

Cancer Support and Information



13 11 20
cancerqld.org.au



**Cancer
Council**
Queensland

Who are we?

Cancer Council Queensland is the state's leading non-government community organisation in cancer control. With one Queenslanders diagnosed with cancer every 20 minutes, we're here for those affected every minute, every hour, every day.

How to access our services

Some programs and services are by appointment or you may need to be referred by your treating team.

To find out what services are available in your area and how to access them you can;

- Call Cancer Council 13 11 20
- Visit our website cancerqld.org.au
- Talk to your treatment team

Practical Support

Accommodation

The need to travel for your cancer treatment can be daunting. Our lodges provide comfortable accommodation in self-contained units and studio-style apartments.

Cancer Council employees are available during your stay. Our team can provide you access to social, emotional and practical support.

Our lodges are independent living facilities close to major hospitals and treatment facilities, and are in the following locations:

- Brisbane
- Townsville
- Cairns
- Toowoomba
- Rockhampton

Transport to Treatment

Travelling to treatment can be challenging. Finding affordable and accessible transport is important whether you need to travel away from home or are having treatment in your local area.

Cancer Council offers a range of transport services to support those who have limited options.

Courtesy Lodge Transport

For guests at our lodge we have a courtesy shuttle service. This runs between our accommodation lodge and your treatment facility. When you book your accommodation please ask about our transport services.

Schedule times and booking requirements are specific to each location.

Travel Transfers

In Brisbane we have an airport and Brisbane Transit Centre transport service. In Townsville we have an airport transport service. The service has volunteer drivers and can take you between the airport or transit centre and your accommodation or treatment facility.

Bookings are essential and are subject to vehicle capacity and volunteer availability.

Home to Treatment

If you are experiencing hardship and finding transport difficult, you may be eligible for our volunteer delivered service.

The service picks you up from home and transports you to your treatment facility. A health professional on your treatment team can assess your eligibility and submit a referral for you.

This service is available in limited locations and by referral only.

Legal and Financial

A cancer diagnosis can raise financial and legal issues that may be very hard to manage. If you are affected by cancer you can ask for help with legal, financial and workplace issues.

The Cancer Council Pro Bono Program connects you with a professional who volunteers their time. Advice is at no cost for people who cannot afford to pay for it. The Pro Bono team will ask a series of financial questions to determine if you are eligible for free assistance.

If you do not qualify for free assistance, the program can put you in touch with a professional who can assist on a paid basis.

Wigs and Turbans

Dealing with hair loss as a result of cancer treatment is a very individual experience; some people like to wear a wig while others find hats, scarves and turbans to be more comfortable.

We offer a private wig and turban fitting with a range of wigs and headwear to choose from. The service, including the wig and/or turbans, is at no cost and delivered by trained volunteers.

The service is by appointment only. The days and hours of operation are specific to each office location. Call Cancer Council 13 11 20 to book an appointment.



“I am so grateful for the loan of this wig. It gave me self-confidence and normality at a very difficult time.”

Temporary Breast Prostheses

For many women losing part of, or all, a breast can affect their body image or confidence. Following surgery, and before a permanent prosthesis can be fitted, a soft temporary prosthesis is a first step.

We can provide you with a temporary prosthesis at no cost to support you during this time.





Cancer Information and Support Services

Cancer Council 13 11 20

Being diagnosed with cancer or supporting a loved one with cancer can leave you with many questions.

We want to help you find the answers. Call Cancer Council 13 11 20 Information and Support line to talk with one of the team.

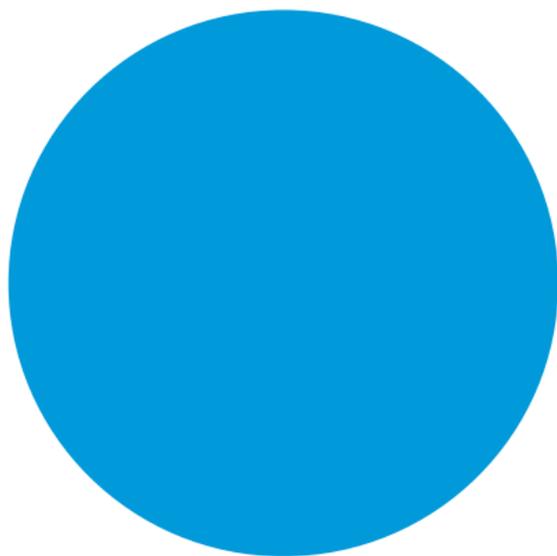
Our team can provide you with cancer information, emotional and practical support. We can also refer you to Cancer Council Queensland's support programs and services.

This confidential service is available Monday to Friday 9am–5pm (excluding public holidays).

Brain Tumour Support

If you or someone close to you has been diagnosed with a cancerous or non-cancerous brain tumour, coping with changes to your life can be stressful and challenging.

Our Brain Tumour Support service provides information sessions with health professionals, opportunities to meet others living with a brain tumour and access to other support programs.



Cancer Counselling Service

Living with a cancer diagnosis, or supporting someone along the way, is rarely easy. Talking things through with a counsellor or psychologist can help you manage cancer related concerns.

Our Cancer Counselling Service is available for anyone distressed by cancer at any stage. We are a telephone-based counselling service, with face to face appointments available in some regional offices.

Our team includes nurse counsellors and psychologists trained and experienced in helping people affected by cancer.

Community Activity Programs

The volunteer led groups bring together people affected by cancer to take part in physical or leisure activities. Groups are open to anyone at any stage of their cancer journey, as well as their families, friends and carers.

Participation is at no cost. Groups in your area may include walking, yoga, tai-chi, art and book clubs, and are suitable for all fitness levels.

To find out what groups are available in your area, or to start your own group, call Cancer Council 13 11 20.



Peer Support

Sometimes it helps to talk to someone who has been there and knows what you are going through. Cancer Council Queensland offers peer support where those affected by cancer can speak one-to-one with a trained peer support volunteer.

Cancer Connect

Cancer Connect is a confidential, telephone-based peer support service that connects you, your carer or your loved ones with a peer support volunteer who has had a similar cancer experience. You can be matched with a Cancer Connect volunteer based on cancer diagnosis, treatment, family or work issues.

Face-to-face Peer Support

Face-to-face peer support is available in many of our accommodation lodges and selected treatment facilities across Queensland. Our trained peer support volunteers can provide emotional support and help you to access the information you need. If you would like to know if a peer support volunteer is available, ask one of our friendly accommodation team, or your treating team.



Cancer Information

Resources

Finding information about cancer may help you to feel more in control and prepared. We have resources that are available in print or to download. A printed version can be sent to you. Our resources include easy to read information about;

- Specific types of cancer
- Treatments
- Emotional and practical issues
- Early detection and prevention
- Cancer Council Queensland support services

The resources are designed to complement information from health-care professionals. Each of our resources are regularly reviewed by cancer experts, so you can be confident you are receiving the most up to date information.



Support and Information Sessions

Learning about cancer and ways to cope can help you and your loved ones during treatment and in your recovery. We offer a range of support and information sessions across Queensland. The sessions are provided in a supported group environment and are for anyone affected by cancer. Presentations are delivered by health professionals. The topics include coping skills, treatment, managing side effects and living well after cancer. You will also receive information about how to access other support services. There will be an opportunity to meet others going through a similar experience.



BRISBANE
BUNDABERG
CAIRNS
GOLD COAST
MACKAY
ROCKHAMPTON
SUNSHINE COAST
TOOWOOMBA
TOWNSVILLE



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**