



Cancer Services

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



For information & support call

13 1120

Note to reader

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



Unit 1/173 Strickland Crescent Deakin ACT 2600
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actcancer.org

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Introduction

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

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

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

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

An electronic version of this directory is also available on Cancer Council ACT's website www.actcancer.org. This online version is kept up to date as we become aware of any changes.



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



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Cancer Information and Support

Cancer Council 13 11 20

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

Cancer information

We provide a range of free booklets and fact sheets on cancer types, cancer treatment, living with cancer and living well after cancer. Each resource is regularly reviewed by cancer experts so you can be confident that you are receiving the most up to date information.

Cancer education programs

Our free education programs for people with cancer and their family and friends, help you learn more about cancer and give you the opportunity to meet others in a similar situation. They cover a range of topics including cancer and its treatments, living with cancer, survival skills and how to cope.

Legal, financial and workplace advice

We provide people affected by cancer with access to free legal, financial, workplace and small business advice if they cannot afford to pay for it.

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

Wig service

Losing your hair as a result of cancer treatment is challenging for many people. Our Wig Service stocks a range of new and pre-loved wigs, and turbans for sale at affordable prices.

Cancer support groups

Support groups provide a safe place for people affected by cancer to talk to others in a similar situation in a confidential and supportive environment. Cancer Council offers a range of support groups, these may be face-to-face, online or over the phone.

Peer support

If you'd like to speak with someone who's had a similar experience, our Cancer Connect program can match you with a trained volunteer who has been through the same or similar diagnosis and treatment.

There is also a professionally moderated online support community where people affected by cancer can find, receive and provide support by participating in groups, discussions, blogs and webinars.

cancercouncil.com.au/oc



More information

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

Treatment centres

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

Public cancer treatment centres

Calvary Public Hospital Bruce

Mary Potter Circuit, Bruce

02 6201 6111

calvarycare.org.au/public-hospital-bruce/

Canberra Region Cancer Centre

Canberra Hospital

Yamba Drive, Garran

02 5124 8444

health.act.gov.au

Public Hospitals

Canberra Hospital

Yamba Drive, Garran

02 5124 0000

health.act.gov.au

University of Canberra Hospital Rehabilitation

Guraguma Street, Bruce

02 5124 0000

health.act.gov.au/uch

Private cancer treatment centres

National Capital Private Hospital

Gilmore Crescent, Garran

02 6222 6666

nationalcapitalprivatehospital.com.au

Icon Cancer Centre Canberra

Cnr Broula St & Allawoona St

02 5112 0200

iconcancercentre.com.au

Private Hospitals

Calvary John James Hospital

173 Strickland Crescent, Deakin

02 6281 8100

calvarycare.org.au/john-james-private-hospital-canberra

Calvary Private Hospital

Mary Potter Circuit, Bruce

02 6245 3100

calvarycare.org.au/bruce-private-hospital/

Clinical trials

Australian Cancer Trials

For information on the latest clinical trials in cancer care in Australia.

Canberra Hospital

Yamba Drive, Garran

02 5124 8444

australiancancertrials.gov.au



Looking for a specialist

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

Palliative Care

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

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

Community Specialist Palliative Care Services

Provides a supportive palliative care service for people with life-threatening illnesses who no longer respond to curative therapy. Includes outpatient clinic services, care in the home or residential setting and inpatient hospice services.

Clare Holland House

Menindee Drive, Barton

02 6264 7300

calvarycare.org.au/...clare-holland-house/

Palliative Care ACT

Provides a volunteer program for people with life-limiting illnesses, their families and carers, including volunteer visits to the home, hospice and aged care settings for companionship and social support. They operate a non-clinical, home away from home respite facility (Leo's Place) and provide a life story service

02 6255 5771

pallcareact.org.au

Queanbeyan Palliative Care

Supports terminally ill patients, their families and carers at home and in hospital. Social worker support is available.

Queanbeyan Community Health Centre

Queanbeyan, NSW

02 6150 7172

CareSearch

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

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.

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

Cancer information

Cancer Council produces booklets, factsheets, podcasts and CDs covering a range of topics including cancer types, treatment, side effect management, advanced cancer and practical, legal and financial issues. These resources are reviewed regularly in consultation with leading health professionals and topic experts. They are available to read or download at actcancer.org call 13 11 20 to order a free copy.

Telephone information

Cancer Council 13 11 20

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

Cancer Council ACT

13 11 20

cancer.information@actcancer.org;
actcancer.org

Health Direct

A 24-hour telephone health advice service staffed by registered nurses to provide expert health advice about any health issue and what action to take.

1800 022 222

healthdirect.gov.au

Quitline

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

13 78 48 (13 QUIT)

Cancer education and resources

ACT Specialist Breast Care Nurses

The Breast Care Nurses Team specialises in caring for patients with breast cancer at all stages of their diagnosis, treatment and recovery. A medical referral is not required.

*Calvary Hospital Bruce
Mary Potter Circuit, Bruce*
bcn@calvary-act.com.au
02 6201 6944
02 6201 6943
0409 533 467
calvarycare.org.au/public-hospital-bruce/services-and-clinics/cancer-services/

Cancer Specialist Nurses

Specialist nurses who help people diagnosed with cancer navigate their way through the health care system. They can provide information and education and are a point of contact when you are not sure who to turn to for assistance. To talk to a Cancer Specialist Nurse, call the Canberra Region Cancer Centre and ask to be transferred to the Cancer Specialist Nurse for your cancer type.

Canberra Region Cancer Centre, Garran

Adolescents and young adults and sarcoma	02 5124 8444
Advanced breast cancer	02 5124 8444
Gastrointestinal cancer	02 5124 8444
Gynaecological, brain and CNS cancers	02 5124 8444
Haematological cancers	02 5124 8444
Head and neck cancers	02 5124 8444
Lung cancer and mesothelioma	02 5124 8444
Lymphoma	02 5124 8444
Melanoma and skin cancer	02 5124 8444
Prostate cancer	02 5124 8444
Urological cancers	02 5124 8444

Cancer Council ACT Education Programs

Cancer Council ACT runs free education programs covering a range of topics, for people with cancer, their family and friends.

02 6257 9999

actcancer.org

Smoking Cessation

Provides quit smoking courses, workplace and community quit smoking seminars and individual counselling.

Cancer Council ACT

02 6257 9999

actcancer.org

Cancer Council websites

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



Telephone Translation and Interpreting Service 13 14 50

To speak to a service in a language other than English.

tisonational.gov.au

Other useful websites

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

Australian Sites

Cancer Australia	canceraustralia.gov.au
Cancer Institute (NSW)	cancerinstitute.org.au
Canteen	canteen.org.au
Health Translations Directory Provides links to reliable translated health resources produced in Australia.	healthtranslations.vic.gov.au
Rare Cancers Australia	rarecancers.org.au

International Sites

American Cancer Society	cancer.org
Cancer Research UK	cancerresearchuk.org
Macmillan Cancer Support (UK)	macmillan.org.uk
National Cancer Institute (US)	cancer.gov



National Relay Service

For people who are deaf, or have a hearing or speech impairment, contact services through the National Relay Service.
relayservice.gov.au

Genetics and risk

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

More cancer information

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

Genetic Service

Provides genetic counselling and testing for individuals and families with a family history of cancer.

02 6174 7630

canberrahealthservices.act.gov.au/...genetic-counselling

NSW and ACT Hereditary Cancer Registry

Provides information and support to people affected by hereditary cancer, their family members who may be at risk, and their doctors in NSW and ACT.

Cancer Institute NSW

1800 505 644

cancerinstitute.org.au

The Centre for Genetics Education

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

genetics.edu.au

Support for Carers

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

Cancer Council Online Community

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

cancercouncil.com.au/oc

Cancer Connect

A telephone peer support service that puts patients, carers or family members in touch with others who have had a similar experience.

Cancer Council ACT

13 11 20

actcancer.org

Cancer Counselling Service

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

- *Phillip Health Centre
Cnr Corinna and Keltie Street, Phillip*
- *Belconnen Health Centre
56 Lathlain Street, Belconnen*
- *Canberra Region Cancer Centre patients*
- *Canberra Hospital inpatients*

02 5124 9977

canberrahealthservices.act.gov.au/.../cancer-counselling

Cancer Hub - CanTeen ACT and Southern NSW Division

Provides a peer support network for young people (12-25 years) living with cancer, this includes siblings and offspring of people with cancer. Also provides telephone and online counselling and individual support.

7-11 Barry Drive, Turner

1800 945 215

cancerhub.org.au

Carers ACT Inc.

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

1800 422 737

carersact.org.au

Carer Gateway

A national online and phone service that provides practical information and resources to support carers.

1800 422 737

carergateway.gov.au

CYCLOPS ACT

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

02 6232 2488

anglicare.com.au

My Aged Care

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

1800 200 422

myagedcare.gov.au

Skills for Carers

A range of courses to assist those caring for someone with a chronic illness.

Canberra Institute of Technology (CIT)

02 6207 3188

carerskills@cit.edu.au

Respite services

Carers ACT

Provides respite care services to any carer of a child or adult with an illness.

1800 422 737

carersact.org.au

Carer Gateway

A national online and phone service that provides practical information and resources to support carers, including information on respite services.

1800 422 737

carergateway.gov.au

Life Without Barriers

Provides a full range of support at home and in the community for eligible clients under the **My Aged Care** program for clients >65 years, the **ACT CASP** program for clients <65 years and the **NDIS program**, to enable them to live in their own home.

1800 935 483

info@lwb.org.au

lwb.org.au

My Aged Care

Provides information about respite care services and how to access them.

1800 200 422

myagedcare.gov.au

Leo's Place

Non-clinical respite in a home-away-from-home for people with a life-limiting illness and their families/carers.

6171 2290

stay@pallcareact.org.au;

leosplace.org.au

Support for children and families

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

Cancer Hub - Camp Quality Canberra

Provides recreational, educational, hospital and financial support programs for children aged 0–15 years with cancer, and their siblings.
1800 945 215
cancerhub.org.au

Cancer Hub - CanTeen ACT and Southern NSW Division

Provides a mutual peer support network for young people 12–25 years living with cancer. This includes patients, siblings and offspring of people with cancer. They offer counselling, an online community and resources for young people affected by cancer.
7–11 Barry Drive, Turner
1800 945 215
cancerhub.org.au

Children's Cancer

A website that provides evidence-based information on children's cancers for families, carers and health professionals.
Cancer Australia
childrenscancer.canceraustralia.gov.au

Kids Guide to Cancer

An app that provides age appropriate information to teach kids about the cancer journey and how they might support their loved one.

Camp Quality

[campquality.org.au/
kidsguidetocancer](http://campquality.org.au/kidsguidetocancer)

Kids Helpline

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

1800 551 800

kidshelpline.com.au

Make a Wish Foundation

Grants wishes of children aged 4–18 with a life threatening illness.

1800 032 260

makeawish.org.au

Monkey in my Chair

A free program designed to keep seriously ill children connected to their school and friendship groups.

1300 265 206

monkeyinmychair.org

Cancer Hub - Red Kite

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

1800 945 215

cancerhub.org.au

Rise Above – Capital Region Cancer Relief

Provides financial support to cancer patients in the ACT and Queanbeyan area.

21 Cooma Street, Queanbeyan NSW

02 6297 1261

riseabovecbr.org.au

Ronald McDonald Batemans Bay Family Retreat

Offers 7 days free holiday accommodation in fully equipped units on the beach for families of children who are affected by cancer or another life-threatening illness.

Batemans Bay, NSW

02 6281 5894

rmhc.org.au

Ronald McDonald House Canberra

Provides accommodation for country and interstate families whose seriously ill children are being treated at Canberra Hospital.

Canberra Hospital, Garran
02 6281 5894
rmhc.org.au

Ronald McDonald House Randwick

Provides accommodation for country and interstate families whose children are being treated at the Sydney Children's Hospital.
149–151 Barker Street, Randwick, NSW

02 9382 1622
rmhc.org.au

Ronald McDonald House Westmead

Provides accommodation for country and interstate families whose children are being treated at The Children's Hospital at Westmead.

Redbank Road, Westmead, NSW
02 9806 7111
rmhc.org.au

Starlight Children's Foundation of Australia

Provides wishes and other programs to brighten the lives of all seriously ill children and their families throughout Australia.

1300 727 827
starlight.org.au

Stella Bella Foundation

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

0423 439 889
stellabellalittlestars.org.au (soon to be changing to):
stellabellafoundation.org.au

Yurana Cancer Kids Holiday Homes

Offers free holiday accommodation for families of children affected by cancer or any other serious illness.

Ulladulla, NSW
02 4454 1700
yuranahomes.com.au

More information

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

Cancer treatments and side effects

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



Living with cancer

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

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

Employment, financial and legal support

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

Employment support Cancer, Work and You

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

13 11 20

actcancer.org/information/cancer-resources

Work After Cancer

A guide for people diagnosed with cancer, health care providers and employers.

workaftercancer.com.au

Financial support

ACT Government Assistance

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

assistance.act.gov.au

Can Assist

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

1300 226 277

canassist.com.au

Care Inc. Financial Counselling Service

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

219 London Circuit, Canberra City

02 6257 1788 (NSW residents)

1800 007 007 (ACT residents)

carefcs.org

Department of Human Services – Centrelink

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

13 27 17

humanservices.gov.au

Department of Human Services – Financial Information Service

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

13 23 00

humanservices.gov.au

Department of Veterans' Affairs

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

1800 838 372

dva.gov.au

Cancer Council Pro Bono Program

Cancer Council's Pro Bono Program provides people affected by cancer with access to free legal, financial, workplace and small business advice if they cannot afford to pay for it.

The program connects people with professionals in the community who volunteer their time. These include lawyers, financial advisors, small business accountants and human resources/recruitment specialists.

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

Call **13 11 20** for more information or visit **actcancer.org**.

External Breast Prostheses Reimbursement Program

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

Medicare Australia

13 20 11

humanservices.gov.au

Interstate Patient Travel Assistance Scheme (IPTAS)

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

ACT Health

02 5124 9082

health.act.gov.au/public-information/consumers/interstate-patient-travel

Money Smart

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

moneysmart.gov.au

Interstate Patient Travel and Accommodation Assistance Scheme (IPTAAS)

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

NSW Government

1800 478 227

iptaas.health.nsw.gov.au

Mummy's Wish

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

1300 045 741

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

National Debt Helpline

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

1800 007 007

ndh.org.au

Pancare Foundation

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

1300 881 698
pancare.org.au

Cancer Hub - Red Kite

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

1800 733548
cancerhub.org.au

Rise Above

Provides financial support to cancer patients in the ACT and Queanbeyan area.

21 Cooma Street, Queanbeyan NSW
02 6297 1261
riseabovecbr.org.au

St John's Care

Provides emergency food and material aid.

02 6248 7771
stjohnscanberra.org/st-johns-care

St Vincent de Paul Society

Provides emergency financial assistance, food, clothing and accommodation.

02 62822722
vinnies.org.au

The Salvation Army

Provides emergency financial assistance, food, clothing and shelter. Also a No Interest Loan provider for people on low incomes needing to borrow up to \$1,500 for essential items.

02 8775 7988 (NSW)
02 8775 7987 (ACT)
salvos.org.au

Your Energy Savings

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

yourenergysavings.gov.au

Legal support

Advance Care Planning Program – ACT Health

Provides information and assistance with advance care planning.

02 5124 9274

health.act.gov.au/

Legal Aid ACT

Provides free legal information referral and advice to ACT residents.

02 6243 3411

legalaidact.org.au

Public Trustee and Guardian – ACT

Provides trustee, executor and personal financial administration services including the preparation of wills and enduring power of attorney documents.

02 62079800

ptg.act.gov.au

Legal and financial issues

Cancer Council has a range of factsheets covering common legal and financial issues:

- Compensations for work-related cancers
- Dealing with debts
- Employment and cancer
- Family law
- Getting your affairs in order
- Help with bills
- Immigration and cancer
- New insurance policies
- Superannuation and cancer
- What happens to debts after death
- Your role as executor

Visit actcancer.org/information-and-support/practical-support/legal-and-financial-planning-advice to download a free copy or call **13 1120**.

Accommodation and transport

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

Interstate Patient Travel Assistance Scheme (IPTAS)

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

ACT Health

02 5124 9082

health.act.gov.au/public-information/consumers/interstate-patient-travel

Interstate Patient Travel and Accommodation Assistance Scheme (IPTAAS)

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

NSW Government

1800 478 227

iptaas.health.nsw.gov.au/

Accommodation

Cancer Council NSW Accommodation Service

Provides a list of accommodation options near the cancer treatment centres in NSW and ACT as well as access to reduced room rates at AccorHotels, for cancer patients and their family or carers needing to travel for cancer treatment.

cancercouncil.com.au/accommodation

Canberra Hospital Residences

Provides accommodation for interstate patients and their carers attending Canberra Hospital for treatment.

Canberra Hospital, Garran

02 5124 2358

health.act.gov.au

Duffy House

Provides accommodation less than 10kms from the hospital for regional patients and their carers who are having cancer treatment at Canberra Hospital.

Duffy

02 5124 4359

health.act.gov.au

Leukaemia Foundation

Provides accommodation for patients affected by leukaemia, lymphoma, multiple myeloma and related blood disorders and their families who have to travel from interstate for treatment.

*John James Village, Rusden Street,
Garran*

02 6215 7000

leukaemia.org.au

Rotary Cottage

Provides accommodation for patients and/or their carers attending Calvary Public Hospital Bruce for treatment from interstate.

Calvary Hospital, Bruce

02 6201 6111

calvarycare.org.au

Transport

Flexible Bus Service

A free bus service designed specifically for residents such as the aged or people with a mobility difficulty, which operates off a basic timetable, picking up residents from their home and taking them to local community service providers such as local shopping centres and hospitals. Bookings essential.

Transport Canberra

02 6205 3555

transport.act.gov.au

Leukaemia Foundation

Provides people affected by leukaemia, lymphoma, multiple myeloma and related blood disorders and their families with

courtesy transport to and from treatment.

1800 555 021

leukaemia.org.au

Community Services

Most community services in the ACT provide transportation to medical appointments as well as a range of other services. Contact your local service for more information.

Capital Region Community Services	crs.com.au
Communities@Work	commsatwork.org 02 6126 9090
Northside Community Service	northside.asn.au 02 6171 8088
Community Services#1	communityservices1.org 02 6126 4700
Woden Community Service	wcs.org.au 02 6282 2644
Queanbeyan – Valmar Community Transport Services	valmar.com.au 02 6297 2720

Support at home

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

Community Assistance and Support Program (CASP)

An ACT Government program that provides short term support with a range of services for people and their carers who are finding daily living activities difficult due to a health issue.

Search for 'CASP'.

ACT Government

02 6205 9822

health.act.gov.au

Community Services

Most community services in the ACT provide a range of services to support you at home. Contact your local service for more information. See previous page for contact details.

Community Options Inc.

Provides a full range of in-home support and community-based support services for people with a chronic illness or disability and their carers.

02 6295 8800

communityoptions.com.au

Conder House Laundry & Linen Service

A door-to-door laundry, linen and ironing service. Also sells a range of waterproof bed linen and disability products.

0427 929 946

conderhouse.com.au

Life Without Barriers

Provides a full range of support at home and in the community for eligible clients under the [My Aged Care](#) program for clients >65 years, the [ACT CASP](#) program for clients <65 years and the [NDIS program](#), to enable them to live in their own home.

1800 935 483

info@lwb.org.au

lwb.org.au

Meals on Wheels

Delivers a range of healthy and nutritious frozen and fresh meals to the home.

Australian Red Cross ACT

02 6285 8420

redcross.org.au

Mummy's Wish

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

contact@mummyswish.org.au;

mummyswish.org.au

National Equipment Database

Government funded equipment program.

support@askned.com.au

askned.com.au

My Aged Care

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

1800 200 422

myagedcare.gov.au

Equipment and home modification

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

Chemists

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

ACT Equipment Scheme

Provides financial support to people with long term disabilities for the purchase and maintenance of equipment to assist them to live at home and in the community.

ACT Health, Village Creek Centre

37 Kingsmill Street, Kambah

02 5124 1076

health.act.gov.au

Equipment Loans Service

Provides short term loan of equipment used to aid recovery and home care.

ACT Health, Village Creek Centre

37 Kingsmill Street, Kambah

02 5124 1057

health.act.gov.au

Domiciliary Oxygen and Respiratory Support Scheme

Provides oxygen and respiratory equipment to eligible people in the ACT Community.

Village Creek Centre, 37 Kingsmill Street, Kambah

02 5124 1063

health.act.gov.au

Leef

Provides a large range of equipment for sale or hire.

21 Townsville Street, Fyshwick

02 6280 7244

leef.com.au

Red Cross Personal Alarm Service

A service for those living alone or with a frail partner who may be at risk of accident or sudden illness.

Provides access to emergency help, 24 hours a day, every day of the year.

Australian Red Cross ACT

02 6234 7663

redcross.org.au

Technical Aid to the Disabled (ACT) Ltd

Designs and constructs aids for people experiencing disabilities where required aids are not commercially available.

Grant Cameron Community Centre

27 Mulley Street, Holder

02 6287 4290

tadact.org.au

Home nursing services

Community Nursing

Offers a full range of nursing care in the home.

ACT Health

1800 200 422

canberrahealthservices.act.gov.au

Private Home Nursing Agencies

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

Other practical support and information

COTA ACT

Provides a range of services for people aged over 50 including the Seniors Information Line, Housing Options Advisory Service, ACT Seniors Card as well as a number of relevant publications.

Hughes Community Centre

2 Wisdom St, Hughes

02 6282 3777

cotaact.org.au

Gather My Crew

A free online rostering tool that has been developed specifically to support people in crisis, to enable them to ask for and coordinate the practical help they need.

gathermycrew.org

Prostheses and personal care aids

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

Breast prostheses services

External Breast Prostheses Reimbursement Program

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

Medicare Australia

13 20 11

servicesaustralia.gov.au

Colleen's

Provides breast prosthesis fittings, mastectomy bras and swimwear for women who have undergone surgery for breast cancer.

22 Garran Place, Garran

02 6285 1311

colleens.com.au

Knitted Knockers Australia (Canberra branch)

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

knittedknockersaustcanberra@gmail.com

knittedknockersaustralia.com

Continenence Services

Continenence Service

Provides assessment and management of bladder and bowel control, as well as pelvic floor issues.

ACT Health

02 5124 9977

health.act.gov.au

National Continenence Helpline

Provides free, confidential advice about bladder and bowel control, plus local referrals, brochures and product information.

Continenence Foundation of Australia

1800 330 066

www.continenence.org.au

Lymphoedema services

ACT Lymphoedema Service

Provides treatment, support and education on all aspects of lymphoedema.

Calvary Hospital, Bruce

02 6201 6190

calvarycare.org.au

Stoma services

ACT and Districts Stoma Association

Provides support, assistance and stoma related supplies to people in Canberra and the adjoining region who have a stoma.

1 Moore Street, Canberra City

02 5124 4888

actstoma.net.au

Stoma Therapy Clinics

Provides care and advice to patients and carers on all aspects of stoma management.

ACT Health

02 5124 9977

health.act.gov.au

Physical health and wellbeing

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

Exercise During Cancer Group

A free individualised, exercise program run by exercise physiologists for people undergoing cancer treatment or who have completed treatment. Referral can be made by a GP or specialist.

*Exercise Physiology Department
Canberra Hospital, Garran*
02 6244 2573
health.act.gov.au

ACT Lymphoedema Service

Provides treatment, support and education on all aspects of lymphoedema.

Calvary Hospital, Bruce
02 6201 6190
calvarycare.org.au

Cancer Rehabilitation

This group exercise session focuses on improving fitness and functional ability for cancer patients and survivors. Each person will be assessed and given an exercise program based on their abilities and treatment level.

*Faculty of Health Clinic
University of Canberra, Bruce*
02 6201 5843
canberra.edu.au/health-clinics

Casting For Recovery

Provide a free fly fishing weekend retreat for women recovering from breast cancer treatment.

info@castingforrecovery.org.au;
castingforrecovery.org.au

Dragons Abreast Canberra

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

canberra@dragonsabreast.com.au
dragonsabreast.com.au/groups/canberra

Look Good...Feel Better

A two-hour workshop dedicated to teaching women techniques to help restore their appearance and self-image during chemotherapy and radiation treatment.

Information is available from the chemotherapy nurse or social worker at each hospital.

1800 650 960

lgfb.org.au

Oncology Massage Limited

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

info@oncologymassagetraining.com.au;
oncologymassagetraining.concologymassagetraining.com.au

Road to Recovery

An exercise based cancer rehabilitation program designed for both cancer survivors and those who are currently undertaking cancer treatment. It is conducted in a safe community environment and run by an accredited Exercise Physiologist. *YMCA Chifley Health and Wellness Centre*

9/71 MacLaurin St, Chifley

02 6281 0124

canberra.ymca.org.au

vitalyoga

Runs gentle yoga for recovery after serious illness or cancer treatment classes, to regain strength, flexibility and peace of mind.

Chifley

02 6281 0335

vitalyoga.com.au

Diet

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

Community Care Nutrition Service

A community-based service for adults 25 years and over that offers dietary assessments, advice or counselling for a range of medical conditions, including cancer.

ACT Health

02 5124 9977

health.act.gov.au

Nutrition and Dietetics Clinic

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

Faculty of Health Clinic

University of Canberra, Bruce

02 6201 5843

canberra.edu.au/health-clinics/health-clinics

Screening services

BreastScreen ACT

Provides free mammography screening for women from the age of 40. Available at the City, Phillip and Belconnen HealthCentres.

ACT Health

13 20 50

health.act.gov.au

Cancer Council – Cervical Screening

A Cancer Council website that explains the changes to the new national cervical cancer screening program.

cervicalscreening.org.au

National Bowel Cancer Screening Program

cancerscreening.gov.au/bowel

National Cervical Cancer Screening Program

cancerscreening.gov.au/cervical

Fertility

CanTeen-Maybe Later Baby

A guide to fertility for young people with cancer.

canteen.org.au/

Fertility and Cancer – Cancer Council

A Cancer Council guide to fertility for people affected by cancer.

View online or order a free copy by calling 13 11 20.

actcancer.org

Holiday break accommodation

Ronald McDonald Batemans Bay Family Retreat

Offers free holiday accommodation for one week in fully equipped units on the beach for families of children who are affected by cancer or another life-threatening illness.

Batemans Bay, NSW

02 6281 5894

rmhc.org.au

The OTIS Foundation

Provides free accommodation and an opportunity to enjoy a relaxing time of sanctuary in a beautiful country environment for those living with breast cancer.

Accommodation is located in Thredbo and country Victoria.

03 5444 1184

otisfoundation.org.au

Yurana Cancer Kids Holiday Homes

Offers free holiday accommodation for families of children affected by cancer or other serious illness.

Ulladulla, NSW

02 4454 1700

yuranahomes.com.au

Wigs and other headwear

Cancer Council ACT Wig Service

Provides wigs, turbans, hats and other headwear for sale at affordable prices. Open Monday to Friday 9.00am–4.00pm.

Cancer Council ACT

Unit 1/173 Strickland Crescent,

Deakin

02 6257 9999

Colleen's

Sells a range of wigs, turbans, hats and scarves.

22 Garran Place, Garran

02 6285 1311

colleens.com.au

HeadsUp@Kippax

Specialises in assisting all women who have hair loss. Sells a range of hats, turbans, berets, beanies, scarves & embellishments. Open Tuesday to Friday 10am–4pm.

2/12-16 Hardwick Cres, Holt

02 6254 4403

headsup.net.au

Emotional support

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

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

Counselling services

Better Access Initiative – Medicare

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

health.gov.au/mentalhealth-betteraccess

Cancer Counselling Service

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

ACT Health, Phillip Health Centre, Belconnen Health Centre

02 5124 9977

health.act.gov.au

Cancer Psychosocial Service

Social workers and psychologists provide practical, emotional and crisis support to cancer patients and their carers attending the Canberra Region Cancer Centre.

ACT Health, Canberra Region Cancer Centre, Garran

02 5124 8444

health.act.gov.au

Canberra Head to Health Centre

Free mental health support for 18 yrs+. No referral/Medicare Card/Mental Health Plan needed. Walk-ins (M-F 8:30am-4:30pm, Wed to 7pm) call or enquire online.

Shop G7, 14 Childers Street, Canberra City

1800 595 212

canberraheadtohealth.com.au

Catholic Care Canberra and Goulburn

Provides quality counselling services to the Canberra community.

57 Hicks St, Red Hill

02 6162 6100

catholiccare.cg.org.au

Kids Helpline

Anonymous, confidential telephone and online counselling for young people aged from 5 to 18 years, 24 hours a day, seven days a week.

1800 551 800

kidshelp.com.au

Relationships Australia Canberra and Region

Offers a wide range of relationship counselling services for individuals, couples and families. Services are for all members of the community, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

1300 364 277

racr.relationships.org.au

Lifeline Canberra

A free telephone counselling and support service available to people of all ages, 24 hours a day, seven days a week.

13 11 14

act.lifeline.org.au

Mensline Australia

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

1300 78 99 78

mensline.org.au

Social Work and Psychology Department

Provides counselling services for people affected by cancer who are inpatients of Calvary Health Care. *Calvary Hospital, Bruce*

02 6201 6111

calvarycare.org.au

Cancer support groups

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

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

Support Groups Leukaemia Foundation Canberra

A support group for people in their 20's and 30's affected by leukaemia, lymphoma or a related blood condition. Meets four times a year. Please call the Leukaemia Foundation for more details before attending for the first time.

02 6215 7000

leukaemia.org.au

ACT Brain Tumour Network, Alliance Australia

A network of people from Canberra and the surrounding districts with an interest in all types of brain tumours (central nervous system tumours). Meets on the 4th Sunday of each month at 11am at the Yarralumla Southern Cross Club. Please call to confirm.

1800 857 221

Lung Foundation Support Group

Various support groups open to people with any stage of lung cancer.

Lung Foundation

1800 654 301

lungfoundation.com.au

Cancer Council support groups

Cancer Council Telephone Support Groups

A range of Cancer Council facilitated telephone support groups. Call, email or visit the website for a list of current groups.

1300 755 632

tsg@nswcc.org.au

cancercouncil.com.au

Cancer of the Lung and Mesothelioma Support Group

A Cancer Council ACT facilitated support group for people with cancer of the lung or mesothelioma and/or their families and friends. Meets the third Tuesday of each month from 10am–12pm.

Canberra Region Cancer Centre, Garran

cancer.information@actcancer.org

02 6244 3895

02 6257 9999



Canberra Blood Cancer Education and Support Group

A support group for people affected by leukaemia, lymphoma or a related blood condition.

Meets the second Tuesday of each month. Please call the Leukaemia Foundation for more details before attending for the first time.

Leukaemia Foundation

John James Village Rusden St, Garran

02 6215 7002

leukaemia.org.au

Melanoma Patients Australia Canberra Support Group

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

1300 884 450

melanomapatients.org.au

Canberra NET Support Group

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

Unicorn Foundation

1300 287 363

neuroendocrine.org.au

Prostate Cancer Support Group – ACT Region Inc.

Provides support to men diagnosed with prostate cancer and their families through mornings and monthly meetings which are open to all. Visit the website or call for more information and meeting times.

pcsg-act.org.au

Other cancer support

ACT Specialist Breast Care Nurses

Offer support and referral for newly diagnosed breast cancer patients. Patients may be referred by specialists, GPs or by self-referral.

Calvary Hospital, Bruce

02 6201 6944

bcn@calvary-act.com.au;

calvarycare.org.au

Bosom Buddies

A group of women who have all experienced breast cancer and who are committed to supporting women from the time of diagnosis through treatment.

Pearce Community Centre, Pearce

admin@bosombuddies.org.au;

bosombuddies.org.au

Cancer Connect

A Cancer Council telephone peer support service that puts people in touch with others who have had a similar cancer experience.

Cancer Council ACT

13 11 20

actcancer.org

Cancer Council Online Community

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

cancercouncil.com.au/oc

Cancer Council ACT Education Programs

Cancer Council ACT runs free education programs covering a range of topics, for people with cancer, their family and friends.

Cancer Council ACT

02 62579999

actcancer.org

Bereavement services

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

Cancer Counselling Service

Provides bereavement counselling for families and carers who have lost someone to cancer.

ACT Health

Phillip Health Centre

Cnr Corinna and Keltie Streets,

Phillip

Belconnen Health Centre

56 Lathlain Street, Belconnen

02 5124 9977

health.act.gov.au

Canberra Grief Centre

Provides grief and bereavement counselling as well as bereavement support groups.

1 Geils Court, Deakin

Sonia 0409 966 515

canberragriefcentre.com.au

Cancer Hub - CanTeen ACT and Southern NSW Division

Provides a mutual peer support network of young people living with cancer, this includes bereaved siblings and offspring of people with cancer.

7–11 Barry Drive, Turner

1800 945 215

cancerhub.org.au

Community Specialist Palliative Care Services

Provides bereavement support or counselling to families or friends of patients of the Palliative Care Service.

Clare Holland House

Menindee Drive, Barton

02 6264 7300

calvarycare.org.au

Griefline Community and Family Services

A national loss and grief telephone counselling service. Provides anonymous support and specialist counselling to individuals and families. Online counselling is also available.

1300 845 745
griefline.org.au

Life After Loss Telephone Support Group

A facilitated telephone support group for people whose loved one has died from a cancer related illness. The group runs in a 'closed' six-session format. Call or e-mail to register your interest.

Cancer Council
1300 755 632
tsg@nswcc.org.au
cancercouncil.com.au

Solace ACT

A self help group for widows and widowers of all ages. Assists bereaved people to adjust to their loss. The phone number is answered by O'Rourke Funeral Directors.

02 6297 1052
solacegriefsupportact.org.au

Telephone Grief Support

A Sydney-based telephone support service operated by trained volunteers who provide information and referral to people experiencing loss and grief. By appointment through leaving a message on their answering system.

National Association for Loss and Grief (NSW)
02 6882 9222
nalag.org.au

The Compassionate Friends ACT and Queanbeyan

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

0491 137 818
compassionatefriendsact.org



For more information and support on cancer
and cancer related issues

Call 13 11 20

Email cancer.information@actcancer.org

Visit actcancer.org