

# Cancer Connect Peer Support Program

## What is the Cancer Connect Program?

Cancer Connect is a free and confidential phone support service offered by Cancer Council. It connects you with a trained volunteer peer mentor who has been through a cancer experience and understands what it can feel like.

Our peer mentors are here to offer:

- Emotional support
- Practical tips based on their own experience
- Encouragement and hope
- Ideas and suggestions for where to find more information

## How was I referred to Cancer Connect?

You were referred to Cancer Connect after speaking with someone from Cancer Council. This may have been through:

- 13 11 20 Information and Support Line
- A Supportive Care Consultant
- Lodge Accommodation Services
- Counselling Services

## How does the Cancer Connect program work?

Once your referral is received, the Lead for Lived Experience Programs will contact you to:

- Explain how the program works
- Learn what kind of peer mentor you would feel most comfortable talking to
- Find out when you are available for phone calls
- Talk through the next steps

## Matching you with a peer mentor

After this conversation, we will look for a peer mentor who is a good match for you. Once we find someone suitable, we will let you know:

- Their first name
- A little about their cancer experience
- When they are likely to call you

If we are unable to find a suitable match, we will talk with you about other support options.

## Who are the Cancer Connect peer mentors?

All our peer mentors are volunteers have had their own experience with cancer. They have

been specially trained by Cancer Council to support others.

If we cannot find a match in Queensland, we may offer to connect you with a peer mentor from another state.

## **What can I expect from a Cancer Connect call?**

Your peer mentor will call to introduce themselves and arrange a time to talk. Calls will come from a private or unknown number. Your peer mentor will know your name and a little about what you would like to talk about, but the conversation is guided by you.

## **What can I talk about?**

Peer mentors are not medical experts or counsellors, but they can listen with understanding and share their own experiences. You might want to talk about:

- Your cancer diagnosis or caring for someone with cancer
- Surgery, treatment, or side effects
- Changes to your body
- Feelings and worries
- Impacts on your relationships
- Work, lifestyle changes
- Fear of cancer returning

You can ask about their experiences too.

## **How many calls can I have?**

You can have up to **six phone calls** of up to **an hour** each with your peer mentor. After each call, they will check in to see if you

would like another one. You are welcome to stop at any time.

## **Can I contact my peer mentor directly?**

No, the peer mentor will call you. If you need to change the time of a call, please contact the Lead for Lived Experience Programs on **(07) 3634 5191** or **0474 802 316**.

## **Sharing your feedback**

At the end of the program, you may be invited to complete a short survey. This helps us understand how the program is working and how we can improve it. Your feedback is completely voluntary and confidential.

## **What do I do if something goes wrong?**

If you have any concerns about your call, or if you have not heard from your peer mentor when expected, please contact the Lead for Lived Experience Programs on **(07) 3634 5191** or **0474 802 316**. We are here to help find a solution. We can also organise a different peer mentor if needed.

## **Confidentiality and Privacy**

We treat your personal information with care and confidentiality. You can read our full Privacy Policy [here](#).

## **I need more support**

You can also call Cancer Council for further support. We're here Monday to Friday, 9.00 am – 5.00 pm:

- Call Cancer Council 13 11 20
- Chat online via our [Webchat service](#)