of standard business hours). If you are looking for a centre out of your local area, a list of CRCC centres are provided below.

Metropolitan

Alfred Health Care Services

Southern
carersouth.org.au
9076 6111

Carers Victoria

Western
carersvictoria.org.au/respite
9396 9550

Merri Health

Northern
merrihealth.org.au/services/carer-support
9495 2500

Regional

Ballarat Health Services

Grampians
bhs.org.au/node/188
03 5333 7104

Barwon Health

Barwon – South Western
barwonhealth.org.au/carer-support/item/carer-support
03 4215 0000

Bendigo Health

Loddon Mallee

bendigohealth.org.au

03 5454 6000

FamilyCare

Hume

familycare.net.au

Shepparton Office

03 5823 7000

Seymour Office

03 5735 4600

Latrobe Community Health Service

Gippsland

lchs.com.au

1800 242 696

Villa Maria Catholic Homes

Hume

vmch.com.au

1800 036 377



Children and families

It can be difficult when a child is diagnosed with cancer, or a child is coping with a family member or friend going through cancer. There are many services available to support children and families facing emotional, practical, financial and educational challenges.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets you may find useful:

- *Cancer in the School Community*
- *Talking to Kids About Cancer.*

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.

Camp Quality

campquality.org.au
9329 8600

Camp Quality

Kids Guide to Cancer App

campquality.org.au/kidsguidetocancer

Cancer Australia

Children's Cancer

childrenscancer.canceraustralia.gov.au/

Cancer Council Victoria – Childhood Cancers

cancervic.org.au/about-cancer/
cancer-and-children
13 11 20

CanTeen

canteen.org.au
1800 226 833

Challenge Supporting Kids with Cancer

challenge.org.au
9329 8474

Children's Cancer Foundation

childrenscancerfoundation.com.au
7001 1450

Kids Helpline

kidshelpline.com.au
1800 551 800



Talking to young people about cancer

Feeling anxious or overwhelmed about talking to a young person about cancer? Wondering if they need professional support? Talk with your treatment team or call **13 11 20** to speak with an experienced and understanding cancer nurse. You might also find our publication *Talking to Kids About Cancer* useful. It provides age appropriate information on how to talk to children at each stage of a cancer experience from diagnosis to life after treatment. Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.

Make A Wish Foundation Australia

makeawish.org.au
1800 032 260

Monkey in my Chair

monkeyinmychair.org

Missing School

missingschool.org.au
0411 162 597

Mummy's Wish

mummyswish.org.au
07 3162 8265

ONTrac at Peter Mac Victorian Adolescent and Young Adult Cancer Service

ontrac.petermac.org
8559 6880

Parentline Victoria

education.vic.gov.au/about/contact/
Pages/parentline.aspx
13 22 89

Redkite

redkite.org.au
1800 733 548

Ronald McDonald Learning Program

learningprogram.rmhc.org.au
1300 307 642

Starlight Children's Foundation Australia

starlight.org.au
1300 727 827

Very Special Kids

vsk.org.au
1800 888 875

Victorian Paediatric Integrated Cancer Service

pics.org.au
9345 4433

Wombat's Wish

wombatswish.org.au
0499 966 228



Employment, financial and legal

After a cancer diagnosis, many people worry about how they will manage the impact on their job and finances. It can be difficult to know where to turn for information, advice and assistance. The services listed may be able to assist, or call **13 11 20** to speak with an experienced cancer nurse to find available services.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets you may find useful:

- *Cancer and Your Finances*
- *Cancer Care and Your Rights*
- *Cancer, Work & You*
- *Dealing with Debts*
- *Employment and Cancer*
- *Getting your Affairs in Order*
- *Help with Bills*
- *Immigration and Cancer*
- *Living with Advanced Cancer*
- *New Insurance Policies*
- *Superannuation and Cancer*
- *Travel Insurance and Cancer*
- *What Happens to Debts After Death*
- *Your Role as an Executor.*

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.



Legal, financial or work issue?

Cancer Council Victoria offers four pro bono (no fee) programs for people experiencing financial hardship as the result of their cancer diagnosis.

The programs are delivered by professionals in the community who volunteer their time to assist clients who cannot afford to pay for advice*. The team at Cancer Council matches clients to appropriate service providers.

- **Legal referral service** focuses on providing advice for end of life planning, financial, employment and tenancy issues.
- **Financial planning referral service** focuses on providing assistance to help manage financial challenges because of cancer.
- **Workplace advisory service** supports people with workplace issues during and after treatment including returning to work.
- **Small business advice service** links accountants with people affected by cancer, including carers, to provide assistance in managing their small business.

Call **13 11 20** for more information or visit cancervic.org.au/how-we-can-help/legal-financial-assistance

*These services are free for people who qualify via a means test. If you don't qualify for free help, paid assistance is available.

Employment

Fair Work Commission

fwc.gov.au

1300 799 675

Australia's national workplace relations tribunal resolves a range of workplace disputes through conciliation, mediation and in some cases tribunal hearings.

Fair Work Ombudsman

fairwork.gov.au

13 13 94

Provides an information gateway to information and advice about Australia's workplace rights and rules.

JobAccess

jobaccess.gov.au

1800 464 800

Provides information about services, financial assistance and workplace solutions for people affected by disability.

Work after Cancer

workaftercancer.com.au

A resource to support work during and after cancer treatment. Provides advice to people diagnosed with cancer, their carers, clinicians and employers about their options, rights and responsibilities.

WorkSafe

worksafe.vic.gov.au

1800 136 089

Support and information about returning to work for people with work-related injuries or illness.

Did you know?

- You may be able to access your super before you retire.
- You may have insurance attached to your super which can cover you if you have to stop working.
- You can ask the bank to defer your mortgage or credit card repayments, if you have to take time off work for treatment.
- You may be entitled to flexible working arrangements due to treatment needs.



Financial

Australian Financial Security Authority

afsa.gov.au

1300 364 785

Provides information about bankruptcy and personal insolvency agreements.

Australian Taxation Office – Superannuation

ato.gov.au/super

13 10 20

Provides information regarding all aspects of superannuation.

Cancer Council Victoria Financial Assistance Program

cancervic.org.au/how-we-can-help/legal-financial-assistance

13 11 20

Small, one-off grant to people experiencing financial hardship following a cancer diagnosis, to cover everyday costs such as buying groceries or paying phone bills. Eligibility criteria applies.

Consumer Affairs Victoria

consumer.vic.gov.au/

1300 55 81 81

Victoria's consumer affairs regulator, providing information about credit, debt, tenancies and who to contact for advice.



Need financial help?

If you are finding it difficult to make ends meet, community organisations may be able to help. Search the internet using '*crisis assistance*' and '*emergency relief*' as search terms.

You can also find details of community organisations using an Australian government search tool; use the internet search term '*DSS Service Directory*' to find the search tool.

Credit and Investments Ombudsman

cio.org.au
1800 138 422

Offers consumers an independent external dispute resolution service.

Department of Human Services Victoria – Concessions

dhs.vic.gov.au/concessions
An online search engine to view a full list of concessions, benefits and assistance available to Victorians.

Department of Human Services Home renovation loan for owners

housing.vic.gov.au/home-renovation-loan-owners

1800 134 872

A loan for home renovations needed for health and safety reasons. Eligibility criteria apply.

Department of Social Services – Financial Information Service

dss.gov.au/our-responsibilities/seniors/programs-services/financial-information-service

13 23 00

An education and information service to support the making of informed financial decisions.



Government payments, allowances and pensions

To find out if you are eligible for government financial support, use the '*Payment Finder*' tool on the Department of Human Services website. By completing a set of simple questions, the tool will identify payments, allowances and pensions you may be eligible for such as:

- Bereavement allowance
- Carer allowance
- Carer payment
- Disability support pension
- Newstart allowance
- Sickness allowance.

Visit humanservices.gov.au and search on '*Payment finder*'.

Financial Counselling Australia

financialcounsellingaustralia.org.au
1800 007 007

Provides an online 'Find a financial counsellor' search tool.

Financial Ombudsman Service

fos.org.au
1800 367 287

Offers dispute resolution for consumers who are unable to resolve complaints with financial services providers.

Good Shepherd Microfinance No Interest Loan Schemes

nils.com.au/find
13 64 57

An online search tool to find a provider of a no interest loan.

John Logan Cancer Treatment Foundation

johnloganfoundation.com.au
0426 227 855

Provides financial assistance to people with gastrointestinal cancers to help pay for prescribed treatments not covered by the PBS.

Kids with Cancer Foundation

kidswithcancer.org.au
1800 255 522

Provides funding for children affected by cancer, their families and other organisations that assist children with cancer.

Medicare External Breast Protheses Reimbursement Program

humanservices.gov.au/
breastprotheses
13 20 11

A reimbursement of up to \$400 for external breast prosthesis. Payment reduced if you are reimbursed by other sources e.g. health insurance.

Medicare Safety Net

humanservices.gov.au
Search for 'Medicare Safety Net'
13 20 11

Financial assistance for out-of-hospital medical expenses that attract Medicare benefits once a threshold is reached.



Household bill assistance

If you are finding it difficult to cover the cost of household bills, financial assistance may be available from your service provider. Contact them to ask about their hardship programs.

Money Smart

moneySMART.gov.au
1300 300 630

Provides financial tips and safety checks from the Australian Securities and Investments Commission.

Money Smart Budget Planner

moneySMART.gov.au

Search for '*Budget Planner*'

A simple online budgeting tool that allows for the tracking of income and expenses. Available in other languages.

Money Smart TrackMySpend app

An app which allows you to track finances through your smart phone or device.

Mortgage Relief Scheme

housing.vic.gov.au/mortgage-relief-scheme
1300 650 172

Assists those having trouble with mortgage repayments after an unavoidable change in their lives.

National Debt Helpline

ndh.org.au
1800 007 007

Tips and resources to assist people to find solutions to debt problems. Free telephone counselling service available.

Pancare

pancare.org.au
1300 881 698

Provides financial assistance to people with a gastrointestinal cancer, to assist with the cost of accessing specialist medical services located more than 50km from home.

PBS Safety Net card

humanservices.gov.au

Search for '*PBS Safety Net*'

1800 020 613

Assistance with expenses related to PBS medications, after reaching a threshold. Threshold amount varies dependent on personal circumstances.

Redkite

redkite.org.au
1800 733 548

Supporting those with cancer from 0–24 years. Assistance with essential items such as bills, groceries and vehicle related costs.

Ronald McDonald House Charities

– Charlie Bell Scholarship

rmhc.org.au/our-programs/charlie-bell-scholarship

Provides financial assistance to young people who have experienced a serious illness.

Victorian Patient Transport Assistance Scheme

health.vic.gov.au

Search for 'VPTAS'

1300 737 073

Provides rural patients and their escorts partial reimbursement to assist with travel and accommodation costs, when travelling long distances or staying away from home to receive specialist medical treatment.

Your Energy Savings

yourenergysavings.gov.au

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

Legal

Advance Care Planning Australia

advancecareplanning.org.au

1300 208 582

National advisory service providing advance care planning information and support to health professionals, aged and community care workers, and the general public.

Consumer Action Law Centre

consumeraction.org.au

1800 007 007

Provides free and independent legal assistance and financial counselling.

Federation of Community Legal Centres Victoria

communitylaw.org.au

9652 1500

The peak body for community legal centres in Victoria providing free legal help to clients facing economic and social disadvantage. Use the '*Find a community legal centre*' online tool to find one in your area.

Health Complaints Commissioner

hcc.vic.gov.au

1300 582 113

Receives and resolves your complaints and concerns about health service providers.

Law Institute of Victoria

liv.asn.au

9607 9311

Offers a '*Find a Lawyer Referral Service*' search tool.

Office of the Australian Information Commissioner

oaic.gov.au

1300 363 992

Investigates privacy infringements and provides advice and guidance for the resolution of disputes.



Can't find what you're looking for?

Call **13 11 20** to speak with an experienced cancer nurse or email **askanurse@cancervic.org.au**. To speak with a nurse through an interpreter, call **13 14 50**.

Office of the Public Advocate – Powers of Attorney

publicadvocate.vic.gov.au/power-of-attorney

1300 309 337

Provides a range of information, advice and support in relation to powers of attorney, guardianship and administration and medical treatment decision-making, with a particular focus on when people are unable or need additional support to make their own decisions.

Private Health Insurance Ombudsman

privatehealth.gov.au

1300 737 299

Provides information and advice about private health insurance rights and obligations.

Social Security Rights Victoria Inc

ssrv.org.au

9481 0355

Provides legal information and assistance in relation to social security law, principally issues with Centrelink.

State Trustees

statetrustees.com.au

1300 138 672

Provides a range of trustee, executor and personal financial administration services.

Victorian Equal Opportunity and Human Rights Commission

humanrightscommission.vic.gov.au

1300 292 153

Provides a free telephone enquiry line, dispute resolution service and information about discrimination and equal opportunity laws.

Victorian Law Foundation Everyday-Law

everyday-law.org.au

9604 8100

Provides reliable, easy-to-understand legal information. Includes a search tool to find free or low cost legal help in your area.

Victorian Legal Aid

legalaid.vic.gov.au

1300 792 387

Provides basic legal information through its multilingual telephone information service.



Accommodation and transport

Travelling to treatment can be a challenge, even more so if your treatment centre is not close to home. Some people may also need short-term accommodation. A range of travel and accommodation services exist in both metropolitan and regional areas.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets you may find useful:

- *Patient Transport.*

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.



Victorian Patient Transport Assistance Scheme

The Victorian Patient Transport Assistance Scheme (VPTAS) subsidises the travel and accommodation costs incurred by rural Victorians and approved escort(s). It helps cover costs when there is no option but to travel more than 100kms one way, or an average of 500kms a week for one or more weeks, to receive approved medical specialist services or specialist dental treatment.

Visit health.vic.gov.au and search on 'VPTAS' for more information. It is also available in a range of languages.

Accommodation

Metropolitan

BMDI Rotary House

Melbourne

fightcancer.org.au/what-we-do/accomodation-melbourne
9320 7400

Leukaemia Foundation Accommodation Service

East Melbourne

Flemington

North Melbourne

Preston

South Yarra

leukaemia.org.au/our-services/accommodation/victoria/vic-melbourne
1800 620 420

Peter MacCallum Cancer Centre

Melbourne

petermac.org/location/melbourne/accommodation-around-peter-mac/patient-accommodation
8559 7454

Ronald McDonald House Charities

Clayton

Parkville

rmhc.org.au

02 9875 6666

Ryder-Cheshire Ivanhoe Home

Ivanhoe

rydercheshirehomes.org.au
9254 2400

Think Pink Foundation

Melbourne

thinkpink.org.au/the-living-centre/our-programs/emergency
9820 2888

Regional

Anam Cara House

Colac

anamcarahousecolac.org.au
03 5233 8203

Anam Cara House

Geelong

anamcarahousegeelong.org.au
03 5222 5831

Barwon Health

Andrew Love Cancer Centre

Geelong

barwonhealth.org.au/cancer-services/support-services/accommodation
03 4215 2700

Bendigo Health Accommodation

bendigohealth.org.au

03 5454 6000

Gippsland Rotary Centenary House

Traralgon

centenaryhouse.org.au

03 5171 1600

Hilltop Albury/Wodonga Patient and Carer Accommodation Centre

Albury

[fightcancer.org.au/what-we-do/](http://fightcancer.org.au/what-we-do/accommodation-albury-wodonga)

accommodation-albury-wodonga

02 6023 2645

Pleasant Apartments

Ballarat

bricc.bhs.org.au/accommodation.php

03 5320 2958

South West Health Care Rotary House

Warrnambool

[southwesthealthcare.com.au/swh/](http://southwesthealthcare.com.au/swh/content/rotary-house-warrnambool)
content/rotary-house-warrnambool

03 5563 1666

St John of God Hospital Ballarat – Rotary House

Ballarat

bricc.bhs.org.au/accommodation.php

03 5320 2958

Wimmera Health – Rotary House

Horsham

wimmerahealth.com

Search for 'Rotary House'

03 5381 9111

Transport

Statewide

Leukaemia Foundation Transport Program

[leukaemia.org.au/our-services/](http://leukaemia.org.au/our-services/transport/transport-program)

transport/transport-program

1800 620 420

Mobility Allowance

[humanservices.gov.au/customer/](http://humanservices.gov.au/customer/services/centrelink/mobility-allowance)
services/centrelink/mobility-allowance

Victorian Patient Transport Assistance Scheme

health.vic.gov.au

Search for 'VPTAS'

1300 737 073

Travellers Aid

travellersaid.org.au

03 9654 2600



Car parking: things to consider

There are many things you can do to reduce the costs and stress of parking. Prior to your visit:

- ask the hospital about different parking options before your first visit. There may be onsite parking, street parking and private carparks near the hospital.
- ask about parking rates prior to your visit and if any concessions are available. If you have a government concession card or are attending frequent appointments you may be eligible for discounted car parking. Each hospital will have different concessions. Talk to your treatment team about how to access them.
- allow enough time to find a car park and walk to your appointment.
- ask how far the walk is from the car parks to the hospital or use an online mapping tool like Google Maps.
- for those visiting Melbourne hospitals, download the *'Melbourne Street Parking'* app for iPhone and Android smart phones. Using your location, the app helps you find carparking by detailing time restrictions and providing cost information.
- investigate public transport options available around the hospital. Speak with the hospital or call Public Transport Victoria on **1800 800 007** or visit **www.ptv.vic.gov.au**



Support at home

You will often be at home while you recover from treatment. Services such as home medical care, meal delivery, cleaning and child care are available to assist during this time.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets you may find useful:

- *Caring for Someone with Cancer*
- *Patient Transport.*

Call **13 11 20** or visit **cancervic.org.au/resources** to order or download a free copy.

Gather My Crew

gathermycrew.org

An online rostering tool linking friends and family with practical tasks needed such as transport.

Lovlist

lovlist.org

An online tool that simplifies the process of organising friends and families to volunteer for tasks such as shopping, gardening and cooking.

Meals on Wheels

mealsvictoria.org.au

0459 466 433

Provides meals to people who are unable to prepare food for themselves.

My Aged Care

myagedcare.gov.au

1800 200 422

Online and phone service that provides information about available aged care services including when a health problem occurs.

Nurse-On-Call

health.vic.gov.au

Search for 'Nurse on Call'

1300 60 60 24

A Victorian Government health initiative, providing immediate health advice and information from a registered nurse, 24 hours a day, 7 days a week



Finding support

Our experienced cancer nurses can assist to find the right support at home. Call **13 11 20** or email askanurse@cancervic.org.au.

Hospital counsellors, social workers and nurses such as cancer support nurses and breast care nurses can assist.

Your local council may also be able to connect you with community services to help you manage living at home during treatment such as Meals on Wheels, home cleaning and maintenance, respite and day care. Contact your local council for information. Visit knowyourcouncil.vic.gov.au to find your local council.

An internet search using the following terms is another useful way to find services:

'Home visiting doctor services' – If your GP does not provide home visits, or you need a GP out of hours in your home, a home doctor service can be of assistance.

'Home nursing' – Home nursing services allow you to recover from treatment in your own home. Speak with your GP or a member of your treatment team if you require access to home nursing services. There are both public and private services available.

'Home care' and *'home help'* – These services provide a range of home care and assistance options to help people live well at home. Services include domestic help, companionship, medical services, respite and transport.



Prostheses and personal care aids

The symptoms and treatment for cancer can sometimes result in needing regular medication, a prosthesis or personal care aids such as compression garments or stoma supplies. The following schemes and services provide information and support, including financial and compensation schemes.

Need more information?

Cancer Council Victoria offers a range of booklets and factsheets you may find useful. These resources provide information on relevant prostheses and personal care aids that may be required during and after treatment:

- *Breast Prostheses and Reconstruction*
- *Understanding Anal Cancer*
- *Understanding Bladder Cancer*
- *Understanding Bowel Cancer*
- *Understanding Breast Cancer*
- *Understanding Prostate Cancer*
- *Understanding Vulva and Vaginal Cancer.*

Call **13 11 20** or visit **cancervic.org.au/resources** to order or download a free copy.

Australian Association of Stomal Therapy Nurses

stomalthrapy.com

Australian Council of Stoma Associations

australianstoma.com.au

Continence Aids Payment Scheme (CAPS)

bladderbowel.gov.au/CAPS/
13 20 11

Continence Foundation of Australia

continence.org.au
9347 2522

Geelong Ostomy Association

geelongostomy.com.au
03 5243 3664

Ileostomy Association Victoria

ileostomyvic.org.au
9650 9040

Lymphoedema Compression Garment Program

mercyhealth.com.au
8458 4444

Medicare External Breast Prosthesis Reimbursement Program

humanservices.gov.au/
breastprosthesis
13 20 11

My Health Record

myhealthrecord.gov.au

National Continence Helpline

bladderbowel.gov.au
1800 330 066

National Public Toilet Map

toiletmap.gov.au

Ostomy Association Melbourne

oam.org.au
9888 8523

Stoma Appliance Scheme (SAS)

health.gov.au
1800 020 103

Victorian Continence Resource Centre

continencevictoria.org.au
1300 220 871

State-wide Equipment Program

swep.bhs.org.au
1300 747 937

NPS Medicine Wise

nps.org.au

NPS MedicineWise provides practical tools to improve the way health technologies, medicines and medical tests are prescribed and used.

These services will be of assistance in managing medication and pain.

Service	Web address	Phone
NPS Medicine Wise – Medicine List	nps.org.au/topics/how-to-be-medicinewise/managing-your-medicines/medicines-list	1300 633 424
NPS Medicine Wise – Pain Diary	nps.org.au/health-professionals/for-your-patients/treatment-plans/pain-diary	
NPS Medicine Wise Adverse Medicine Events Line	nps.org.au/contact-us/adverse-medicines-events	1300 134 237



Support in your local area

Services that can support health and practical needs during and post treatment may exist in your local area. Speak with a Cancer Council nurse who can assist in finding appropriate services; call **13 11 20** or email askanurse@cancervic.org.au. Your local council can also be a good place to start, as are local community health services.

Each metropolitan and regional area in Victoria is covered by an Integrated Cancer Service (ICS). Some ICS provide a searchable directory of support services in the region as well as education programs and information about cancer. Visit their websites to find out what is available in the local area.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets that may be useful:

- *Caring for Someone with Cancer*
- *Carers Kit*
- *Patient Transport*.

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.

National and Statewide

Know your Council

knowyourcouncil.vic.gov.au
Search for your local council website to find out what support services are available.

National Health Services Directory

nhsd.com.au
1800 022 222
An online search tool to find health services in your local area.



Community health services

There are many community-based services across metropolitan and regional Victoria. Services available will depend on the needs of the local community. They may be called a Community Health Centre, District Health Service or a Bush Nursing Centre.

They can provide access to services for health care card holders as well as privately funded services. They can help with:

- transport
- support at home
- nursing care
- rehabilitation
- wellbeing programs
- respite
- health services
- personal care and aids
- disability services
- dental care.

Metropolitan

North Eastern Melbourne Integrated Cancer Services

nemics.org.au
9496 3322

The '*NEMICS Supportive Care Directory*' provides a range of supportive care services available for people who live in Melbourne's northern and eastern suburbs.

Paediatric Integrated Cancer Services

pics.org.au
9345 4433

Southern Melbourne Integrated Cancer Services

smics.org.au
9928 8541

Western and Central Melbourne Integrated Cancer Services

wcmics.org
9656 2789

Regional

Albury Wodonga Cancer Foundation

canceralburywodonga.com.au
0438 431 362

Provides information about cancer and also services and support organisations in Albury Wodonga and surrounding communities.

Barwon South Western Regional Integrated Cancer Services

bswrics.org.au
03 4215 0459

The '*BSWRICS Regional Services Directory*' is a search tool providing a wide range of supportive care services in the Barwon South Western region.

Gippsland Regional Integrated Cancer Services

gha.net.au/grics
03 5128 0138

The '*GRICS Service Directory*' provides services by local government area.

Grampians Regional Integrated Cancer Services

gics.com.au
03 5320 4782

Hume Regional Integrated Cancer Services

humerics.org.au
03 5832 8301

The '*Hume RICS Cancer Care Services Link*' is a search tool providing a wide range of supportive care services available in the Hume region.

Loddon Mallee Integrated Cancer Services

lmics.org.au
03 5454 8380

Sunraysia Cancer Resources

sunraysiacancerresources.com.au
03 5025 8866

Located in Mildura and provides information and support for people living with cancer.



Can't find what you're looking for?

Call **13 11 20** to speak with an experienced cancer nurse or email **askanurse@cancervic.org.au**. To speak with a nurse through an interpreter, call **13 14 50**.



Facing end of life and bereavement

Sometimes treatment for cancer stops working and a cure or remission is no longer possible. It is not easy to think about the reality of what is involved at the end of life. Dealing with the emotional, physical, practical, legal and financial impact can be difficult. These services are here to assist you and your family and friends.

Need more information?

Cancer Council Victoria has a range of booklets and factsheets you may find useful:

- *Living with Advanced Cancer*
- *Understanding Palliative Care*
- *Facing End of Life*
- *Getting your Affairs in Order*
- *Understanding Grief*
- *What Happens to Debts After Death*
- *You Role as an Executor.*

Call **13 11 20** or visit cancervic.org.au/resources to order or download a free copy.

Advance Care Planning Australia

advancecareplanning.org.au

1300 208 582

National advisory service providing advance care planning information and support to health professionals, aged and community care workers, and the general public.

Australian Centre for Grief and Bereavement

grief.org.au

1800 642 066

Australian Funeral Directors Association

afda.org.au

1300 888 188



The importance of a will

A will is a legal document that records who you would like to receive your assets (estate) after you die. A will may also record your wishes regarding guardianship of your children.

Many people want to make a will or update the one they have as their circumstances change. Making a will is not difficult but it needs to be prepared and written in the right way to be legally valid. It is best to ask a lawyer to help you or contact State Trustees at statetrustees.com.au or phone **1300 138 672**.

When you die without a valid will, you are said to die 'intestate'. This can make matters complicated, lengthy and expensive. A court appoints an administrator to arrange your funeral and then distribute your assets to family members according to a formula. If there are no eligible relatives, your assets go to the state.

Bereavement Care Centre

bereavementcare.com.au

1300 654 556

Provides bereavement counselling, educational courses, information resources for bereaved adults and children.

The Compassionate Friends Victoria

compassionatefriendsvictoria.org.au

1800 641 091

A bereavement service for parents and siblings.

Death over Dinner

deathoverdinner.org.au

An interactive website that encourages conversations about death and dying with family and friends over the dinner table.

Dying to talk

dyingtotalk.org.au

A Palliative Care Australia website encouraging Australians to talk about dying.

End of Life Law in Australia

end-of-life.qut.edu.au

Provides information to assist people navigate legal issues around end of life decision making.

Funeral Celebrants Association of Australia

funeralcelebrants.org.au

Gathered Here

gatheredhere.com.au

Online search tool for comparing funeral directors, prices and reviews.

GriefLine

griefline.org.au
1300 845 745

Phone support for people experiencing loss and grief at any stage of life.

Good Grief

goodgrief.org.au
02 8912 2700

Provides programs for children, young people and adults challenged by loss and grief aiming to build resilience and foster wellbeing.

The GroundSwell Project

thegroundswellproject.com
Community organisation using creativity to promote wellbeing throughout all phases of life.

Your Life Assist

yourlifeassist.com.au
An online advisory service and directory to assist with end of life decision making and bereavement.

Your Life Talks

yourlifetalks.com
1300 966 110
Information on how to have conversations to record a life journey and end of life wishes.

Managing your digital legacy

If you use social media, such as Facebook, Twitter and Instagram, you will need to think about what happens to your accounts after your death.

Each social media platform has different rules for deactivating accounts, while some allow your account to be turned into a memorial page. It is a good idea to leave a list of all your accounts, passwords and instructions with someone you trust, so they can manage your ongoing digital presence according to your wishes.

Palliative Care Australia has produced a Guide to a Social Media Afterlife. You can find it at palliativecare.org.au/resources.



Index

Aborigines Advancement League	34	Australia and New Zealand	
Access Australia	88	Gynaecological Oncology Group	27
ACON	88	Australia and New Zealand	
Advance Care Planning Australia	60, 73	Melanoma Trials Group	27
Albury Wodonga Aboriginal Health Service	35	Australian Acupuncture and Chinese Medicine Association	91
Albury Wodonga Cancer Foundation	72	Australian and New Zealand Arts Therapy Association	91
Albury Wodonga Regional Cancer Centre	11	Australian and New Zealand Urogenital and Prostate Cancer Trials Group	28
The Alfred	8, 30	Australian Association of Stomal Therapy Nurses	68
Alfred Health Care Services	49	Australian Cancer Survivorship Centre – A Richard Pratt Legacy	96
Alfred Health Radiation Oncology	8	Australian Cancer Trials	28
Alfred Hospital Late Effects Clinic	96	Australian Centre for Grief and Bereavement	73
American Cancer Society	20	Australian Cervical Cancer Foundation	44
Anam Cara House Colac	63	Australian Council of Stoma Associations	68
Anam Cara House Geelong	63	Australian Counselling Association	83
Andrology Australia	88	Australian Creative Arts Therapies Association	91
Anxiety Disorders Association of Australia	83	Australian Croatian Community Services	37
Arabic Welfare Incorporated	37	Australian Dietary Guidelines	77
Asbestos Council of Victoria – GARDS	45	Australian Feldenkrais Guild	91
Asbestoswise	45	Australian Filipino Community Services	39
Association of Massage Therapists	91	Australian Financial Security Authority	56
Asylum Seeker Resource Centre	37	Australian Funeral Directors Association	73
Austin Clinical Genetics Services	30	Australian German Welfare Society	39
Austin Health Olivia Newton-John Cancer Wellness and Research Centre	8	Australian Gynaecological Cancer Foundation	44
Australasian Gastro-Intestinal Trials Group	27	Australian Hypnotherapists Association	91
Australasian Leukaemia and Lymphoma Group	27, 42	Australian Indigenous HealthInfoNet	34
Australasian Lung Cancer Trials Group	27		
Australasian Lymphology Association	77		
Australasian Sarcoma Study Group	27, 46		
Australia and New Zealand Children's Haematology/Oncology Group	27		

Australian Indigenous HealthInfoNet		Bernie Banton Foundation	45
Yarning Places	34	Better Access Initiative	83
Australian Massage Directory	91	Better Health Channel	20
Australian Men's Shed Association	83	Beyond Five	44
Australian Multicultural Community		beyondblue	83
Services	39	Black Dog Institute	83
Australian Music Therapy Association	91	BMDI Rotary House	63
Australian New Zealand Clinical Trials		The Bottom Line	42
Registry	28	Bowel Cancer Australia	43
Australian Physiotherapy Association	77	Box Hill Hospital	8
Australian Prostate Cancer		Brain Tumour Alliance Australia	43
Research	28	Brainchild Foundation	43
Australian Psychological Society	83	BrainLink	43
Australian Society of Teachers of the		Breast Cancer Network	
Alexander Technique	91	Australia	28, 43
Australian Taxation Office –		Breast Cancer Network Australia	
Superannuation	56	Revitalise	96
Australian Thyroid Foundation	46	Breast Cancer Trials	28
Australian Traditional Medicine Society	93	Brunswick Private	96
Australian Turkish Association	39	Budja Budja Aboriginal Cooperative	35
Bairnsdale Regional Health Service	11	Cabrini Brighton	9
Ballarat and District Aboriginal		Cabrini Health	96
Cooperative	35	Cabrini Health Family Cancer Clinic	30
Ballarat Health – Ballarat Regional		Cabrini Malvern	9
Integrated Cancer Centre	14	Camp Quality	51
Ballarat Health Services	49	Camp Quality Kids Guide to Cancer	
Ballarat Oncology and Haematology		App	51
Services	16	Cancer Australia	20
Barwon Health	49	Cancer Australia Children's Cancer	51
Barwon Health – Andrew Love		Cancer Council Australia	20
Cancer Centre	14, 63	Cancer Council Australia – 'iheard'	20
Barwon South Western Regional		Cancer Council – What to expect	20
Integrated Cancer Services	72	Cancer Council Online Community	83
The Bays Hospital	16	Cancer Council Victoria	20, 39
Beleura Private Hospital	16	Cancer Council Victoria Aboriginal	
Bendigo and District Aboriginal		Communities Support Services	34
Cooperative	35	Cancer Council Victoria Australian	
Bendigo Health	14, 50	Breakthrough Cancer Study	28
Bendigo Health Accomodation	64	Cancer Council Victoria Cancer	
Bereavement Care Centre	74	Connect	83

Cancer Council Victoria Cancer Support Groups	39, 83	Co.As.It	39
Cancer Council Victoria Childhood Cancers	51	Colac Area Health Service	14
Cancer Council Victoria Family Connect	48	The Compassionate Friends Victoria	75
Cancer Council Victoria Financial Assistance Program	56	Consumer Action Law Centre	60
Cancer Council Victoria Healthy Living after Cancer	96	Consumer Affairs Victoria	56
Cancer Council Victoria Holiday Break	48	Consumer Involvement in Cancer Cooperative Trials Group	29
Cancer Council Victoria Intimacy Counselling	84	Continence Aids Payments Scheme (CAPS)	68
Cancer Council Victoria Living with Cancer Education Program	77	Continence Foundation of Australia	68
Cancer Council Victoria Telephone Support Groups	83	Cooperative Trials Group for Neuro-Oncology	29
Cancer Council Victoria Wellness and Life after Cancer	97	Counterpart	43, 44, 77
Cancer Council Victoria Wig Service	77	Counterpart Stepping into Wellness	97
Cancer Rehab Melbourne	97	Credit and Investments Ombudsman	57
Cancer Research UK	20	Dandenong and District Aborigines Co-operative	34
Cancer Trials Australia	28	Death over Dinner	74
CanTeen	51	Department of Human Services Home renovation loan for owners	57
CanTeen Maybe Later Baby	88	Department of Human Services Victoria Concessions	57
Carer Card	48	Department of Social Services Emergency Care Plan	48
Carer Gateway	48	Department of Social Services Financial Information Service	57
Carers Victoria	48, 49	Dhauwurd Warrung Elderly and Community Health	35
CareSearch	19	Dietitians Association of Australia	77
CaringBridge	84	Dreams2Live4	84
Castlemaine Health Survive and Thrive	97	Dying to talk	74
Central Gippsland Health Service	14	East Grampians Health Service	14
Challenge Supporting Kids with Cancer	51	Eastern Health Cancer Rehabilitation Centre	97
Children's Cancer Foundation	51	Echuca Regional Health	14
Chinese Cancer Society of Victoria	39, 84	End of Life Law in Australia	74
Chinese Community Social Services Centre	39	Epworth Eastern	9
Chronic Pain Australia	77	Epworth Freemasons Hospital	9

Epworth Geelong	16	Gippsland Cancer Care Centre	
Epworth Healthcare Enhance	97	Latrobe Regional Hospital	14
Epworth Richmond	9	Gippsland Radiation Oncology	
Exercise and Sports Science Australia	77	Gippsland Cancer Care Centre – Latrobe Regional Hospital	14
Fair Work Commission	55	Gippsland Regional Integrated Cancer Services	72
Fair Work Ombudsman	55	Gippsland Rotary Centenary House	64
Family Planning Victoria	88	Gippsland Southern Health Service	14
FamilyCare	50	Good Grief	75
Federation of Community Legal Centres Victoria	60	Good Shepherd Microfinance No Interest Loan Schemes	58
Filipino Community Council of Victoria	39	Goolum Goolum Aboriginal Cooperative	35
Financial Counselling Australia	58	Goulburn Valley Health	14
Financial Ombudsman Service	58	Grampians Regional Integrated Cancer Services	72
Fitness Australia	77	GriefLine	75, 84
Footscray Hospital	8	The GroundSwell Project	75
Frances Perry House	9	Gunditjmara Aboriginal Cooperative Ltd.	35
Frankston Hospital	8	Headspace	86
Funeral Celebrants Association of Australia	74	Health Complaints Commissioner	60
Gather My Crew	66	Health Translations	20
Gathered Here	74	Healthdirect Australia	20
Geelong Ostomy Association	69	Hepatitis Australia	44
GenesisCare Radiation Oncology Albury	14	Hilltop Albury/Wodonga Patient and Carer Accommodation Centre	64
GenesisCare Radiation Oncology Berwick	10	Hume Regional Integrated Cancer Services	72
GenesisCare Radiation Oncology Epping	10	Ileostomy Association of Victoria	69
GenesisCare Radiation Oncology Fitzroy	10	Impotence Australia	88
GenesisCare Radiation Oncology Footscray	10	International Aromatherapy and Aromatic Medicine Association	93
GenesisCare Radiation Oncology Frankston	10	Islamic Council of Victoria	39
GenesisCare Radiation Oncology Ringwood	10	Islamicare – Parents Helpline	40
Gippsland and East Gippsland Aboriginal Cooperative	35	It's About Us	84
		Jean Hailes for Women's Health	79, 84

Jewish Care	40	Make A Wish Foundation Australia	52
JobAccess	55	Mallee District Aboriginal Services	36
John Fawkner Private Hospital	10	Maltese Community Council Victoria	40
John Logan Cancer Treatment Foundation	58	Maroondah Hospital	8
		Maryborough District Health Service	15
		Maryvale Private Hospital	16
Kerang District Health	14	Massage and Myotherapy Australia	93
Kidney Health Australia	44	McGrath Foundation	43
Kids Helpline	51, 86	Meals on Wheels	66
Kids with Cancer Foundation	58	Medicare External Breast Protheses Reimbursement Program	58, 69
Kirrae Health Services Inc.	35	Medicare Safety Net	58
Know your Council	70	Meditation Association of Australia	93
Knox Private Hospital	10	Melanoma Institute Australia	29, 45
Kyabram and District Health Service	15	Melanoma Patients Australia	45
		Melbourne Meditation Centre	93
Lake Tyers Health and Children's Services	36	Melbourne Private Hospital	10
Lakes Entrance Aboriginal Health Association	35	Melton Health	15
Latrobe Community Health Service	50	Melton Health Cancer Rehabilitation	97
Law Institute of Victoria	60	MensLine	85
Leukaemia Foundation	42	Mental Health in Multicultural Australia	40
Leukaemia Foundation Accomodation Service	63	Mercy Hospital for Women	8
Leukaemia Foundation Transport Program	64	Merri Health	49
Lifeline	84	Mildura Base Hospital	15
Loddon Mallee Integrated Cancer Services	72	Mildura Private Hospital	16
Look Good Feel Better	79, 85	Mind Australia	85
Lovlist	66	Missing School	52
Lung Cancer Network Australia	44	Mobility Allowance	64
Lymphoedema Association of Victoria	79	Monash Children's Hospital	8
Lymphoedema Compression Garment Program	69	Monash Health Familial Cancer Centre	30
Lymphoma Australia	42	Monash Medical Centre	8
		Money Smart	59
		Money Smart Budget Planner	59
		Money Smart TrackMySpend app	59
		Monkey in my Chair	52
		Moogji Aboriginal Council East Gippsland Inc.	36
		Moorabbin Hospital	8
Macedonian Community Welfare Association	40	Mortgage Relief Scheme	59
Macmillan Cancer Support (UK)	20	Multicultural Centre for Women's Health	40

Mummy's Wish	52	Oncology Massage Limited	93
Mungabareena Aboriginal Corporation	36	ONTrac at Peter Mac Reactivate	101
Murray Valley Aboriginal Cooperative	36	ONTrac at Peter Mac Victorian	
My Aged Care	48, 66	Adolescent and Young Adult	
Myeloma Foundation of Australia	42	Cancer Service	52
My Health Record	69	Osteoporosis Australia	79
My Wedding Wish	85	Ostomy Association Melbourne	69
		OTIS Foundation Breast Cancer	
National Breast Cancer Foundation	43	Retreats	48
National Cancer Institute	20	Ovarian Cancer Australia	44
National Continence Helpline	69		
National Debt Helpline	59	Paediatric Integrated Cancer	
National Health and Medical Research		Services	71
Council Clinical Trials Centre	29	Pain Australia	79
National Health Services Directory	70	Palliative Care Clinical Studies	
National Herbalists Association of		Collaborative	29
Australia	93	Palliative Care Victoria	19
National Indigenous Cancer		Pancare Foundation	46, 59
Network	34	Parentline Victoria	52
The National Institute of		Pathfinder	29
Complementary Medicine	93	PBS Safety Net card	59
National Public Toilet Map	69	Peace of Mind Foundation	43
Neuroblastoma Australia	43, 45	Peninsula and Southeast Oncology	11
Njernda Aboriginal Corporation	36	Peninsula Health Cancer	
North Eastern Melbourne Integrated		Rehabilitation Program	97
Cancer Services	71	Peninsula Private Hospital	11
Northeast Health Wangaratta	15	Peter MacCallum Cancer Centre	9, 63
Northern Hospital	9	Peter MacCallum Cancer Centre Late	
NPS Medicine Wise Adverse		Effects Service	101
Medicine Events Line	69	Peter MacCallum Familial Cancer	
NPS Medicine Wise Medicine List	69	Centre	30
NPS Medicine Wise Pain Diary	69	Pinc and Steel Cancer Rehabilitation	
Nurse-On-Call	66	Trust	101
Nutrition Australia	79	Pleasant Apartments	64
		Polish Community Council of Victoria	41
Office of the Australian Information		Portland District Health	15
Commissioner	60	Primary Care Collaborative Cancer	
Office of the Public Advocate Powers		Clinical Trials Group	29
of Attorney	61	Private Health Insurance Ombudsman	61
Oncology Clinics Victoria Walking		PRONIA – Australia Greek Welfare	
Group	79	Society	41

Prostate Cancer Foundation of Australia	46, 85	South West Regional Cancer Centre	15
PROSTMATE	46	Southern Melbourne Integrated Cancer Services	71
Psycho-oncology Co-operative Research Group	29	Spectrum Migrant Resource Centre	41
Psychotherapy and Counselling Federation of Australia	93	Speech Pathology Australia	79
Qlife	85	Springvale Indo-Chinese Mutual Assistance Association	41
Quitline	85	St John of God Health Care Ballarat	16
Radiation Oncology Targeting Cancer	20	St John of God Health Care Bendigo	16
Ramahyuck District Aboriginal Corporation	36	St John of God Health Care Berwick Hospital	11
Rare Cancers Australia	46	St John of God Health Care Geelong	17
Redkite	52, 59	St John of God Health Care Warrnambool	17
Register4	29	St John of God Hospital – Ballarat Rotary House	64
Relationships Australia Victoria	85	St John of God Oncology Rehabilitation	102
Respite Victoria	48	St Vincent’s Hospital	9
Ringwood Private Hospital	11	St Vincent’s Hospital Oncology Rehabilitation	102
Ronald McDonald House Charities Charlie Bell Scholarship	59	St Vincent’s Private Hospital East Melbourne	11
Ronald McDonald Learning Program	52	St Vincent’s Private Hospital Fitzroy	11
Rosebud Hospital	15	St Vincent’s Private Hospital Werribee	11
Royal Children’s Hospital	9	Starlight Children’s Foundation Australia	52
The Royal Melbourne Hospital	9	State Trustees	61
The Royal Melbourne Hospital Familial Cancer Centre	30	State-wide Equipment Program	69
Royal Women’s Hospital	9, 89	Stawell Health Oncology Rehabilitation	101
Rumbalara Aboriginal Cooperative Ltd	36	Stawell Regional Health	16
Ryder-Cheshire Ivanhoe Home	63	Stem Cells Australia	29
SANE Australia	86	Stoma Appliance Scheme (SAS)	69
Seymour Health	15	Suicide Line	86
Skin and Cancer Foundation	46	Sunraysia Cancer Resources	72
Social Security Rights Victoria Inc	61	Sunshine Hospital	9
South Eastern Private Hospital	11, 101	Surrogacy Australia	89
South West Health Care Rotary House	64	Swan Hill District Health	16
		Think Pink Foundation	43, 63

Trans Tasman Radiation Oncology Group	29	Victorian Transcultural Mental Health	41
Travellers Aid	65	Vietnamese Women's Association	41
Unicorn Foundation	45	Villa Maria Catholic Homes	50
United – Spanish Latin-American Welfare Centre	41	Vision Australia	79
The Valley Private Hospital	11	Warringal Private Hospital	11
Very Special Kids	52	Wathaurong Aboriginal Co-operative	36
Victoria Paediatric Integrated Cancer Service	52	Waverley Private Hospital	11
Victorian Aboriginal Community Controlled Health Organisation Inc.	34	West Gippsland Hospital	16
Victorian Aboriginal Health Service	34	Western and Central Melbourne Integrated Cancer Services	71
Victorian Arabic Social Services	41	Western District Health Service	16
Victorian Assisted Reproductive Treatment Authority (VARTA)	89	Hamilton Base Hospital	16
Victorian Cancer Trials Link	29	Western Private Hospital	11
Victorian Continence Resource Centre	69	Wimmera Health Care Group	16
Victorian Equal Opportunity and Humans Rights Commission	61	Wimmera Health Rotary House	64
Victorian Law Foundation Everyday-Law	61	Winda-Mara Aboriginal Corporation	36
Victorian Legal Aid	61	Wombat's Wish	52
Victorian Paediatric Integrated Cancer Service Long-term Follow-Up Program	102	Women's Information and Referral Exchange (WIRE)	86
Victorian Patient Transport Assistance Scheme	60, 64	Work after Cancer	55
The Victorian Rehabilitation Centre	102	Working Carers Gateway	48
		WorkSafe	55
		Yarra Ranges Health	9
		Yoga Australia	93
		Young Carers	48
		Your Energy Savings	60
		Your Life Assist	75
		Your Life Talks	75
		Youthbeyondblue	86

“I am so glad I called”

Speak with one of our experienced
and understanding cancer nurses for
information and support you can trust.



Cancer information
and support **13 11 20**



In your own language
13 14 50



**askanurse@
cancervic.org.au**



www.cancervic.org.au



To order a copy of this booklet visit
www.cancervic.org.au/servicesguide
or call **13 11 20**.



For information and support
call a cancer nurse on **13 11 20**
In your own language call **13 14 50**
Email askanurse@cancervic.org.au
Visit www.cancervic.org.au