

### Are there fees for the service?

Cancer Council Queensland is supported by the generosity of the community, who help us provide our services at no cost to our clients.

We ask clients referred to our psychology service to consider getting a referral with a Mental Health Care Plan from their GP. A Mental Health Care Plan allows us to communicate directly with your GP about your care and supports costs associated with providing the service.

Sessions with a Mental Health Care Plan will be bulk billed to Medicare with no out of pocket costs to our clients.

Donations are gratefully accepted.

### Who can access the Cancer Counselling Service?

The Cancer Counselling Service is available to anyone experiencing distress due to cancer, including family and friends. We offer individual and couples counselling, as well as the opportunity to participate in our group programs.

### How do I make an appointment?

Call 13 11 20 to speak to one of the team, who can refer you to the Cancer Counselling Service.

Once your referral is submitted, our Cancer Counselling Team will contact you within two business days to make an appointment. Appointments are available Monday to Friday during working hours, with limited after-hours appointments available by arrangement.

People accessing our programs and services will be informed of their Rights and Responsibilities, these can be found at [cancerqld.org.au/service-user-rights-responsibilities](http://cancerqld.org.au/service-user-rights-responsibilities)



### Interpreter

For cancer information and support in a language other than English, call our free interpreter service: **13 14 50**.

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service: **relayservice.gov.au**

# Cancer Counselling Service



Information and support



**13 11 20**  
cancerqld.org.au



## Who are we?

Cancer Council Queensland is the state's leading non-government community organisation in cancer control. With one in two Queenslanders diagnosed with cancer before the age of 85, we are here to ensure no one faces cancer alone.

Living with a cancer diagnosis, or supporting someone along the way, is rarely easy. Understandably, you may find yourself feeling stressed, overwhelmed or just not like your usual self. Sometimes talking things through with your loved ones isn't enough. Cancer Council Queensland's Cancer Counselling Service offers an opportunity to talk with nurse counsellors and psychologists who can help you with cancer-related challenges.

**Call 13 11 20 to discuss a referral to our Cancer Counselling Service.**

## What is the Cancer Counselling Service?

The Cancer Counselling Service is Queensland's leading cancer specific counselling service. This service is staffed by nurse counsellors and registered psychologists, all with training and experience in helping people affected by cancer.

Counselling can assist you at any stage, from diagnosis through to living with, or having survived cancer. You can also benefit from this support if you are grieving.

We realise that people's support needs vary, so we provide a range of individual and group options.

Our experienced team will work with you to provide support that best suits your situation and needs.

## What services are available?

We provide counselling within a stepped model of care. This means, where possible, we start with guided self-help delivered by our nurse counsellors. Our service is provided via telephone and video conferencing, with face-to-face appointments available in some locations.

### Nurse counsellor service

Our nurse counsellors provide guided self-help, in the form of a single telephone session and a follow up contact.

They offer guidance and tips on coping with the effects of cancer or adjusting to life with or after cancer. They also provide support when making decisions related to treatment and addressing treatment concerns.

If guided self-help does not address your concerns, we will link you into our psychology service.

### Psychology service

Those experiencing high levels of distress will bypass guided self-help and be linked into our psychology service. Our psychologists provide more intensive support in the form of therapy, which involves a number of one-on-one counselling sessions.

As part of these services, our team will work with you and review your progress.

## Group programs

**In addition to counselling, we provide group programs and workshops.**

Group programs are conducted over the telephone as well as face-to-face in Brisbane and selected regional offices. These programs will enable you to learn new skills to help you cope with cancer and its related challenges.

Our workshops, focusing on specific coping skills such as relaxation and mindfulness, are usually delivered face-to-face in locations around the state.

## What support does the Cancer Counselling Service provide?

**We can assist with a range of cancer concerns including:**

- Adjusting to life with cancer
- Stress and difficulty coping
- Depression
- Anxiety
- Sleep difficulties
- Loss
- Family or relationship problems
- Treatment side-effects
- Sexual problems
- Uncertainty about the future
- Survivorship
- Fear of recurrence
- Therapy related to end of life
- Bereavement support

