

5: Further Information and Support Services



5.1 The Cancer Council: Information, Services, Resources

The Cancer Council Helpline 13 11 20

For information and advice about any aspect of cancer call the Cancer Council Helpline on 13 11 20 (Monday – Friday 9am to 5pm). The Helpline is a confidential service provided by The Cancer Council for the cost of a local call. If you're deaf or hearing impaired, the TTY number is (02) 9334 1865.

Cancer information consultants are available who can answer questions about any aspect of cancer, including:

- How to prevent cancer or find it early
- How to cope with treatment and its side effects.

The Helpline can also:

- Send you written information
- Put you in touch with services in your own area
- Offer emotional support if you or someone you care about has cancer.

Visit the website www.cancercouncil.com.au for information about cancer, cancer support and local services or email your enquiry to helpline@nswcc.org.au

Cancer Support Online

A place for people affected by cancer, and their families and carers, to connect with others. Users can access forums, develop their own homepage and find friends on line. Cancer Support Online is not designed to replace professional help and support. <http://www.cancersupportonline.com.au>

5.2 List of useful electronic references

Organisations might wish to consider including links to some or all of these sites on their own homepage.

Australian sites

Centrelink

Centrelink is an agency of the Department of Human Services which delivers a range of services to the community. The website can make it easier for people to explore their options, know what questions to ask and find out more about how Centrelink can help them. There are many useful downloadable leaflets and forms.

Examples include:

- *Help for people with an illness, injury or disability – return to work, study or training factsheet*
- *Returning to work when you stop being a carer*
- *Carer Allowance (caring for an adult 16 years or over)*

<http://www.centrelink.gov.au/>

Cancer Answers

Trying to find information about cancer and how to deal with it can be an overwhelming experience. This site is designed to guide you with questions and answers – about cancer services and the various stages of the cancer journey – presented in a logical and easy-to-read format. <http://www.cancercouncil.com.au/canceranswers/>

Virtual Cancer Centre

Australia's comprehensive online cancer information resource has been created by leading health professionals from the areas of medical oncology, radiation oncology, haematology, surgery and palliative care. The information is updated and supported daily by a force of GPs, national partners and a dedicated editorial advisory board of leading Australian specialists to ensure the information provided is current. <http://www.virtualcancercentre.com>

Working Carers Support Gateway

This website is an information and support service for people who juggle paid work with caring for a relative or friend who is ill, frail or disabled. The website targets carers generally, and low-income and isolated carers in particular, who have both caring and workplace responsibilities.

Developed by the Disability and Aged Information Service Inc (DAISI), the website provides direct information and support for busy working carers.

The website focuses on industrial relations advocacy and financial planning advice. It contains lists of services for working carers; information – including medical information; fact sheets; advice and links. Working carers are able to subscribe free to a monthly electronic newsletter, join an online discussion group for added support, ask for advice on a range of topics with high profile guest hosts in its monthly live chat room, and contribute stories that reflect on their experiences with employers, services and families. They can also join a Gateway reference group to contribute to the website's development. <http://www.workingcarers.org.au/home/>

Breast Cancer Network Australia

The Breast Cancer Network Australia's (BCNA) role is to empower, inform, represent and link Australians personally affected by breast cancer. It is driven by women who have themselves experienced breast cancer. The BCNA provides a variety of programs to raise awareness of breast cancer and to provide support to survivors and their families. <http://www.bcna.org.au>

National Breast Cancer Centre

The National Breast Cancer Centre (NBCC) was established in 1995 by the Australian Government in response to community concerns about the human cost of breast cancer. In 1999 the Government provided funding to expand the work into ovarian cancer. The NBCC web portal is a one-stop shop for comprehensive information about breast and ovarian cancer. It links

to sites for health professionals and for the broader community and sites dedicated to supporting families and carers. <http://www.nbcc.org.au/>

Camp Quality

Camp Quality is a non-profit organisation that is committed to bringing hope and happiness to the lives of children with cancer, their families and communities through ongoing quality recreational and educational programs. Camp Quality has 14 offices around Australia, covering every state and territory. <http://www.campquality.org.au>

Leukaemia Foundation

The Leukaemia Foundation is a national organisation dedicated to the care and cure of patients with leukaemia, lymphoma, myeloma, aplastic anaemia and related blood disorders. Support services include:

- Counselling and support
- Disease-specific information materials
- Education programs and support groups
- Access to 'home away from home' accommodation close to major treatment centres
- Transport to and from treatment
- Practical assistance.

All services are provided free of charge to patients and families. <http://www.leukaemia.org.au>

National Ovarian Cancer Network

The National Ovarian Cancer Network (OvCa Australia) is a non-profit, tax-deductible organisation dedicated to raising the profile of ovarian cancer. OvCa Australia supports women with ovarian cancer and their families. The organisation works to increase awareness about the most lethal of all gynaecological cancers, to promote the need for effective early detection, and to encourage access to the best possible care. <http://www.ovca.org/>

Prostate Cancer Foundation of Australia

The Prostate Cancer Foundation of Australia is the peak body for prostate cancer in Australia. The information on this site about prostate cancer is presented from the perspective of patients who have experienced diagnosis and treatment for the disease. The mission is to reduce the impact of prostate cancer on Australian families through:

- Helping men deal with the diagnosis and treatment of prostate cancer
- Funding research into prostate cancer and
- Raising awareness about prostate cancer in the general community.

<http://www.prostate.org.au>

Palliative Care Australia

Palliative Care Australia is the national peak body for palliative care in Australia. Their goal is to work toward the relief of pain and suffering of dying people in Australia and the provision of the care they need.

<http://www.pallcare.org.au>

Grieflink

This website is devoted to increasing awareness and understanding of loss and grief. It is not a counselling or crisis service, so it does not have counsellors available to respond to specific questions or concerns. The site is based in South Australia, so some of the information provided is specific to that State.

<http://www.grieflink.asn.au>

Australian Centre for Grief and Bereavement

The Centre is a statewide service for Victoria which is located at Monash Medical Centre. It is an independent, not-for-profit organisation and is the largest provider of grief and bereavement education in Australia. Registered as a public benevolent institution, the Centre receives operational funding through the state palliative care program of the Victorian Department of Human Services. Its mission is to build the capacity of individuals, organisations and communities to enhance wellbeing following adverse life events.

<http://www.grief.org.au/>

Workplace

The Australian Workplace website is an initiative of, and is administered by, the Australian Federal Department of Employment and Workplace Relations. It provides access to online services and information, employment information, government assistance, jobs, careers, training, working conditions and Indigenous Employment Centres. <http://www.workplace.gov.au/workplace/>

WorkChoices

The Department of Employment and Workplace Relations (DEWR) manages this website that provides general information about WorkChoices. <https://www.workchoices.gov.au/>

International sites

American Cancer Society

The American Cancer Society (ACS) is a nationwide, community-based voluntary health organisation with headquarters in Atlanta, Georgia, state divisions and more than 3400 local offices. The goal of the ACS is to prevent cancer, save lives, and diminish suffering from cancer. The ACS provides a comprehensive website. <http://www.cancer.org>

National Cancer Institute

The National Cancer Institute (NCI) in the USA is a component of the National Institutes of Health (NIH), one of eight agencies that compose the Public Health Service (PHS) in the Department of Health and Human Services (DHHS). The National Cancer Institute coordinates the National Cancer Program, which conducts and supports research, training, health information dissemination, and other programs with respect to the cause, diagnosis, prevention, and treatment of cancer, rehabilitation from cancer, and the continuing care of cancer patients and the families of cancer patients. http://www.cancer.gov/cancer_information/

5.3 Further Reading

The Cancer Council NSW produces a recommended reading list that meets the following criteria:

- Medical information is based on current accepted medical practice and, where possible, is evidence-based.
- Information about complementary and alternative therapies (including meditation and relaxation) does not contradict current accepted medical practice and/or evidence and will cause no harm.
- Information in the selected titles does not necessarily reflect the opinion of The Cancer Council NSW.
- At least one Cancer Council staff member or a known consumer has read each book, with the exception of titles which have been pre-endorsed by the National Breast Cancer Centre (NBCC) or the National Health and Medical Research Council (NHMRC).
- Priority is given to books written and published in Australia.
- Popular borrowed and/or purchased books are included in the list, if they have been read by a Cancer Council staff member or a known consumer.

Currently the list is divided into eight categories:

1. Cancer Prevention
2. Medical Information
3. Psycho-social Support
4. Complementary and Alternative Therapies (including meditation and relaxation)
5. Cancer Biographies
6. Websites
7. Other Sources of Information
8. For Health Professionals

The reading list is available online at www.cancercouncil.com.au – search for ‘reading list’.

Understanding Cancer Series

The Understanding Cancer series of booklets offers cancer patients and their families easy-to-read information on common topics about cancer. Information is available online and in hard copy through The Cancer Council Helpline. Visit www.cancercouncil.com.au/cancerinformation

Most titles can be downloaded as PDFs from the website. Where PDFs are not provided call the Cancer Council Helpline on 13 11 20 to order a printed version.

Support and Information Pack for cancer patients

The Cancer Council has developed an information package for people newly diagnosed with cancer and their families. The pack provides information about where to find:

- Practical and financial help
- Emotional support
- General information about treatment and care.

The pack also contains the following booklets:

- *Food and Cancer: a guide to nutrition for people with cancer*
- *Emotions and Cancer* (a guide to the emotional issues many patients experience)
- *A Cancer Care Diary* (to record details of appointments, treatment, people and places).

Support and Information Packs are funded through local Relay For Life community events and are available free of charge through hospitals, GPs and cancer treatment centres or through the Cancer Council Helpline on 13 11 20.