Guide to Patient Support and Regional Cancer Services

Information for cancer patients, carers and families in the ACT and surrounding region
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Acknowledgments

This publication provides information on cancer and other health services in the ACT and south east NSW region. It has been prepared by the CanNET ACT project team within the Capital Region Cancer Service, ACT Government Health Directorate.

CanNET is a Cancer Australia initiative. CanNET ACT is jointly funded by the Australian Government and the ACT Government Health Directorate. We would like to thank:

- The ACT Government Health Directorate for the supply of financial assistance and partnering with Cancer Australia
- Cancer Australia for their advice and financial support through CanNET, and
- the Project Steering Committee (comprising territory health professionals, regional health staff and consumer representatives) who provided valuable feedback during the development of this resource.

CanNET is a nationwide initiative involving consumers, health professionals, cancer services and governments in all states and territories. CanNET links regional and metropolitan cancer services and its aim is to improve access to quality, clinically-effective cancer services.

Care has been taken to ensure that the information in this directory is accurate. Inclusion of a service in this directory does not imply endorsement.

Finally, we gratefully acknowledge the information and assistance provided by Cancer Council Australia, ACT Government Health Directorate and the Cancer Institute NSW.

Introduction

This guide provides information and insights on current cancer services and information on assistance and patient resources for the ACT and surrounding region.

The Capital Region Cancer Service (CRCS) within the ACT Government Health Directorate operates to provide cancer treatment services that are integrated and comprehensive.

Historically feedback has indicated that before patients received their initial diagnosis they had low levels of knowledge of the services available to address cancer. While General Practitioners are generally the key point for referral and coordination of specialist consultations, patients have expressed the importance of being able to access consumer information and relevant service information quickly.

In particular patients and their carers want to know who can answer their questions, information about prevention, screening, support and diagnostic services, and who to contact about treatment, their illness, ongoing side effects and any recurrence issues.

This guide supplies consumers and providers with information on services relevant to all stages of a patient’s journey through cancer. It details services available through the CRCS and in regional and community settings in the ACT and south east NSW. This includes patient centred information about the availability of assessment/diagnostic, treatment, accommodation and follow up services.

The ACT Government Health Directorates’s values are Care, Excellence, Collaboration and Integrity. CRCS demonstrates and upholds these values towards our consumers, partners, each other and the community.

Online service directories that complement this guide have been developed by the ACT and NSW state governments. Links to these tools, referral information and key sites are included in this publication.

This guide to services supplies information across government and non-government organisations across the following areas:

- Reducing your risk of cancer
- Finding cancer early
- Treatment and support available during your active treatment
- Management and support after, and between your active treatment
- Palliative care and support towards end of life.
Timely access to care, chronic disease management and public health sit high among the ACT Government’s priorities.

As we enter 2012 the Capital Region Cancer Service, a division of the ACT Government Health Directorate, is focussing on supporting early diagnosis of cancer, improved patient outcomes and seamless access to care across the spectrum of cancer-related services.

The Capital Region Cancer Service (CRCS) provides cancer services for a population of about 600,000 in metropolitan ACT and south east NSW.

Created in 2004, the CRCS at Canberra Hospital is entering an exciting phase in service delivery. The ACT Government has boosted funding for cancer services and resources in recent budgets and the Federal Government’s Health and Hospital Infrastructure Fund is supporting the construction of a new integrated Cancer Centre for Canberra and the surrounding region. The centre is to be built around the recently expanded and refurbished Radiation Oncology facility at Canberra Hospital and represents a major initiative in supporting patients through their journey with cancer.

Consumers and health authorities agree that the optimal patient journey in Australia is facilitated by information, coordination, supportive care and service linkage.

Helping patients know more about their areas of care, where they can obtain assistance and navigate services is our approach in this publication.

The Guide to Patient Support and Regional Cancer Services – Information for cancer patients, carers and families in the ACT and surrounding region is a joint initiative with the Cancer Services Network National Program (CanNET).

As is often the case, support and assistance has also been made available to CRCS by consumer representatives, the Cancer Council and medical associations. We all trust that the guide will help to ensure more people with cancer access the most appropriate treatment, care and support through their cancer journey.

Mr Grant Carey-Ide
Executive Director – Capital Region Cancer Service
June 2011
Purpose of the document
This document provides an overview of patient support and cancer services for cancer patients, carers and families in the ACT and surrounding region. The directory provides information on diagnostic, treatment, supportive care and other services.

Guide aims
This guide aims to complement the wide range of medical and support references and online service information available to people affected by cancer. Detailed directories are also available online, illustrating both ACT and NSW cancer service environments and locations. An online service directory — Find A Health Service is available at www.health.act.gov.au/health-services/find-a-health-service. To maximise accessibility patients, carers and families in the ACT and surrounding region who prefer their information in a hard copy publication will find this guide provides useful and detailed service information, albeit without the online mapping tools available on the web. This guide does not provide personal treatment details or advice. If you are seeking specific information on your care and treatment you should speak with your doctor or health professional directly.

How to read this document
This document begins with preliminary information on cancer risks and incidence, and insights on support available and patient stories. This guide does not attempt to reproduce the extensive range of detailed and quality information contained on such sites as Cancer Council Australia, Cancer Australia or cancer institutions and professional associations nationally. This document provides details on support services available and then portrays clinical service directory information relevant to the five journey stages for those affected by cancer:

Reducing your risk of cancer
Finding cancer early
Treatment and support available during your active treatment
Management and support after and between your active treatment
Palliative care and support towards end of life.

Format example
The support services in this directory are listed in one section across the following categories:

Accommodation
Associations/councils/societies
Carer/family support programs
Community services/centres
Counselling/emotional support
Education
Government agencies
Health and wellbeing
Help lines
Home care/independent living/nutrition
Medical products/aids/wigs
Recreational programs
Smoking cessation services
Support groups
Transport

The clinical services in this directory are listed by major categories alphabetically; they are displayed in columns under an ACT or NSW banner. Example:

ACT Genetic Service
Canberra Hospital
Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2133
Website: www.health.act.gov.au
Provides genetic counselling and testing for individuals and families with a history of cancer.

Eurobodalla Cancer Care Centre
2-10 River Street, Moruya NSW 2537
Phone: (02) 4474 1576 | Fax: (02) 4474 1534
Outreach clinic held fortnightly in collaboration with the Local Health Network. Staffed by visiting oncologists and oncology nurses who can administer chemotherapy and provide support to patients.
People’s needs

People want to:
• Understand their risk of developing cancer
• Understand how their family history affects their risk of cancer.

Survival rates for most cancers have improved significantly in the past twenty years but it remains a leading cause of premature death in Australia.

Cancer is a complex set of diseases with many different possible sites. Cancer usually presents as a solid growth or tumour however there are also cancers that affect the blood, bone marrow and lymph nodes, both types of cancers can spread from the primary site to involve distant organs. A minority of cancers result from the inheritance of a damaged gene. Most complications from cancer result from the disease spreading to vital organs like the lungs, liver and brain.

Cancer describes a diverse group of over 100 diseases in which some of the body’s cells become abnormal and begin to multiply out of control as a result of changes (mutations) in the genetic information of a cell. These abnormal cells can form an invasive (that is, malignant) tumour which can invade and damage the area around it and spread to other parts of the body through the bloodstream or the lymphatic system. If the spread of these tumours is not controlled, they can result in death. Not all tumours are invasive; some are benign tumours that do not spread to other parts of the body and are rarely life-threatening. The original site in which a cancerous tumour is formed is referred to as the primary cancer. The spread of cancerous cells from the primary tumour to another (that is, secondary) site is referred to as metastases.

Cancers are distinguished from each other by the place in the body in which the disease begins. Thus, cancer that begins in the lung is called lung cancer and cancer that begins in the breast is breast cancer, regardless of whether or not it has metastasised to other sites. In addition, cancers are classified by the type of cell involved, which is referred to as the histological type of the cancer. Examples of histological types are carcinomas (which are cancers that begin in the skin or in tissues that line or cover internal organs), sarcomas (which develop in connective and supportive tissues, such as bone, cartilage and muscle), and haematopoietic cancers (which are cancers that begin in blood-forming tissues, such as the bone marrow). Note that, unlike most other forms of cancer, cancers of the blood such as leukaemia do not form a tumour but instead invade other areas of the body through the bloodstream. Source: Australian Institute of Health and Welfare, *Australia’s Health 2008*.

Understanding what causes cancer is essential in order to successfully prevent, detect and treat the disease. For most cancers the causes are not fully understood. However, some factors that place individuals at a greater risk for cancer are well recognised. These include biomedical factors (for example, hormones), lifestyle factors (for example, smoking) and environmental factors (for example, sunlight). While some risk factors cannot be changed, others—mainly those related to behaviours and lifestyle—are modifiable.

It should be noted that having a risk factor does not mean that a person will develop cancer. Many people have at least one cancer risk factor but will never get cancer, while others with this disease may have had no known risk factors.

*Cancer in Australia – an overview 2010* AIHW.

Links:
Reliable, easy to understand patient information from Cancer Research UK including what is cancer, difficult questions and answers, drug finder, coping with cancer physically, emotionally and practically.

www.cancerhelp.org.uk
Cancer incidence and our regional setting

In the ACT cancer services are delivered by public, private and community organisations in a range of settings including hospitals, general practice, community health centres and home based services. “The aim of the CRCS is to provide an integrated cancer service for the ACT and south east NSW that delivers best practice clinical services and improves health outcomes for consumers.”

*Source: CRCS Cancer Plan*

“The ACT Government will boost funding for cancer services with the 2011-12 Budget to provide $10.9 million over the next four years, to help meet continuing and rising demand for cancer care and will result in more doctors, nurses and radiation therapists.... Unfortunately the incidence of cancer within the community continues to rise, with the number of cases in Australia doubling between 1981 and 2005. This trend will continue as the population of the ACT and the surrounding region grows with inpatient activity having increased by 24 per cent and outpatient occasions of service have increased by 17 per cent over the last three years. This Budget will deliver new funding of $4.2 million over four years to provide the Capital Region Cancer Service with the necessary resources to meet the growth in demand in 2011/12 and the impacts of that growth over future years. In addition, funding of $6.7 million over four years has also been provided to fund a fourth linear accelerator.”

*Source: Katy Gallagher, Chief Minister Media Releases*

**People’s needs**

**People want to:**

- Access highly credible nationally consistent evidence-based information about the risk of cancer and the ability to reduce cancer risk
- Have access to the best and most appropriate care regardless of where they live or their cultural and linguistic background.

Cancer is a major cause of illness in Australia. Cancer is estimated to be the leading cause of the burden of disease in Australia in 2010, accounting for 19% of the total burden. Excluding basal and squamous cell carcinomas of the skin, a total of 108,368 new cases of cancer (62,019 males and 46,349 females) were diagnosed in Australia in 2007. Of these, 68% were diagnosed in people aged 60 years and older. By the age of 85, 1 in 2 males and 1 in 3 females will have been diagnosed with cancer at some stage in their life.


Recent studies of cancer incidence rates have confirmed the general relationship between state populations and the average number of cases diagnosed, with the largest number diagnosed in New South Wales (34,920 cases annually) compared to the typical ACT average (1,322 cases per annum). Cancer rates in the New South Wales (NSW) local health areas surrounding the ACT generally reflect their population size. Approximately 7% of the NSW population resides in the newly established Local Health Networks of *Southern and Murrumbidgee* previously referred to as the *Greater Southern Area Health Service*.

The Capital Region Cancer Service (CRCS) was formed in 2004 as part of a dedicated cancer service to the population of the ACT and surrounding NSW region. CRCS provides a comprehensive range of screening, assessment, diagnostic, treatment and palliative services in outpatient, inpatient and community settings. The service is not limited to providing cancer care, encompassing the Departments of Haematology, Immunology as well as Medical Oncology, Radiation Oncology and the services of BreastScreen ACT. In NSW outpatient services are delivered through outreach clinics in Goulburn, Young, Moruya, Cooma and Bega.

*Cancer in the ACT, Incidence and Mortality 2009* is the sixth report of the ACT Cancer Registry and contains further details on ACT profiles, risk factors, age and mortality levels.

**Links:**


People’s needs

**People want to:**
- Have access to the best and most appropriate care regardless of where they live or their cultural and linguistic background
- Know that their family is being supported.

**Families want to:**
- Be able to maintain their own quality of life while caring for their family member
- Receive help when needed in caring for their family member, physically and psychologically.

In Australia a complex mix of public and private sector providers deliver health services funded at Federal or State and Territory levels or through private health insurance.

Service billing and cost arrangements will differ by service, information on bulk billing and free support services are contained within the specific service directory entries that follow.

Detailed insights on Australia’s health care arrangements can be found at the Commonwealth Department of Health and Ageing and Cancer Australia websites. References include information on:

- national funding systems
- system overview
- Medicare eligibility
- Medicare related hospital care
- private doctor services
- private specialist doctors’ services under Medicare
- billing arrangements for private medical services under Medicare
- medicines/pharmaceuticals
- government grants for health care services
- Medicare levy
- private health insurance.

“Australia has a complex health care system, which combines Australian Government and state and territory government initiatives and funds in parallel public and private service delivery systems of primary, secondary and tertiary care. Arrangements for cancer services largely reflect the structure and organisation of the Australian health system, which is described in more detail elsewhere (Australian Institute of Health and Welfare 2008a; Commonwealth Department of Health and Aged Care 2000). In addition to the well-established funding channels and policy frameworks, cancer services benefit from significant involvement of non-government and not-for-profit (voluntary) support organisations such as the Cancer Councils.”

Review of national cancer control activity in Australia > About cancer and cancer care in Australia Chapter 5: Structure and organisation of cancer services

**Links:**


Support for people affected by cancer

People’s needs

People want to:
• Have information about, and help dealing with, uncertainty and fear of recurrence
• Have information about, and help preventing and dealing with ongoing side effects of treatment and disease
• Know how to take care of themselves and to maintain optimal health
• Have help to maintain a maximum level of independence and physical, psychological and social functioning.

There are many community support and advocacy groups across Australia that supply resources and provide support to those affected by cancer. Leading bodies include the Cancer Council Australia and the state and territory councils. The Cancer Council ACT website provides a comprehensive range of support options and consumer information at www.actcancer.org

Specific details in this guide and through online help encompass the following areas:

Support groups
A number of support groups are available in the ACT and surrounding region and these are contained in the main sections of this guide. Support groups are available to assist with quality of life, group support, self esteem and sharing of information and experiences.

Dietitian
Dietitians supply individual nutritional advice and general information on diet and cancer.

Good nutrition is very important during treatment such as chemotherapy. A good diet helps to protect against fatigue and the stress of therapy and helps achieve treatment benefits.

Occupational therapy
People’s ability to perform their everyday tasks may be affected by an illness, accident, injury or the process of ageing. The Occupational Therapist assists people to gain the skills and confidence to complete activities and tasks that are meaningful and useful to the person.

Physiotherapy
Physiotherapists work to help keep you moving, or if you have been unwell, assist you to get back up and moving. Services include assessments and programs to assist with mobility, including exercise programs, mobility retraining and falls prevention strategies.

Psychology/Psychiatry
These services assist depression, anxiety and other disorders with priority often allocated to distress resulting from cancer or that which may be interfering with treatment. Referral to psychology services can be made through your GP, treating specialist, social worker or nurse care coordinator. For psychiatry, patients are generally referred by their treating specialist.

Social work
Social work teams offer comprehensive psychosocial care to families and cancer patients, aiming to see patients at the time of diagnosis through the acute stage of the illness to remission or recovery, or to disease progression through to the palliative and any bereavement phases. Social workers are equipped to manage the emotional and social impacts of a cancer diagnosis on the patient, their family and carers. Services include counselling individuals, families and groups while assisting with the many practical challenges patients face during and after treatment.

Pastoral care
The pastoral care teams in hospital settings support the spiritual and religious beliefs and values of each patient, irrespective of denomination.

Cancer nurse care coordinators
Cancer nurse care coordinators provide a pivotal link in support, education and coordination for patients between services and across community sectors.

Outreach clinics
The Capital Region Cancer Service in collaboration with NSW Health conducts southern NSW country outreach clinics with a visiting oncologist and registrar. The clinics are staffed by fully qualified oncology nurses who can administer chemotherapy and provide support.
**Palliative care**

The goals and values of palliative care include the achievement of best quality of life for those affected by cancer by providing relief from pain and other distressing symptoms. Effective palliative care integrates the psycho-social, emotional, spiritual and social aspects of care for the patient and their family in a culturally sensitive manner. This involves offering a support system to help patients live as actively as possible and to help any family cope during the patient’s illness. Palliative care uses a team approach to address the needs of patients and their families with the patient having a central role in decision making. Palliative care is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life (such as chemotherapy), and includes those investigations needed to better understand and manage distressing clinical complications.

**Residences**

Accommodation services (e.g. for eligible interstate visitors) are contained in the main section of this guide, some financial schemes may subsidise fees and travel costs.

**Aboriginal liaison officer**

Indigenous liaison and support services are contained in the main section of this guide.

“A diagnosis of cancer is distressing and often throws the patient’s world into turmoil. Social Workers are available to help patients and their families with both social and emotional needs. Social issues may include employment and financial concerns, transport and accommodation. Sometimes patients are not aware of relevant community services that are available and how to access these. Social Work is able to provide information on these areas and offer solutions to problems associated with having cancer and its treatment. We are also available to talk about the emotional impact: the effect on self-image, and caring responsibilities and feelings of isolation. We are able to play a different support role to those close to the patient and this is often a relief to all involved. We are able to advise patients about other support agencies, self-help and general support groups running in the community.... We are available to see patients and their families at any point of their cancer journey...”

**Social Work Service at TCH: Breast Cancer Treatment Group Newsletter**

**Multidisciplinary care**

As part of ensuring quality treatment your treating doctor may request that your case be presented at a Multidisciplinary Team Meeting. These meetings explore appropriate treatment options and referral opportunities to optimise your care and provide a comprehensive management plan (see glossary section).

**Hospital setting treatment teams**

A wide range of health professionals and support staff will assist you in either inpatient or outpatient treatment areas (see glossary section), team members you may encounter include:

- Bereavement care worker
- Chaplain/pastoral care worker
- Clinical radiologist
- Colonoscopist
- Dietitian/nutritionist
- Endoscopist
- Gastroenterologist
- Genetic/hereditary counsellor
- GP liaison officer
- Haematologist
- Histopathologist
- Medical oncologist
- Nurse care coordinator
- Nuclear medicine specialist
- Occupational therapist
- Specialist
- Palliative care representative
- Pharmacist
- Physiotherapist
- Plastic/reconstructive surgeon
- Psychiatrist/psychologist
- Radiation oncologist
- Radiation therapist
- Respiratory medicine specialist
- Social worker
- Speech pathologist
- Stoma nurse
- Surgeon
- Surgical oncologist
## Directory of support services for people affected by cancer

These services are listed by the categories below, a category index can also be found at page 61:

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<tr>
<th>Category</th>
<th>Education</th>
<th>Medical products/aids/wigs</th>
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<tbody>
<tr>
<td>Accommodation</td>
<td>Government agencies</td>
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</tr>
<tr>
<td>Associations/councils/societies</td>
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<td>Carer/family support programs</td>
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<tr>
<td>Community services/centres</td>
<td>Home care/independence/nutrition</td>
<td>Transport</td>
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<tr>
<td>Counselling/emotional support</td>
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### Accommodation

**Canberra Hospital Residences**  
Canberra Hospital, Yamba Drive, Garran ACT 2605  
Phone: (02) 6244 2358  
Website: www.canberrahospital.act.gov.au  
Provides accommodation for patients and their carers attending the hospital for treatment from interstate.

**Duffy House**  
45 Jemalong Street, Duffy ACT 2611  
Phone: (02) 6205 9788  
Six bedroom house for up to six patients and six carers (individual ensuites and sitting rooms). Off street parking for six vehicles. Ground floor meets disability requirements.

**Fiona Lodge, Ronald McDonald Family Retreat**  
PO Box 592, Batemans Bay NSW 2536  
Phone: 1300 135 848  
Website: www.fionalodge.org.au  
Free holiday accommodation for families of which one member is affected by cancer/other life threatening illness. Booking essential – form online.

**Leukaemia House**  
1 Walton Street, Isaacs ACT 2607  
Phone: (02) 6286 9954  
Web: www.leukaemia.org.au  
Free accommodation for patients and their families travelling to receive treatment for haematology malignancies at Canberra Hospital. Book through the Leukaemia Foundation.

**Lilier Lodge**  
317-321 Edward Street, Wagga Wagga NSW 2650  
Phone: (02) 6925 5240  
Fax: (02) 6925 2759  
Accommodation for cancer patients and their carers.

**The Otis Foundation**  
PO Box 1191, Bendigo Central VIC 3552  
Phone: (03) 5444 1184  
Email: info@otisfoundation.org.au  
Website: www.otisfoundation.org.au  
No cost accommodation for those living with breast cancer at 12 locations. Family and friends can stay. To book call (03) 5444 1184 on weekdays.

**Ronald McDonald House**  
Locations include: Randwick, Westmead  
Free call 1300 307 642  
Website: www.rmhc.org.au  
Provides accommodation for country and interstate families with children being treated at Hospital. Booking essential.

**Yurana Homes**  
PO Box 483, Ulladulla NSW 2539  
Phone: (02) 4454 1700  
Website: www.yuranahomes.org.au  
Provides holidays for families with children affected by a serious illness. All houses have three bedrooms and air conditioning.

### Associations/councils/societies

**ACT and Districts Stoma Association**  
ACT Government Health Directorate Building  
Level 2, 1 Moore Street, Canberra ACT 2601  
Phone: (02) 6205 1055 | Fax: (02) 6205 1055  
E-mail: actstoma@alphalink.com.au  
Website: www.actstoma.org.au  
A voluntary, non-profit organisation representing people with colostomy, ileostomy or urostomy.

**ACT Palliative Care Society**  
Clare Holland House, 5 Menindee Drive,  
Barton ACT 2600  
Phone: (02) 6273 9606  
Website: www.pallcareact.org.au  
This is a representative body for palliative care in the ACT. It also provides a volunteer support program for palliative care patients, families and carers.
<table>
<thead>
<tr>
<th>Associations/councils/societies (continued)</th>
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</thead>
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| **beyondblue: the national depression initiative**  
  Phone: 1300 224 636  
  Website: www.beyondblue.org.au  
  Information and referrals to health professionals, information on depression, anxiety and related disorders, treatments and where to get help. |
| **Breast Cancer Action Group NSW**  
  PO Box 5016, Greenwich NSW 2065  
  Website: www.bcagnsw.org.au  
  Represents consumers. Membership available. Trains and provides consumer representatives for decision making groups. |
| **Cancer Council ACT**  
  5 Richmond Avenue, Fairbairn ACT 2609  
  Phone: (02) 6257 9999 | Fax: (02) 6257 5055  
  Email: reception@actcancer.org  
  Website: www.actcancer.org  
  Provides services to cancer patients, their family and carers. |
| **Cancer Council NSW**  
  153 Dowling Street, Woolloomooloo NSW 2011  
  Phone: (02) 9334 1900 | Fax: (02) 8302 3500  
  Email: info@nswcc.org.au  
  Website: www.cancercouncil.com.au  
  Provides services to cancer patients, their family and carers. Includes telephone support groups. |
| **CanTeen ACT & Southern NSW**  
  Level 1, Unit 7, 12 Albany Street, Fyshwick ACT 2609  
  Phone: (02) 6262 8133  
  Website: www.canteen.org.au  
  Support for 12-24 year olds living with cancer. Specialised programs and resources specifically designed for patients, sibling, offspring, bereaved offspring and sibling members of CanTeen. |
| **Cancer Patients Assistance Society**  
  117 Audley Street, Narrandera NSW 2700  
  Phone: (02) 6959 1096 |
| **Cancer Voices**  
  NSW Cancer Voices: PO Box 5016, Greenwich NSW 2065  
  Email: info@cancervoices.org.au  
  Website: www.cancervoices.org.au  
  Consumer advocacy group for people affected by cancer. ACT email: hcca@hcca.org.au  
  ACT Cancer Services Consumer Reference Group. |
| **Continence Foundation of Australia NSW**  
  NSW Continence Promotions Centre  
  6 Holker Street, Newington NSW 2127  
  Phone: 1800 330 066  
  Website: www.continence.org.au  
  National peak body promoting bladder and bowel health. Provides information on living with incontinence, product providers, financial assistance and a consumer magazine. |
| **Dietitians Association of Australia**  
  Unit 1, 8 Phipps Close, Deakin ACT 2600  
  Phone: (02) 6163 5200  
  Website: www.daa.asn.au  
  Peak body of dietetic and nutrition professionals. Online tips for healthy eating. |
| **Leukaemia Foundation**  
  1 Walton Street, Isaacs ACT 2607  
  Phone: (02) 6286 9954  
  Website: www.leukaemia.org.au  
  Provides people affected by leukaemia, lymphoma, multiple myeloma and related blood disorders and their families with courtesy transport, educational resources, emotional, practical and financial support. |
| **Palliative Care Australia Incorporated**  
  PO Box 24, Deakin West ACT 2600  
  Phone: (02) 6232 4433 | Fax: (02) 6232 4434  
  Email: pcainc@palliativecare.org.au  
  Website: www.palliativecare.org.au  
  The peak national organisation representing the interests and aspirations of all who share the ideal of quality care at the end of life. |
| **The Sarah-Grace Sarcoma Foundation**  
  Level 10, 67 Castlereagh Street, Sydney NSW 2000  
  Phone: (02) 6154 2767  
  Website: www.findcureforsarcoma.org  
  Advocates for increased research. Website contains information about the definition, diagnosis and risk factors of sarcoma. |
<table>
<thead>
<tr>
<th><strong>Carer/family support programs</strong></th>
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<tr>
<td><strong>Carers ACT</strong>&lt;br&gt;2/80 Beaurepaire Crescent, Holt ACT 2615&lt;br&gt;Phone: (02) 6296 9900&lt;br&gt;Website: <a href="http://www.carersact.asn.au">www.carersact.asn.au</a>&lt;br&gt;Provides respite care services to any carer of a child or adult with an illness.</td>
</tr>
<tr>
<td><strong>Carers ACT Southside Office</strong>&lt;br&gt;The Smith Family Building, Cnr Launceston &amp; Easty St, Phillip ACT 2606&lt;br&gt;Phone: (02) 6232 4270 or 1800 242 636&lt;br&gt;Website: <a href="http://www.carersact.asn.au">www.carersact.asn.au</a>&lt;br&gt;Provides respite care and support to any carer of a child or adult with an illness. Interpreters available.</td>
</tr>
<tr>
<td><strong>Child, Infant and Family Tertiary Service</strong>&lt;br&gt;195 Faithful Street, Goulburn NSW 2580&lt;br&gt;Phone: (02) 4827 3950&lt;br&gt;Provides services included genetic counselling.</td>
</tr>
<tr>
<td><strong>Home Hospice</strong>&lt;br&gt;PO Box 1328, Woden ACT 2606&lt;br&gt;Phone: 1800 132 229&lt;br&gt;Website: <a href="http://www.homehospice.com.au">www.homehospice.com.au</a>&lt;br&gt;Email: <a href="mailto:marie@homehospice.com.au">marie@homehospice.com.au</a>&lt;br&gt;Free mentoring for carers of people with a terminal illness living at home. Mentors offer emotional support, information and guidance face-to-face or by phone. Mentors are trained volunteers with their own experience of caring at end-of-life.</td>
</tr>
<tr>
<td><strong>St Vincent de Paul</strong>&lt;br&gt;17-19 Colbee Court, Phillip ACT 2606&lt;br&gt;Phone: (02) 6282 2722&lt;br&gt;Website: <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>&lt;br&gt;Provides emergency financial assistance, food, clothing and accommodation.</td>
</tr>
<tr>
<td><strong>Tandem</strong>&lt;br&gt;Blaxland Centre, 25 Blaxland Crescent, Griffith ACT 2603&lt;br&gt;Phone: (02) 6287 2870&lt;br&gt;Website: <a href="http://www.tandem.org.au">www.tandem.org.au</a>&lt;br&gt;Provides respite, personal care, social support and inclusion services to people of all ages. Receives funding from Home and Community Care, ACT Government Health Directorate and Disability ACT.</td>
</tr>
<tr>
<td><strong>The Salvation Army</strong>&lt;br&gt;Canberra Community Services Centre&lt;br&gt;4 Hawdon Place, Dickson ACT 2602&lt;br&gt;Phone: (02) 6247 3635&lt;br&gt;Website: salvos.org.au&lt;br&gt;Assists individuals and families in need of financial assistance, food, clothing and shelter.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Community services/centres</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACT Interpreter Service [Auslan]</strong>&lt;br&gt;Voice: (02) 6287 4391 or 0412 422 059 (AH)&lt;br&gt;TTY (Telephone Typewriter): (02) 6287 4392&lt;br&gt;Email: <a href="mailto:act.terp@iimetro.com.au">act.terp@iimetro.com.au</a>&lt;br&gt;Provides access to information for deaf, hard of hearing and hearing people through Auslan interpreters and lip speakers – qualified interpreters in deaf/blind communication. To book contact the Service Coordinator weekdays 9am to 1pm. Fees may be charged.</td>
</tr>
<tr>
<td><strong>Belconnen Community Service</strong>&lt;br&gt;26 Chandler Street, Belconnen ACT 2617&lt;br&gt;Phone: (02) 6264 0200</td>
</tr>
</tbody>
</table>
### Community services/centres (continued)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community services/centres (continued)</td>
<td>Crookwell Neighbourhood Centre</td>
<td>48 Dennison Street, Crookwell NSW 2583</td>
<td>(02) 4832 1953</td>
<td>Provides a range of services including assistance with respite care. Self referral.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Commonwealth Respite and Carelink Centre</td>
<td>Carers ACT, Unit 2, 80 Beaurepaire Street, Holt ACT 2615</td>
<td>1800 052 222</td>
<td>Website: <a href="http://www.commcarelink.health.gov.au">www.commcarelink.health.gov.au</a> The Centre provides free information about services available to assist with caring in the home.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deaf Society NSW</td>
<td><a href="http://www.deafsocietynsw.org.au">Website</a></td>
<td>Fee-for-service interpreting. Bookings can be made online. Book early.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Goulburn Multicultural Centre</td>
<td>205 Auburn St, Goulburn NSW 2580</td>
<td>(02) 4803 9042 Fax (02) 4821 8811</td>
<td>Email: <a href="mailto:info@gmc.org.au">info@gmc.org.au</a> Supports migrants and refugees settling in Goulburn Region, including youth and family support.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Migrant &amp; Multicultural Services</td>
<td>Bega Valley Shire Council Cnr Upper &amp; Auckland St Bega NSW 2550</td>
<td>(02) 6499 2461 Fax (02) 6499 2448</td>
<td>Email: <a href="mailto:info@qmlc.org.au">info@qmlc.org.au</a> Supports migrants and refugees settling in Bega and far south coast region including family support.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Migrant and Refugee Settlement Services</td>
<td>Theo Notaras Multicultural Ctre, 2nd Flr North Bldg 180 London Circ, Canberra ACT 2601</td>
<td>(02) 6248 8577 Fax: (02) 6257 7655</td>
<td>Email: <a href="mailto:marss@marss.org.au">marss@marss.org.au</a> Programs to help with language, health education, access and equity.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Northside Community Service</td>
<td>2 Rosevear Place, Dickson ACT 2602</td>
<td>(02) 6257 2255</td>
<td>Website: <a href="http://www.northside.asn.au">www.northside.asn.au</a> Assists the disabled and aged with shopping, transport. Provides social groups, events, referral to health support services and advocacy to government agencies.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Queanbeyan City Library</td>
<td>257 Crawford Street, Queanbeyan NSW 2620</td>
<td>(02) 6298 0255</td>
<td>Provides a range of services including delivery of material. Service for homebound members who live in the Queanbeyan area.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Queanbeyan Multilingual Centre</td>
<td>12 Rutledge Street, Queanbeyan NSW 2620</td>
<td>(02) 6297 0386 Fax: (02) 6297 0386</td>
<td>Email: <a href="mailto:info@qmlc.org.au">info@qmlc.org.au</a> Support services to migrants and refugees settling in the ACT and SE NSW including youth and family support and English language support.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Southside Community Services</td>
<td>63 Boolimba Crescent, Narrabundah ACT 2604</td>
<td>(02) 6126 4700</td>
<td>Website: <a href="http://www.sscs.org.au">www.sscs.org.au</a> Non-government, non-profit organisation. Services include a community bus service, assistance for people with a disability, advocacy, social activities for families, and practical and emotional support.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Woden Community Service</td>
<td>Woden Community Centre 26 Corinna Street, Woden ACT 2606</td>
<td>(02) 6234 6826</td>
<td>Email: <a href="mailto:ben.johnson@wcs.org.au">ben.johnson@wcs.org.au</a> Website: <a href="http://www.wcs.org.au">www.wcs.org.au</a> Provides practical support to families in the Woden Valley. Free family support service with no waiting list.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Young Cancer Council Community Centre</td>
<td>Unit 8 Millard Centre, Boorowa Street, Young NSW 2594</td>
<td>(02) 6382 3426</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Counselling/emotional support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bega Valley Oncology/Haematology Service</strong></td>
<td>McKee Drive, Bega NSW 2550</td>
<td>(02) 6492 9607</td>
<td>(02) 6492 9603</td>
<td>Service includes part-time Oncology Social Worker (Beverley Bryant).</td>
</tr>
<tr>
<td><strong>Bourke Street Health Service</strong></td>
<td>234 Bourke St, Goulburn NSW 2580</td>
<td>(02) 4823 7933</td>
<td>(02) 4823 7932</td>
<td>Open Wednesday to Friday. Service includes part-time Oncology Social Worker (Sue Pittman).</td>
</tr>
<tr>
<td><strong>CRCS Cancer Counselling Service</strong></td>
<td>Belconnen Health Centre, Cnr Benjamin Way and Swanson Street, Belconnen ACT 2617</td>
<td>(02) 6207 9977</td>
<td>(02) 6205 1442</td>
<td>Open weekdays 9am to 5pm. Free service. Social work and psychology services including counselling, information and therapeutic group work. You can refer directly by calling 6207 9977. Health professionals and Community Agencies can refer on your behalf.</td>
</tr>
<tr>
<td><strong>CRCS Cancer Counselling Service</strong></td>
<td>Phillip Health Centre, Corinna Street, Woden ACT 2606</td>
<td>(02) 6207 9977</td>
<td>(02) 6205 1442</td>
<td>Open weekdays 9am to 5pm. Free service. Social work and psychology services including counselling, information and therapeutic group work. You can refer directly by calling 6207 9977. Health professionals and Community Agencies can refer on your behalf.</td>
</tr>
<tr>
<td><strong>Care Inc. Financial Counselling Service</strong></td>
<td>Waldorf Apartments, 2 Akuna Street, Canberra ACT 2601</td>
<td>(02) 6257 1788</td>
<td></td>
<td>Financial counselling and information for people on a low income. Free service. Open weekdays 9am to 5pm, Wednesday 5.30pm to 7.30pm.</td>
</tr>
<tr>
<td><strong>Catholic Care Canberra and Goulburn</strong></td>
<td>Cnr Hicks and Nuyts Sts, Red Hill ACT 2603</td>
<td>(02) 6162 6100</td>
<td></td>
<td>Support and counselling services.</td>
</tr>
<tr>
<td><strong>The Compassionate Friends ACT</strong></td>
<td>Grant Cameron Community Centre, 27 Mulley Street, Holder ACT 2611</td>
<td>(02) 6286 6134</td>
<td>(02) 6290 2538</td>
<td>Free support group for bereaved parents and siblings. Meets first Tuesday each month at 7:30pm. Regular social activities and library.</td>
</tr>
<tr>
<td><strong>Cooma Oncology Clinic</strong></td>
<td>Cooma Health Service, 40 Victoria Street, Cooma NSW 2630</td>
<td>(02) 6455 3344</td>
<td>(02) 6455 3345</td>
<td>Open Tuesday to Thursday. Part-time Oncology Social Worker (Sue Pittman).</td>
</tr>
<tr>
<td><strong>Europodalla Cancer Care Centre</strong></td>
<td>2-10 River Street, Moruya NSW 2537</td>
<td>(02) 4474 1576</td>
<td>(02) 4474 1534</td>
<td>Services include Oncology Social Worker Janelle Park.</td>
</tr>
<tr>
<td><strong>Gay and Lesbian Counselling Service of NSW</strong></td>
<td>PO Box 823, Newtown NSW 2042</td>
<td>1800 184 527</td>
<td>(02) 8594 9500</td>
<td>Telephone counselling, information and referrals to lesbian, gay, bisexual and transgender people and those in related communities. Self referral. Open daily 5.30pm to 9.30pm.</td>
</tr>
<tr>
<td><strong>MATES Program</strong></td>
<td>Red Cross House, 3 Dann Close, Garran ACT 2605</td>
<td>(02) 6234 7634</td>
<td></td>
<td>Links a volunteer with a person who is isolated. Free service with 3 streams – befriending through a regular visit, community engagement and group activities.</td>
</tr>
</tbody>
</table>
## Counselling/emotional support (continued)

### Queanbeyan Community Health Centre
Antill Street, Queanbeyan NSW 2620  
Phone: (02) 6298 9233  
Fax: (02) 6299 6920  
Service includes Oncology Social Worker (Sue Pittman).

### Queanbeyan Palliative Care
Queanbeyan Community Health Centre  
26 Antill Street, Queanbeyan NSW 2620  
Phone: (02) 6298 9233  
Supports terminally ill clients, their families and carers at home and in hospital. Bereavement and other counselling services are also available.

### Redkite
Level 8, Tower 1, 1 Lawson Square, Redfern NSW 2016  
Phone: (02) 9219 4000  
Email: info@redkite.org.au  
Website: www.redkite.org.au  
Supports children, young people and their families. Services include emotional, financial and educational support.

### Queanbeyan Palliative Care
Queanbeyan Community Health Centre  
26 Antill Street, Queanbeyan NSW 2620  
Phone: (02) 6298 9233  
Supports terminally ill clients, their families and carers at home and in hospital. Bereavement and other counselling services are also available.

### Relationships Australia ACT
15 Napier Close  
Deakin ACT 2600  
Phone: (02) 6122 7100  
Website: www.relationships.com.au  
Provides relationship support to couples, families and individuals. Self referral – involves phone interview. Looks after people from Cooma, Goulburn and Moruya.

### Relationships Australia Bega
80 Auckland Street, Bega NSW 2550  
Phone: (02) 6492 2155  
Website: www.nsw.relationships.com.au  
Provides a range of services to individuals and families. Self referral – involves phone interview.

### Relationships Australia Wagga Wagga
55 Gurwood Street, Wagga Wagga NSW 2650  
Phone: (02) 6921 3597  
Website: www.nsw.relationships.com.au  
Provides a range of services to individuals and families. Self referral – involves phone interview. Looks after people from Tumut, Leeton and Cootamundra.

### St John’s Canberra
43-47 Constitution Ave, Reid ACT 2612  
Phone: (02) 6248 7771  
Website: www.stjohnscanberra.org  
Loss and grief counselling service.

### Young Oncology Unit
68 Allanan Street, Young NSW 2594  
Phone: (02) 6382 8785  
Fax: (02) 6382 8792  
Oncology Social Worker (Genevieve Affleck). Call for information about the Young & District Breast Cancer Support Group.

### Education

#### Cancer Council ACT Library
5 Richmond Avenue, Fairbairn ACT 2609  
Phone: (02) 6257 9999  
Website: www.actcancer.org  
Has a range of cancer related publications including DVDs and CDs.

#### Cancer Council ACT Education Programs
5 Richmond Ave, Fairbairn ACT 2609  
Phone: (02) 6257 9999  
Website: www.actcancer.org  
Free education programs and forums for people with cancer, their family and friends. Cover topics including cancer and its treatment, living with cancer, survival skills and how to cope.

#### Cancer Resource Centre
Canberra Hospital, Radiation Oncology Waiting Area,  
Building 3, Level 2, Ward 14A  
Yamba Drive, Garran ACT 2605  
Website: www.health.act.gov.au  
Education material including pamphlets, videos, DVDs, CDs and tapes which may be borrowed or browsed. For access to resources ask at front reception of Medical Oncology or Radiation Oncology.

#### CIT Skills for Carers
D Block, CIT Southside  
160 Ainsworth Street, Phillip ACT 2606  
Phone: (02) 6207 3628  
Website: cit.edu.au  
A range of courses to assist those caring for someone with a chronic illness.
### Education (continued)

**Sexual Health and Family Planning ACT**  
Level 1, 28 University Avenue, Canberra ACT 2601  
Phone: (02) 6247 3077 | Fax: (02) 6257 5710  
Email: shfpact@shfpact.org.au  
Website: www.shfpact.org.au  
Services include education and health promotion, counselling, disability services and a resource centre.

**SunSmart**  
Cancer Council ACT  
5 Richmond Avenue, Fairbairn ACT 2609  
Phone: (02) 6257 9999  
Website: www.actcancer.org  
Works to raise awareness of skin cancer and promote sun protection behaviour. Works with workplaces, schools, early childhood centres and the public.

**The Quest for Life Foundation**  
13-33 Ellsmore Road, Bundanoon NSW 2578  
Phone: (02) 4883 6599 or program inquiries 1300 941 488  
Email: info@questforlife.com.au  
Website: www.questforlife.com.au  
Provides residential programs and services that encourage and educate people about living with cancer/serious illness/grief, stress, depression or trauma, and their carers. Phone lines are open for enquiries and bookings 9am to 5pm. Subsidised places are available for people on low incomes.

### Government agencies

**Centrelink**  
Website: www.centrelink.gov.au  
Over 300 customer service centres Australia-wide, more than 500 agents and access points in rural and remote areas and other specialist outlets Can help you with advice and assistance on the payments and services most suited to your needs.

**Medicare Australia**  
Find your nearest Medicare office:  
Phone: 132 011  
Website: www.medicareaustralia.gov.au  
Website contains information about Medicare, the Pharmaceutical Benefits Scheme, the National Bowel Cancer Screening Program, Continence Aids Payment Scheme (CAPS) and External Breast Prostheses Reimbursement Program.

**Migrant Health Unit ACT Government**  
Phone: (02) 6205 3333  
Interpreters available. Free confidential service. Bookings essential. Open weekdays 9am to 5pm.

### Health and wellbeing

**Cancer Council ACT Shop**  
5 Richmond Avenue  
Fairbairn ACT 2609  
Phone: (02) 6257 9999  
Website: shop.actcancer.org  
Sells a wide range of sun protection products.

**YWCA Encore**  
Level 5, 161 London Circuit  
Canberra ACT 2600  
Phone: 1800 305 150  
Website: www.ywcaencore.org.au  
Gentle exercise program for women who have had mastectomy, lumpectomy or breast reconstruction at any time. Free eight week program.
## Help lines

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cancer Council Connect</strong></td>
<td>Cancer Council ACT 5 Richmond Avenue, Fairbairn ACT 2609  Phone: (02) 6257 9999</td>
<td>A telephone peer support service. The service connects people with others who have had a similar cancer experience.</td>
</tr>
<tr>
<td><strong>Cancer Council Helpline</strong></td>
<td>Cancer Council ACT 5 Richmond Avenue, Fairbairn ACT 2609  Phone: 13 11 20</td>
<td>Free, confidential, phone information and support service. Covers all aspects of cancer, including prevention, early detection and treatment. Can also assist with practical and emotional support as well as referral to appropriate services in the area.</td>
</tr>
<tr>
<td><strong>healthdirect Australia</strong></td>
<td>NHCCN Ltd PO Box 122, Civic Square ACT 2608  Phone: 1800 022 222</td>
<td>A free 24-hour telephone health advice line staff by Registered Nurses to provide expert health advice. Available through Healthdirect Australia, the after hours GP help line is open when your GP may not be – nights, weekends and public holidays – 365 days a year.</td>
</tr>
<tr>
<td><strong>Kids Helpline</strong></td>
<td>Phone: 1800 55 1800</td>
<td>Free, anonymous 24-hour counselling service for people aged 5 to 18.</td>
</tr>
<tr>
<td><strong>Lifeline Canberra</strong></td>
<td>Phone: 13 11 14  Website: <a href="http://www.act.lifeline.org.au">www.act.lifeline.org.au</a></td>
<td>Free counselling and support service. 24-hour phone counselling service.</td>
</tr>
<tr>
<td><strong>MensLine Australia</strong></td>
<td>Phone: 1300 78 99 78  Email: <a href="mailto:talkitover@menslineaus.org.au">talkitover@menslineaus.org.au</a>  Website: <a href="http://www.menslineaus.org.au">www.menslineaus.org.au</a></td>
<td>Confidential national support service for men with family or relationship concerns, including online counselling and online forums. Also available to women or family members concerned about a male family member. Cost of a local call (higher from mobiles). Available 24 hours a day, seven days a week.</td>
</tr>
<tr>
<td><strong>National Association for Loss and Grief (NSW)</strong></td>
<td>Phone: 0406 021 057  Website: <a href="http://www.nalag.org.au">www.nalag.org.au</a></td>
<td>A Sydney based phone grief support service operated by trained volunteers who provide information and referral to people experiencing loss and grief.</td>
</tr>
<tr>
<td><strong>National Continence Helpline</strong></td>
<td>Continence Foundation of Australia Level 1, 30-32 Sydney Road, Brunswick VIC 3056  Phone: 1800 330 066  Website: <a href="http://www.continence.org.au">www.continence.org.au</a></td>
<td>Provides free, confidential advice about bladder and bowel control, plus local referrals, brochures and product information.</td>
</tr>
<tr>
<td><strong>TELECROSS</strong></td>
<td>Red Cross House 3 Dann Close, Garran ACT 2605  Phone: (02) 6234 7634  Website: <a href="http://www.redcross.org.au/act">www.redcross.org.au/act</a></td>
<td>Operates 7.30am to 10am. Free service. This program links a volunteer with a client to make a daily phone call to check on their wellbeing.</td>
</tr>
<tr>
<td><strong>TELECHAT</strong></td>
<td>Red Cross House 3 Dann Close, Garran ACT 2605  Phone: (02) 6234 7634  Website: <a href="http://www.redcross.org.au/act">www.redcross.org.au/act</a></td>
<td>Operates 7.30am to 10am. Free service. This service links a volunteer with a client to engage in social conservations up to three times per week. It is a phone service.</td>
</tr>
<tr>
<td><strong>Now What</strong></td>
<td>Website: <a href="http://www.nowwhat.org.au">www.nowwhat.org.au</a></td>
<td>Online discussion about experience of the impact of cancer. Website contains information about cancer types, hospitals, tests and treatments, relationships, grief and loss.</td>
</tr>
</tbody>
</table>
### Home Care/Independent Living/Nutrition

**Care on Call**  
7G/8 Chandler St, Belconnen ACT 2617  
Phone: (02) 6253 3868  
Website: www.careoncall.com.au  
Provides nursing care, domestic assistance, personal care, social support, carer support, transport and case management to adults and children with a disability.

**Community Nursing**  
ACT Government Health Directorate Building  
1 Moore Street, Canberra City, ACT 2601  
Phone: (02) 6207 9977  
Website: www.health.act.gov.au  
Offers a full range of nursing care in the home.

**Community Options**  
115 Canberra Avenue, Griffith ACT 2603  
Phone: (02) 6295 8800 | Fax: (02) 6295 8100  
Email: admin@communityoptions.com.au  
Website: www.communityoptions.com.au  
Provides a range of in-home support services, short to medium term respite and assistance after discharge from hospital. Open weekdays 9am to 5pm.

**Eurobodalla Community Options**  
Eurobodalla Shire Council Building  
Cnr Vulcan and Campbell Sts, Moruya NSW 2537  
Phone: (02) 4474 1030  
Case management services providing community care in the home, including post discharge assistance.

**Home Care Services Queanbeyan**  
NSW Dept of Ageing, Disability and Home Care  
Morisset House, Morisset Street, Queanbeyan NSW 2620  
Phone: (02) 6182 9200  
Website: www.dadhc.nsw.gov.au  
Provides home care assistance for persons frail, aged and younger with a disability and their carers.

**Home and Community Care Program**  
Trinity Centre  
Cnr East and Albury Sts, Harden NSW 2587  
Phone: (02) 6386 3561  
Provides a range of services including Meals on Wheels, respite (assessment required) and transport. Does not provide transport from hospital to hospital. Eligibility criteria apply.

**Home Help ACT**  
Grant Cameron Community Centre  
27 Mulley Street, Holder ACT 2611  
Phone: (02) 6287 3777  
Website: www.homehelp.org.au  
Provides a range of in-home support services including personal care, domestic assistance, linen service, home and garden maintenance and home modifications.

**Independent Living Centre**  
24 Parkinson Street  
Weston ACT 2611  
Phone: (02) 6205 1900  
Provides expert information and advice on equipment, building design and resources. Available to individuals and their carers to assist people to live at home.

**Linen Service**  
Home Help Inc  
Mulley Street, Holder ACT 2611  
Phone: (02) 6287 3777  
Twice weekly delivery of clean linen and pick-up of soiled linen for ACT residents.

**Meals on Wheels Crookwell**  
PO Box 214, Crookwell NSW 2583  
Phone: (02) 4832 1100  
Delivers meals to residents of Crookwell.

**Meals on Wheels Goulburn and District**  
Suite 5, 213-215 Auburn Street  
Goulburn NSW 2580  
Phone: (02) 4821 0997 | Fax: (02) 4821 0998  
Contact Sharon Grummer for more information.

**Meals on Wheels Moss Vale**  
Wingecarribee Food Services Co-op  
Queen Street Centre, 6 Queen Street, Moss Vale NSW 2577  
Phone: (02) 4869 4032

**Meals on Wheels Queanbeyan**  
138 Monaro Street, Queanbeyan NSW 2620  
Phone: (02) 6299 3000
### Home care/independent living/nutrition (continued)

**Meals on Wheels Wagga Wagga**  
1 Rural Place or PO Box 5190, Wagga Wagga NSW 2650  
Phone: (02) 6921 2205  
Email: waggamow@bigpond.com  
Website: www.waggamealsonwheels.com  
Delivers meals to people over 65, younger people with disabilities, carers. This includes people recently discharged from hospital unable to prepare meals for themselves, usually for a short period. Open weekdays 9am to 2pm (except public holidays). Fees as per menu.

**Meals on Wheels Young**  
Marie McCormick Community Centre  
133 Main Street, Young NSW 2594  
Phone: (02) 6382 5008

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**Nutrition Service**  
Australian Red Cross ACT, Grant Cameron Community Centre  
27 Mulley Street, Holder ACT 2611  
Phone: (02) 6234 7634  
Website: www.redcross.org.au/act  
Provides chilled and frozen meals and a nutrition, health and wellbeing education program.

**Young Health Service**  
Allanan Street, Young NSW 2594  
Phone: (02) 6382 8888  
Provides a range of services including dietitian and Women’s Health Nurse – both available weekdays during business hours.

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### Medical products/aids/wigs

**ACT Equipment Scheme (ACTES)**  
ACT Government Health Directorate Village Creek Centre  
37 Kingsmill Street, Kambah ACT 2902  
Phone: (02) 6205 2605  
Website: www.health.act.gov.au  
Financial support to people with long term disabilities for purchase and maintenance of equipment to assist them to live at home. Open weekdays 8:30am to 5pm.

**Alive and Well**  
86 Jackie Howe Crescent, Macarthur ACT 2904  
Phone: 0402 188 361  
Website: www.aliveandwell.com.au  
Specialist mobile breast prosthesis and bra fitting service for breast cancer patients. Provides fittings in your home. Bulk billing available.

**Beaux Chapeaux Headwear**  
200B Cordeaux Road, Mount Kembla NSW 2526  
Phone: (02) 4271 5213 | Fax: (02) 4271 5213  
Email: headwear@shoal.net.au  
Website: www.beauxchapeauxheadwear.com.au  
Sale of headwear – turbans, hats and scarves. Phone/mail order or by appointment. Most products also available from Colleen’s Post Mastectomy Connection.

**Cancer Council ACT Wig Service – Canberra Hospital**  
Ground Floor, Building 3, Yamba Drive, Garran ACT 2605  
Phone: (02) 6257 9999  
Website: www.actcancer.org  
Subsidised wig service. Sells a range of wigs and other headwear to people who have lost their hair as a result of cancer treatment. Open Monday to Wednesday 9:30am to 11:30am.

**Cancer Council ACT Wig Service – Fairbairn**  
5 Richmond Avenue, Fairbairn ACT 2609  
Phone: (02) 6257 9999  
Website: www.actcancer.org  
Subsidised wig service. Sells a range of wigs and other headwear to people who have lost their hair as a result of cancer treatment. Open weekdays 9am to 5pm.

**Colleen’s Post Mastectomy Connection**  
Unit 3, 60 Dundas Court, Phillip ACT 2606  
Phone: (02) 6285 1311  
Website: www.colleens.com.au  
Breast prostheses fittings, mastectomy bras and fittings. Provides fittings for women who have had surgery for breast cancer. Also provides wigs, fringes, turbans and hats for ladies undergoing chemotherapy.
## Medical products/aids/wigs (continued)

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Address/Location</th>
<th>Phone Numbers</th>
<th>Website/Email</th>
<th>Services Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GP Medical</strong></td>
<td>30 Colbee Court, Phillip ACT 2606</td>
<td>(02) 6282 0059</td>
<td><a href="http://www.gpmedical.com.au">www.gpmedical.com.au</a></td>
<td>Distributor to the public of urological and incontinence aids, rehabilitation equipment and medical products including lift/recline chairs. Opening weekdays 10am to 4pm and Saturday 10am to 1pm.</td>
</tr>
<tr>
<td><strong>HeadsUp@Bruce</strong></td>
<td>Calvary Public Hospital</td>
<td>(02) 6201 6579</td>
<td><a href="http://www.headsup.net.au">www.headsup.net.au</a></td>
<td>Headwear for women who have hair loss by helping to make their headwear more attractive as well as tying head scarves in a variety of ways.</td>
</tr>
<tr>
<td><strong>Innovative Hair &amp; Body</strong></td>
<td>Jolimont Centre</td>
<td>(02) 6257 6478 or (02) 6257 7913</td>
<td>[Not provided]</td>
<td>Sells wigs.</td>
</tr>
<tr>
<td><strong>Inspired by Hair</strong></td>
<td>Main foyer, Canberra Hospital</td>
<td>(02) 6281 0441</td>
<td></td>
<td>Sells wigs and turbans.</td>
</tr>
<tr>
<td><strong>Mobility Matters</strong></td>
<td>Multiple locations</td>
<td>(02) 6280 7244</td>
<td>[Not provided]</td>
<td>Mobility, rehabilitation, and hospital equipment, retail and commercial sales.</td>
</tr>
<tr>
<td><strong>Stephanie’s Boutique</strong></td>
<td>24 Jardine Street, Kingston ACT 2604</td>
<td>(02) 6295 0469</td>
<td></td>
<td>Provides a range of bras and swimwear to order for women who have undergone breast surgery.</td>
</tr>
<tr>
<td><strong>Technical Aid to the Disabled ACT</strong></td>
<td>Grant Cameron Community Centre</td>
<td>(02) 6287 4290 or 1300 663 243</td>
<td><a href="http://www.technicalaidact.org.au">www.technicalaidact.org.au</a></td>
<td>Designs and constructs aids for people experiencing disabilities. Provides services where equipment is not commercially available.</td>
</tr>
<tr>
<td><strong>Wendy Christensen Personal Mobile Service</strong></td>
<td>PO Box 882, Cooma NSW 2630</td>
<td>0427 999 042</td>
<td>[Not provided]</td>
<td>Prosthesis fitting service.</td>
</tr>
<tr>
<td><strong>Wig Salon</strong></td>
<td></td>
<td></td>
<td>wigsalon.com</td>
<td>Sells wigs.</td>
</tr>
</tbody>
</table>
Recreational programs

<table>
<thead>
<tr>
<th><strong>Camp Quality</strong></th>
<th><strong>Cyclops</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit 1, 19-27 Trenerry Square, Weston ACT 2611</strong>&lt;br&gt;Phone: (02) 6287 3545</td>
<td><strong>PO Box 147, Kippax ACT 2615</strong>&lt;br&gt;Phone: (02) 6278 8444</td>
</tr>
<tr>
<td>Email: <a href="mailto:act@campquality.org.au">act@campquality.org.au</a></td>
<td>Website: <a href="http://www.cyclopsact.org">www.cyclopsact.org</a></td>
</tr>
<tr>
<td>Website: <a href="http://www.campquality.org.au">www.campquality.org.au</a></td>
<td>Provides support, support groups, recreational activities and information for young carers aged 10-18 and their families.</td>
</tr>
<tr>
<td>Open weekdays 9am to 5pm. Camp Quality is the national children's family cancer charity committed to supporting children living with cancer and their families through fun therapy and education.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dragons Abreast ACT &amp; Region</strong></th>
<th><strong>Dragons Abreast Merimbula</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PO Box 7191, Yarralumla ACT 2600</strong>&lt;br&gt;Phone: (02) 6287 4919 or 0417 237 638</td>
<td><strong>PO Box 671, Merimbula NSW 2548</strong>&lt;br&gt;Phone: 0418 604 486</td>
</tr>
<tr>
<td>Fax: (02) 6287 4919</td>
<td>Email: <a href="mailto:merimbula@dragonsabreast.com.au">merimbula@dragonsabreast.com.au</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:canberra@dragonsabreast.com.au">canberra@dragonsabreast.com.au</a></td>
<td>Dragon boat paddling group.</td>
</tr>
<tr>
<td>Website: <a href="http://www.dragonsabreast.com.au">www.dragonsabreast.com.au</a></td>
<td>Encourages early detection and raises breast cancer awareness while getting fit and having fun.</td>
</tr>
<tr>
<td>Dragon boating club for breast cancer survivors and their supporters. Getting on with life after a breast cancer diagnosis? Come and try dragon boating with a positive and adventurous group who paddle together on Lake Burley Griffin for fitness, fun and camaraderie. We offer paddling sessions 3 times a week. First 3 sessions are free then annual membership fee applies.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Make-A-Wish® Australia</strong></th>
<th><strong>Starlight Children’s Foundation of Australia</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>383 Swan Street, Richmond VIC 3121</strong>&lt;br&gt;Phone: 1800 032 260</td>
<td><strong>Level 3, 80 Chandos Street, Naremburn NSW 2065</strong>&lt;br&gt;Phone: 1300 727 827</td>
</tr>
<tr>
<td>Email: <a href="mailto:wishes@makeawish.org.au">wishes@makeawish.org.au</a></td>
<td>Website: <a href="http://www.starlight.org.au">www.starlight.org.au</a></td>
</tr>
<tr>
<td>Website: <a href="http://www.makeawish.org.au">www.makeawish.org.au</a></td>
<td>Works with seriously ill children and their families throughout Australia. Services include wish granting, Captain Starlight, fun centres, Starlight Express Rooms and TV broadcast in major hospitals.</td>
</tr>
<tr>
<td>Grants wishes to children aged up to 18 years of age with a life-threatening medical condition.</td>
<td></td>
</tr>
</tbody>
</table>

Smoking cessation services

<table>
<thead>
<tr>
<th><strong>Smoking Cessation Service</strong></th>
<th><strong>iCanQuit</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cancer Council ACT</strong>&lt;br&gt;<strong>5 Richmond Avenue, Fairbairn ACT 2609</strong>&lt;br&gt;Phone: (02) 6257 9999</td>
<td><strong>Website: <a href="http://www.icanquit.com.au">www.icanquit.com.au</a></strong></td>
</tr>
<tr>
<td>Website: <a href="http://www.actcancer.org">www.actcancer.org</a></td>
<td>Free assistance with quitting smoking.</td>
</tr>
<tr>
<td>Provides quit smoking courses, workplace and community quit smoking seminars, brief interventions and training for health professionals and workers.</td>
<td></td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th><strong>Quitline (overseas website)</strong></th>
<th><strong>Quit Now</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website: <a href="http://www.quitline.com">www.quitline.com</a></strong></td>
<td><strong>Website: <a href="http://www.quitnow.gov.au">www.quitnow.gov.au</a></strong></td>
</tr>
<tr>
<td>Contains information about the effects of tobacco, links to tools that can help you quit smoking and information for health professionals.</td>
<td>Australian Government website with information about reasons to quit, ways to quit, help and support and information for health professionals.</td>
</tr>
</tbody>
</table>
## Support Groups

### ACT Brain Tumour Network, convened by Brain Tumour Alliance Australia
- **PO Box 76, Dickson ACT 2602**
- **Phone:** Freecall 1800 857 221 (only free via landline)
- **Email:** susan.pitt@netspeed.com.au
- **Website:** www.btaa.org.au/support_groups.html

Voluntary cancer support network providing a free information line and information resources. Monthly meetings, call for meeting location.

### B Friends Support Group
- **35 Lakeview Drive, Narooma NSW 2546**
- **Phone:** (02) 4476 1768 or (02) 4476 2271

Breast cancer support from diagnosis to treatment and beyond.

### Bosom Buddies ACT Inc
- **Pearce Community Centre**
- **Building 1, 7 Collett Place, Pearce ACT 2607**
- **Phone:** 0406 376 500 or (02) 6290 1984
- **Email:** bosombuddies@shout.org.au
- **Website:** www.bosombuddies.com.au

Bosom Buddies is an organisation of volunteers who provide personal support to breast cancer patients and their families and supporters. Provides individual support to those newly diagnosed with breast cancer, social and networking activities, awareness program, advocacy to improve treatment and a regular newsletter. Open Monday to Thursday 9am to 3pm.

### Can Assist – Cancer Assistance Network

Various locations
- Ardlethan (02) 6978 3836 | Balranald (02) 6772 2291
- Coleambally (02) 6954 8362 | Cootamundra 0413 937 943
- Goulburn (02) 4821 5927 | Griffith (02) 6964 5264
- Gundagai (02) 6944 1952 | Hay 1300 226 277
- Harden-Murrumburrah (02) 6386 2123
- Hillston (02) 6967 2646 | Junee (02) 6924 3123
- Leeton (02) 6953 6610 | Lockhart (02) 6920 4065
- Narrandera (02) 6959 1096 | Temora 0429 774 966
- Tumbarumba (02) 6948 2845 | Tumut (02) 6947 2060
- Ungerie (02) 6975 9228 | Wagga Wagga 0417 258 173
- West Wyalong (02) 6972 0917 | Yass (02) 6226 2435
- Young-Boorowa (02) 6382 5626
- Website: www.canassist.com.au

Provides financial assistance for the cost of transport to treatment, accommodation, chemist accounts, prosthesis and day-to-day costs.

### Canberra Haematology Information and Support Group
- **The Leukaemia Foundation**
- **St Benedict’s Parish Centre**
- **Jerrabomberra Ave, Narrabundah ACT 2604**
- **Phone:** (02) 6286 9954
- **Website:** www.leukaemia.org.au

A support group for people affected by leukaemia, lymphoma, myeloma or related blood disorders and/or their families and friends. Meet the second Tuesday of every month from 10am to 12pm.

### The Cancer Support Group (former ACT Eden Monaro Cancer Support Group)
- **21 Cooma Street, Queanbeyan NSW 2620**
- **Phone:** (02) 6297 1261 | Fax: (02) 6297 1878
- **Email:** csginc@bigpond.com
- **Website:** www.actemcsg.org.au

Support services for families including financial assistance, family functions and counselling services.

### Cancer Support Group
- **St Gregory’s Parish Centre**
- **47 Lowe Street, Queanbeyan NSW 2620**
- **Phone:** (02) 6299 0081 or (02) 6297 1912
- **Meets** third Tuesday of each month at 5:30pm, except December and January.
Support groups (continued)

**Corpus Christi Cancer Support Group**
Parish Centre
167 Bugden Ave, Gowrie ACT 2904
Phone: (02) 6291 6688
A gathering of people who come together out of a common need to share, discuss and gain information and support regarding this major event in their lives. Meets on the first Wednesday of each month from 5:30pm to 6:30pm (except December and January).

**Eden-Pambula Cancer Support**
51 Mitchell Street, Eden NSW 2551
Phone: (02) 6496 3661 or (02) 6496 4927

**Cultural and Linguistically Diverse (CALD) Carer Support Groups**
Phone: (02) 6296 9948   Fax: (02) 6296 9999
Carers ACT has 11 CALD carer support groups for people who are caring for family members, friends or relatives with disabilities, chronic illness or mental illness. For information contact the CALD Carer Support Group Coordinator.

**Goulburn & District Cancer Support Group**
28 King Street, Bungonia NSW 2580
Phone: (02) 4844 4216 or (02) 4821 0091
Support group for women with cancer (all types and stages). Meets the second Tuesday of every month at the Goulburn Workers Club. Meets the fourth Tuesday of each month for a social event.

**Lung Cancer and Mesothelioma Support Group**
Physiotherapy Exercise Room
Canberra Hospital, Building 3, Level 1
Yamba Drive, Garran ACT 2605
Phone: (02) 6244 3896 or 0466 169 952
Fax: (02) 6244 2887
Email: Judith.Rafferty@act.gov.au
A facilitated support group for people with lung cancer or mesothelioma and/or their families and friends. Meets the second Tuesday of each month from 11am to 1pm.

**Melanoma Patients Australia Canberra Support Group**
Victoria Park, 5 Vallencia Drive, Murrumbateman NSW 2582
Phone: 0429 884 394
Email: judymiddlebrook@bigpond.com
Website: www.melanomapatients.org
A support group for patients, their families and friends. Meets monthly providing information, support and fun. Meets on the second Friday of every month, at the Southern Cross Club.

**Neuroendocrine Tumour (NET/Carcinoid) Support Group**
Unicorn Foundation
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6297 3548
Website: www.unicornfoundation.org.au
A support group for people affected by neuroendocrine tumours, carcinoid syndrome and related conditions. Meets every second month.

**OvCan (ACT and Region)**
St John’s Parish Hall, Robertson Room
43 Constitution Avenue, Reid ACT 2612
Phone: (02) 6292 0987 or 0450 962 058
Ovarian cancer awareness raising activities and support group for women with ovarian cancer and their family and friends.
Meets the first Wednesday of each month (except January) from 7:30pm to 9pm.

**Partner Support for Men, Breast Cancer Network Australia**
Website: www.bcnana.org.au/group/22285
An online support group for someone affected by breast cancer to share their experience.

**Prostate Cancer Support Group – ACT Region**
C/–SHOUT, Pearce Community Centre
7 Collett Place, Pearce ACT 2607
Phone: (02) 6235 0161 (group secretary)
Website: prostate-cancer-support-act.net
The group provides support to men diagnosed with or have had prostate cancer and their families. This is done through contact, monthly meetings and a newsletter. Full details about the group's activities, meeting location and contact persons are online.
### Support groups (continued)

**Solace ACT Inc.**  
PO Box 54, Curtin ACT 2605  
Phone: (02) 6297 1052  
Email: pamjack@ozemail.com.au  
Website: www.solace.org.au  
A self help group for widows and widowers of all ages. Assists bereaved people to adjust to their loss. Meets the first and third Wednesday each month at Phillip, and first and third Monday at Hawker.

**Young Hope Cancer Support Group**  
Phone: 0428 225 356  
Group for young women with cancer (all types). Call for details of the monthly meeting. Also provides phone support.

**The Warwick Foundation**  
Phone: (03) 9826 6197  
Website: www.thewarwickfoundation.org.au  
Email: info@thewarwickfoundation.org.au  
Supports people with cancer aged 18 to 40 through peer support, age-appropriate information, appropriate referrals, respite and special events.

**Young District Carers Support Group**  
128 Edward St, Young NSW 2594  
Phone: (02) 6382 2520  
Social group that meets the third Wednesday of each month, 10am at Blue Steel Café. No age limit. Carers and the person they care for are welcome. People can also attend when they are no longer a carer.

### Transport

**Batlow Community Transport Service**  
51 Pioneer Street  
Batlow NSW 2730  
Phone: (02) 6949 1006  
Community transport service for doctor appointments, shopping and general social outings. Coverage includes Tumut. Wheelchair accessible transport available.

**Bega Valley Community Transport Service Inc**  
Cnr Hill and Peden Sts, Bega NSW 2550  
Phone: (02) 6492 4188  
People who meet eligibility requirements may be able to access transport for oncology treatment.

**Belconnen Community Transport Service**  
26 Chandler Street, Belconnen ACT 2617  
Phone: (02) 6251 2886 for transport bookings. Messages can be left on answering machine.  
Fax: (02) 6253 2901 | Email: bcs@bcsact.com.au  
Website: www.bcsact.com.au  
Transport assistance for the frail aged and people living with a disability to access medical and paramedical appointments, shopping and other essential activities. Available 7 days a week, 7am to 7pm. To register for assistance contact the BCS Intake Worker on 6264 0200. Office hours weekdays 9am to 4pm. A $5 fee per day that service is used, capped at $15 per week.

**Boorowa Community Transport**  
PO Box 75, Boorowa NSW 2586  
Phone: (02) 6385 3004  
Patient transport for people travelling for treatment.

**Communities@Work**  
Weston Regional Community Hub  
6 Minns Place, Weston ACT 2611  
Phone: (02) 6126 9000  
Email: transport@commsatwork.org  
Website: www.commsatwork.org  
Transport to medical appointments and services.

**Eurobodalla Shire Council**  
Administration Centre  
2 Vulcan Street, Moruya NSW 2537  
Phone: (02) 4474 1040 | Fax: (02) 4474 1028  
Website: www.esc.nsw.gov.au  
Door-to-door transport to eligible people in our community who need transport assistance. EuroTransport runs a regular schedule across the shire, as well as out of the area to Canberra, Nowra and Bega.
Transport (continued)

Gundagai Shire Council
255 Sheridan Street, Gundagai NSW 2722
Phone: (02) 6944 0290 | Fax: (02) 6944 2216
Website: www.gundagai.nsw.gov.au/council.html
Patient transport for people travelling for treatment. This program is funded under the Home and Community Care Program.

Gungahlin Regional Community Service
Ngunnawal Neighbourhood Centre
Yarrawonga Street
Ngunnawal ACT 2913
Phone: (02) 6242 6077 | Fax: (02) 6242 9750
Website: www.grcs.org.au
Provides community transport for people attending medical appointments. A case manager will assess your needs. Cost applies.

Interstate Patient Travel Assistance Scheme (IPTAS)
Building 6, Level 3, Finance Section
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6205 3299 | Fax: (02) 6244 3453
Email: iptas@act.gov.au
Website: www.health.act.gov.au/iptas
Open weekdays 9am to 3pm. Provides financial assistance towards travel and accommodation when patients need to travel interstate.

Mittagong Community Services
1/18 Priestley Street, Mittagong NSW 2575
Phone: (02) 4872 3722
Provides transport services.

Northside Community Service
Majura Community Centre
2 Rosevear Place, Dickson ACT 2602

Queanbeyan City Council
257 Crawford Street, Queanbeyan NSW 2620
Phone: (02) 6285 6281 | Fax: (02) 6298 4678
Website: www.qcc.nsw.gov.au
Patient transport for people travelling for treatment. This program is funded under the Home and Community Care Program.

Snowy River Shire Council
2 Myack Street, Berridale NSW 2628
Phone: (02) 6251 1054 | Fax: (02) 6456 3972
Website: www.snowyriver.nsw.gov.au
Patient transport for people travelling for treatment. This program is funded under the Home and Community Care Program.

Temora Shire Council
105 Loftus Street, Temora NSW 2666
Phone: (02) 6942 7786
Website: www.temora.nsw.gov.au
Patient transport for people travelling for treatment.

Tumut & Talbingo Community Transport
81 Capper Street, Tumut NSW 2720
Phone: (02) 6947 3733 | Fax: 6947 3733
Email: comtrans@tumut.nsw.gov.au
Website: www.tumut.nsw.gov.au
Community Transport for Home and Community Care clients and transport disadvantaged, including non-emergency health related transport to regional centres. Auspiced by Tumut Shire Council. Open weekdays 8am to 4pm with volunteers driving outside these hours.

Yass Valley Home Living Support Service
Goodradigbee Centre
67 Rossi Street (PO Box 6), Yass NSW 2582
Phone: (02) 6226 4555 | Fax: (02) 6226 4207
Email: hlss@yass.nsw.gov.au
Website: www.yassvalley.nsw.gov.au
There are four funded transport programs: Home and Community Care, Non-Emergency Health Related, Community Transport and Veterans Affairs Transport.

Young Community Transport Service Incorporated
133 Main Street, Young NSW 2594
Phone: (02) 6382 1518 | Fax: (02) 6283 7449
Patient transport for people travelling for treatment. This program is funded under the Home and Community Care Program.
Reducing your risk of cancer

People’s needs

People want to:
- know how to reduce their risk of cancer
- to access highly credible nationally consistent evidence-based information about the risk of cancer and the ability to reduce cancer risk.

Health and prevention

Australians benefit from a high life expectancy. Our trends compare well to other countries. Generally cancer deaths over the years have fallen but at a lower rate than other serious conditions in Australia. This has produced recent estimates that cancer is now the most serious health problem when measured by “burden of disease” measures such as the disability-adjusted life year measure reported on by the Australian Institute of Health and Welfare.

Rates of disease and the effects of poor health are also heightened among Australia’s indigenous population. For indigenous Australians life expectancy is significantly lower in comparison to the remaining population.

In the field of prevention the Cancer Council reports:

“With our current knowledge, we believe that at least one in three cancer cases can be prevented. Smoking, sun exposure, poor diet, alcohol consumption and inadequate physical activity are significant risk factors, which can be modified. Not smoking, or giving up, is the single most effective strategy to prevent cancer.

One in nine cancer cases, and more than one in five cancer deaths, (over 7,700 every year) are caused by cigarette smoking. Protecting your skin from exposure to the sun’s UV radiation is a simple and very effective strategy for preventing skin cancer. More than 10,300 Australian men and women are diagnosed with a melanoma each year, and an estimated 434,000 people are treated for one or more non-melanoma skin cancers. More than 1,850 Australians die from melanoma or non-melanoma skin cancer each year. Relative five-year survival rates for melanoma are 90% for men and 95% for women.

It is estimated more than 4,000 cancer deaths annually are due to poor diet, alcohol consumption, physical inactivity and being overweight. Again these are deaths that can be prevented.”

Source: Cancer Council Australia

‘I changed my GP... My expectations of my new GP were met. She knew nothing about cancer but does now. She did her homework. She was also frustrated by lack of reports.”

Patient story: Anne

Links:

The Australian Indigenous HealthInfoNet is an innovative Internet resource with key publications about cancer among Aboriginal and Torres Strait Islander peoples listed at:

www.healthinfonet.ecu.edu.au/chronic-conditions/cancer/publications/key-references

Cancer Research UK – What is cancer?:
http://info.cancerresearchuk.org/cancerandresearch/all-about-cancer/what-is-cancer
People’s needs

**People want to:**
- have cancer found as early as possible, if early treatment is beneficial
- If they are diagnosed with cancer, to be told appropriately and provided with support.

**Responding to symptoms and signs**

Being self aware and finding cancer early increases your chances of a cancer cure. You should consult your doctor if you notice the following symptoms or changes:

- blood in a bowel motion or persistent changes to your bladder or bowel habits
- lumps, sores or ulcers that don’t heal
- moles that bleed or have changed shape, size or colour
- nagging coughs or hoarseness that won’t go away
- unexplained weight loss or difficulty with swallowing
- unusual breast changes, e.g. lumps or thickening in the area
- unusual bleeding or discharge.

Depending on your examination and risk factors your doctor may refer you for tests or a specialist consultation.

**Early detection by cancer type**

Cancer Council Australia has compiled early detection fact sheets to answer questions about the early detection of cancer, see:


“GP sent me for scans and biopsy...I was referred for surgery. It was 4 weeks from finding the lump to surgery. I was with the surgeon one day and had the surgery the next day.”

**Patient story: Donna**

“I don’t want the radiography technician telling me I have an unusual cancer. The doctor should tell me not the technician.”

**Patient story: Anne**

**National population based screening programs**

A range of programs operate to protect health through early detection often before there are any symptoms of a disease. Population screening involves an organised program of testing to people in certain age groups at risk of cancer e.g. breast, bowel and cervical cancer.

Generally a test is offered to individuals to look for particular changes, or early signs of a disease. Current program information can be found at:

www.cancerscreening.gov.au
People's needs

People want to:
- understand what may happen to them during active treatment
- trust their treatment team to provide them with best care
- know that their care is well coordinated and seamless
- have access to the best and most appropriate care regardless of where they live or their cultural and linguistic background.

What experts are available and questions to ask

General practitioners will refer their patients to specialists working in the area related to your cancer type. Approaches to care and opinions of treatment can vary and patients generally report greater satisfaction when they can work with a doctor they feel comfortable with and can relate to. Your treatment plan will be determined by the cancer type, its size and location, your health and whether the disease has spread. Common cancer treatments include surgery, radiation therapy and chemotherapy. The Cancer Council Australia and the Cancer Institute NSW have developed key questions you can ask your doctors to help you get the information you want about your illness and possible treatment options. Refer to www.cancer.org.au for general treatment and cancer questions you may wish to ask; questions to ask pamphlets for medical/radiation oncology, surgery, haematology and complementary therapies can also be found at www.cancerinstitute.org.au/cancer_inst/patients/questions.html.

Specialists in your area

Your GP can discuss choice of specialist treatment with you. Specialist lists are maintained at:

<table>
<thead>
<tr>
<th>Group</th>
<th>Area</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Australasian College of Surgeons</td>
<td>Breast surgeons</td>
<td><a href="http://www.surgeons.org">www.surgeons.org</a></td>
</tr>
<tr>
<td>Colorectal Surgical Society of Australia</td>
<td>Colorectal surgeons (colon and rectal cancers)</td>
<td><a href="http://www.cssanz.org">www.cssanz.org</a></td>
</tr>
<tr>
<td>Australasian College of Dermatologists</td>
<td>Dermatologists</td>
<td><a href="http://www.dermcoll.asn.au">www.dermcoll.asn.au</a></td>
</tr>
<tr>
<td>Australian Society of Gynaecologic Oncologists</td>
<td>Gynaecologic oncologists</td>
<td><a href="http://www.asgo.net.au">www.asgo.net.au</a></td>
</tr>
<tr>
<td>Australian and New Zealand Head and Neck Cancer Society</td>
<td>Head and neck oncologists (cancers of the mouth, throat, ears, thyroid etc)</td>
<td><a href="http://www.anzhns.org">www.anzhns.org</a></td>
</tr>
<tr>
<td>Medical Oncological Group of Australia</td>
<td>Medical oncologists</td>
<td><a href="http://www.moga.org.au">www.moga.org.au</a></td>
</tr>
<tr>
<td>Australasian Chapter of Palliative Care Medicine</td>
<td>Palliative care</td>
<td><a href="http://www.racp.edu.au/page/australian-chapter-of-palliative-medicine">www.racp.edu.au/page/australian-chapter-of-palliative-medicine</a></td>
</tr>
<tr>
<td>The Royal Australian and New Zealand College of Radiologists</td>
<td>Radiation oncologists</td>
<td><a href="http://www.ranzcr.edu.au">www.ranzcr.edu.au</a></td>
</tr>
<tr>
<td>Thoracic Society of Australia and New Zealand</td>
<td>Thoracic physicians (lung and oesophageal cancers)</td>
<td><a href="http://www.thoracic.org.au">www.thoracic.org.au</a></td>
</tr>
<tr>
<td>Urological Society of Australia and New Zealand</td>
<td>Urological surgeons (prostate, bladder, kidney, testes, penis)</td>
<td><a href="http://www.usanz.org.au">www.usanz.org.au</a></td>
</tr>
</tbody>
</table>
Clinical trials

During the course of your treatment the options of becoming involved in clinical trials in cancer care may be raised. Cancer Australia supplies an information service that displays the latest clinical trials in cancer care, including trials that are currently recruiting new participants. You should talk to your treating clinician for further information on availability and appropriateness.

See: www.australiancancertrials.gov.au

“When I got up here, it was all organised. I brought back... a very comprehensive discharge report, which gave us a basis of information as well as a very comprehensive drug protocol and lots of information about the chemotherapy treatment.”

Patient story: Anne

“An appointment was arranged with (the Canberra oncologist) from London. I emailed him a couple of times and he put me in touch with his receptionist... He was very reassuring. I saw him within 24 hours of my arrival.”

Patient story: Meredith

“I waited an hour to start treatment and when you are on a tight timeline for a trip back to Bega that can be a problem.

Patient story: Anne
**People’s needs**

People want to:
- know who is coordinating their care, or who they can use as a reference point or system navigator
- have help to maintain a maximum level of independence and physical, psychological and social functioning
- have information about, and help dealing with, uncertainty and fear of recurrence.

**Your care after treatment**

Generally your specialist and general practitioner will determine a follow up care plan that involves periodic visits and monitoring. It is important following your specialist treatment that your general practitioner is engaged in monitoring your health during this stage.

Following treatment some patients have reported benefits from stress management and relaxation training or seeking support services that provide assistance with their personal beliefs, relationships, living with uncertainty, dealing with anxiety and facing major change.

Your nearest pharmacy support, medicines and health products can also be identified using the find a pharmacy web tool at: [www.findapharmacy.com.au](http://www.findapharmacy.com.au)

**Community support**

Support services can include personalised professional care or commonly available mutual support forums. Opportunities to share experiences and talk to other people in your area are available in each state and territory. Public health services offer a range of community and at home support and treatment services for chronic conditions or those people discharged from hospital with continuing needs. These include home-based nursing services, including:
- intravenous antibiotics
- wound management/dressings
- catheter management
- post chemotherapy monitoring and central line care
- end of life care.

**Transport assistance**

In addition to the specific transport services listed, government programs at the state and territory level provide some transport assistance for patient travel. For eligible ACT residents the interstate patient travel assistance (IPTAS) provides assistance towards travel and accommodation expenses incurred when referred interstate for medical treatment not available in the ACT. For details of eligibility and allowances see [http://health.act.gov.au/consumer-information](http://health.act.gov.au/consumer-information)

For NSW residents the Transport for Health scheme provides a range of transport and travel assistance to people who cannot use or have difficulty using public and/or private transport or who are disadvantaged by distance see [www.health.nsw.gov.au/initiatives/iptaas](http://www.health.nsw.gov.au/initiatives/iptaas)

“I brought to the attention of the administration staff that my GP was not receiving reports/results... (my area) has a breast care nurse who works with the local surgeon. She has kept an interest in me due to the unusualness of my case. She is the person I turn to if anything happens.”

**Patient story: Anne**

“At home, the community nurse came every day for 3 weeks to check my drain. The surgeon took the drain out and it was pretty well back to work”

“The GP has been very good – still phones me up every 3 months to see how I am. She gets all the reports. I have a backup GP and he ensures she gets the information.”

**Patient story: Donna**
Palliative care and support towards end of life

People’s needs

People want to:

- feel able to cope with the disease in the way that feels right to them.

Palliative and supportive care services

The goal of palliative care is to meet the physical, emotional and spiritual needs of the people in their care, taking into consideration their personal values and beliefs.

Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual. Palliative care:

- provides relief from pain and other distressing symptoms
- affirms life and regards dying as a normal process
- intends neither to hasten or postpone death
- integrates the psychological and spiritual aspects of patient care
- offers a support system to help patients live as actively as possible until death
- offers a support system to help the family cope during the patients illness and in their own bereavement
- uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated
- will enhance quality of life, and may also positively influence the course of illness
- is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.

World Health Organization Definition on Palliative Care

In the ACT a palliative care team generally consists of palliative care nurse consultants, a specialist palliative care nurse practitioner and palliative care physicians. Palliative care teams work closely with both home-based services and inpatient palliative care teams and facilities. A multidisciplinary team (see glossary) is also often used to ensure a holistic and wide ranging treatment and support plan is developed for patients.

People who have metastatic or progressive cancers are often referred to palliative care soon after diagnosis or the start of their treatment. This enables the person to form good relationships with the palliative care team so their symptoms can be effectively managed to maintain quality of life. Many societies, buddy services and support groups listed in this directory are available in the region to assist with peer support and access to programs that engage and connect.

Information on common symptoms in palliative care, carer support and issues such as how to deal with funeral arrangements can be found via Clare Holland House, a respite facility offering specialist palliative care in the region, see: www.clarehollandhouse.com.au/fact-sheets.html

“Clare Holland House is the key provider of specialist palliative care across the ACT and surrounding region. A service of The Sisters of the Little Company of Mary-Calvary Health Care, since 1995, and publicly funded by the ACT Government, Clare Holland House is a modern palliative care service providing quality end of life care. The provision of End of Life Care at Clare Holland House is guided by Calvary’s values of hospitality, healing, stewardship and respect. People of all backgrounds, faiths, social and economic circumstances will receive quality care.”

Clare Holland House

“I’ve had a CT scan today to check the size of the tumours. The future plan is in place depending on results. All the medical staff have been very up front. I don’t want any sugar coating...”

Patient story: Donna
Survivorship

People’s needs

People want to:
• Understand how they can tell if the cancer has come back or is progressing
• Know how to take care of themselves and to maintain optimal health.

Living through cancer

Patients who are disease free or living through cancer benefit from understanding what long term treatment or support options are available.

“In cancer, survivorship focuses on the health and life of a person with cancer beyond the diagnosis and treatment phases. Survivorship includes issues related to follow-up care, late effects of treatment, second cancers, and quality of life. Family members, friends, and caregivers are also part of the survivorship experience.”

_Cancer Australia_10

As Australia’s population ages and grows the latest Australian health reports have highlighted that recent decades have seen a progressively better cancer survival rate.

“From the latest estimate the overall 5-year survival of those with cancer, relative to those without it, was 61% compared with 47% in the early 1980s.”

_Australia’s health 2010—in brief Australian Institute of Health and Welfare_11

People affected by cancer reflect that surviving cancer is a unique journey for each person.

Professionals working with those affected observe that sometimes people’s priorities change through their journey as to how they live their life or relate to others.

As active treatment ends, services and support groups are available to assist with anxiety and uncertainty, fear of return cancer, quality of life, group support, self esteem and sharing of information and experiences.

Following your doctors recommended follow up regime and visits, while sometimes creating extra apprehension, is an important step in living through cancer and managing potential recurrence.

“Doctors say you’re OK and aspects are OK but I want to know what isn’t. The average person wouldn’t do that. I received detailed information from 14B. Given discharge summary, medications with information on side effects and fitted me out with a huge amount of information.”

_Patient story: Anne_

Other useful links:

Directory of clinical services for people affected by cancer

These services are listed by the key categories below and displayed in an ACT or NSW setting:

Screening, Emergency, Registries/genetics, Pathology/imaging (ACT), ACT hospital services, NSW hospital services, ACT clinics and services, NSW health clinics and services (Southern and Murrumbidgee Local Health Networks), Nursing care coordination (ACT Government Health Directorate), Cancer care coordination (NSW) and ACT palliative care services.

To assist in searching a category index is available at page 61 which also includes listings by locality.


Screening

BreastScreen

ACT and Regional NSW covering Murrumbidgee and Southern NSW.

Various locations. Fixed NSW sites: Albury, Wagga, Griffith, Queanbeyan and Mobile Van sites.

Phone: 13 20 50

Website: www.bs.nsw.org.au

Free screening for eligible women aged 50-69 years. Women aged 40-49 and 70+ can also call regarding availability.

National Bowel Cancer Screening Program

Phone: 1800 118 868

Website: www.cancerscreening.gov.au/bowel

Australians turning 50, 55 or 65 between 1 January 2011 and 31 December 2014 who hold a Medicare card or DVA gold card will be invited to take part.

National Cervical Screening Program


The program promotes routine screening with pap smears every two years for women between the ages of 18 (or two years after first sexual intercourse, whichever is later) and 69 years.

You can make an appointment for a pap smear at a general practitioner, community or women’s health centre, family planning clinic, sexual health clinic or Aboriginal medical service.

Emergency

Ambulance Service

GPO Box 158, Canberra City ACT 2601
Phone: emergency calls only 000
Fax: (02) 6207 9984
Email: ambulance@act.gov.au
Website: www.ambulance.act.gov.au
Non-urgent bookings (02) 6200 4126

Ambulance Service of NSW

Greater Southern
Locked Bag 13, Goulburn NSW 2580
Phone: (02) 4827 0420 | Fax: (02) 4827 0404
Phone: emergency calls only 000
Website: www.ambulance.nsw.gov.au

Registries/genetics

ACT Cancer Registry

Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6207 4032
Website: www.health.act.gov.au
Collects information on patients with cancer in the ACT to track the incidence and mortality rates of the disease.

ACT Cervical Cytology Register

1 Moore Street, Canberra ACT 2601
Phone: (02) 6205 1545
Confidential list of ACT women’s pap smear results.
**ACT Genetic Service**  
Canberra Hospital, Yamba Drive, Garran ACT 2605  
Phone: (02) 6244 2133  
Website: www.health.act.gov.au  
Provides genetic counselling and testing for individuals and families with a history of cancer.

**NSW and ACT Hereditary Cancer Registry**  
Cancer Institute NSW  
Level 1, Biomedical Building, Australian Technology Park, 1 Central Ave, Eveleigh NSW 2015  
Phone: 1800 505 644  
Website: www.cancerinstitute.org.au  
Provides information and support to people affected by hereditary cancer, their family members who may be at risk, and their doctors in NSW and the ACT. The conditions they focus on include: Familial Adenomatous Polyposis (FAP), Hereditary Non-Polyposis Colorectal Cancer (HNPPC), Peutz-Jeghers Syndrome (PJS), Juvenile Polyposis and other polyposis syndromes.

**Pathology/imaging: ACT**  

**ACT Pathology – Multiple locations**  
Canberra Hospital: (02) 6244 2932  
Calvary Hospital, Bruce: (02) 6201 6270  
Deakin: (02) 6281 0766  
Lyneham: (02) 6262 7522  
Macquarie: (02) 6251 6200  
Tuggeranong: (02) 6293 4919

**Canberra Imaging Group**  
Multiple locations  
Phone: Patient booking service 1300 788 508  
Website: www.canberraimaging.com.au  
Diagnostic radiology. Provides a range of services including x-ray, ultrasound and biopsy.

**Capital Pathology – Multiple locations**  
Phone: (02) 6285 9801 client services  
Phone: (02) 6285 9803 doctor services ACT  
Phone: 1800 807 556 doctor services NSW  
Website: www.capitalpath.com.au  
Diagnostic pathology. Provides a range of tests.

**Healthscope Pathology – Multiple locations**  
Ainslie: (02) 6249 7177  
Belconnen: (02) 6251 9006  
Canberra City: 0467 444 434  
Garran: (02) 6222 6666  
Kingston: (02) 6203 4600  
Waramanga: (02) 6288 5693

**Laverty Pathology – Multiple locations**  
Phone: (02) 9005 7000 | Fax: (02) 9770 1050  
Website: www.laverty.com.au  
Diagnostic radiology. Provides a range of tests.

**Medvet Laboratories**  
Level 1, Unit 2, 99 Northbourne Avenue, Turner ACT 2612  
Phone: 1800 633 838  
Offers bowel cancer screening.

**National Capital Diagnostic Imaging – Multiple locations**  
Woden: (02) 6214 2222  
Deakin: (02) 6122 7878  
Tuggeranong: (02) 6293 2922  
Website: www.ncdi.com.au  
Provides a range of tests including interventional radiology, biopsy, mammography, MRI, barium studies, CT, x-ray, ultrasound, nuclear medicine, thyroid consult, bone densitometry and OPG.

**University Medical Imaging – Canberra (UMIC)**  
Multiple locations – Kingston Foreshore and Deakin.  
Phone: (02) 6126 5000  
Open 8:30am to 5:30pm (please bring previous films). Will bulk bill oncology patients. Services include low dose CT, ultrasound, x-ray, bone density test, biopsy and injections.
ACT hospital services

Calvary John James Hospital
175 Strickland Crescent, Deakin ACT 2600
Phone: (02) 6281 8147 or 6281 8100
Fax: (02) 6281 8176
Website: www.calvaryjohnjames.com.au
Private hospital. Close to bus stop.

Calvary Private Hospital
Cnr Belconnen Way and Haydon Drive, Bruce ACT 2617
Phone: (02) 6201 6645
Fax: (02) 6201 6181
Website: www.health.act.gov.au
Private hospital on the north side of Canberra.

Calvary Public Hospital
Cnr Belconnen Way and Haydon Drive, Bruce ACT 2617
Phone: (02) 6201 6111
Public hospital on the north side of Canberra.
Provides medical oncology services to patients on the north side of Canberra through the Zita Mary Clinic. The Clinic is open weekdays 9am to 4:30pm. Phone: (02) 6201 6645. Referral is through the medical oncologist. A lymphoedema clinic is available. A medical referral to the clinic is required from a GP, Breast Care Nurse, your treating doctor or a senior nurse or allied health professional.

Canberra Hospital
Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2738
Website: www.health.act.gov.au
Cancer Services includes medical oncology, radiation oncology, haematology, immunology, Gynaecology Cancer Nurse and cancer support and includes outpatient clinics and outreach activity at locations in Canberra and regional NSW.
Patients must have a valid referral from their general practitioner/another specialist. For types of cancer surgery available for your condition speak to your treating practitioner.

Canberra Hospital Aboriginal and Torres Strait Islander Liaison Service
Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2316
Website: www.health.act.gov.au
Ensures that Aboriginal and Torres Strait Islander people from the ACT and surrounding region can access mainstream healthcare services. Provides emotional, social and cultural support to patients and their families and information about hospital services and the linkage between community resources. Available Monday to Friday during business hours.

Haematology (Pathology) Department
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: 6244 2929
Open weekdays 7:30am to 5:30pm, Saturday 8:30am to 12:15pm.
Services including blood tests, clotting and bleeding studies, and transfusion services. No appointment necessary. Pathology form from specialist/GP required. For tissue typing a form can be obtained from Australian Red Cross. Blood is taken for initial typing, if there is a match a confirmation blood test is done. The process is coordinated by the Malignant Haematology Nurse Care Coordinator.

Medical Oncology Inpatients Unit
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2220
Provides 24 hour care and support to haematology, immunology, and medical and radiation oncology patients. Ward 14B is on level 2 of Canberra Hospital.

Medical Oncology Outpatient Unit
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2188
Fax: (02) 6244 2271
Open weekdays 8:30am to 5pm.
Medical Oncology Outpatient Unit provides clinic consultations, chemotherapy and supportive treatments.
Unit accredited by Royal Australasian College of Physicians. Staff are involved in student teaching, registrar training and curriculum development as well as supervision of research projects.
Clinics are provided for haematology, medical oncology and immunology incorporating chemotherapy, bone marrow transplant and apheresis (separating blood into its components using a machine).
Medical Oncology Research Unit
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2222
Website: www.health.act.gov.au
Involved in conduct of clinical trials in cancer patients, exploring new agents and methods of treating malignancies. All protocols are approved and monitored by the ACT Government Health Directorate Human Research Ethics Committee. Funding from external granting bodies, fund raising, the pharmaceutical industry and private donations.

National Capital Private Hospital
Gilmore Crescent, Garran ACT 2605
Phone: (02) 6222 6666
Website: www.healthscopehospitals.com.au/info
Private hospital next to Canberra Hospital. Interpreter services available. Day chemotherapy unit onsite. Public transport, car parking, bus stop and taxi rank nearby.

Palliative Care Service
Calvary Public Hospital, Cnr Belconnen Way and Haydon Dr, Bruce ACT 2617
Phone: (02) 6201 6111
Website: www.calvary.act.gov.au
Includes nurses, psychology and pastoral care.

Palliative and Supportive Care Service
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 4269
Website: www.canberrahospital.act.gov.au
Includes nurses, psychology and pastoral care.

Patient Hand Massage Service
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2222
Available to cancer patients. Referral can be made by Hospital staff, patient, family and/or friends.

Post Chemotherapy Monitoring Service
Phone: (02) 6207 9977
This free service includes post chemotherapy support and management including central lines, Hickmann catheters, PICCs and subcutaneous ports, as well as palliative care in conjunction with the Home Base Palliative Care team. Referrals are accepted from health professionals, family, client and other agencies.

Radiation Oncology Department
Canberra Hospital, Yamba Drive, Garran ACT 2605
Phone: (02) 6244 2241
Website: www.health.act.gov.au
Open weekdays 8am–5.30pm. Located between the 7 storey car park and building 3. Provides initial consultation, radiation therapy treatment and follow up. Wear comfortable clothing. Skin care is important during treatment; patients must see nursing staff during treatment for monitoring.
Hay District Hospital
351 Murray Street, Hay NSW 2711
Phone: (02) 6990 8700

Hillston District Hospital
Burns Street, Hillston NSW 2675
Phone: (02) 6967 2502

Holbrook District Hospital
Bowler Street, Holbrook NSW 2644
Phone: (02) 6036 2522

Junee District Hospital
Button Street, Junee NSW 2663
Phone: (02) 6898 1200

Lake Cargelligo District Hospital
Uabba Street, Lake Cargelligo NSW 2672
Phone: (02) 6898 1200

Leeton District Hospital
Cnr Wade Ave and Palm Ave, Leeton NSW 2705
Phone: (02) 6953 2766

Lockhart & District Hospital
Hebden Street, Lockhart NSW 2656
Phone: (02) 6920 5206

Moruya District Hospital
River Street, Moruya NSW 2537
Phone: (02) 4474 2666

Murrumburrah-Harden District Hospital
Swift Street, Harden NSW 2587
Phone: (02) 6298 1200

Narranda District Hospital
54 Adams Street, Narranda NSW 2700
Phone: (02) 6959 1166

Pambula District Hospital
Merimbola Street, Pambula NSW 2549
Phone: (02) 6495 6002

Queanbeyan District Hospital
Cnr Erin and Collett Sts, Queanbeyan NSW 2620
Phone: (02) 6298 9306
Includes physiotherapy.
Referral required for physiotherapy.

Royal Hospital for Women
2 Barker Street, Randwick NSW 2031
Phone: (02) 9382 6229
Runs a variety of multidisciplinary team meetings for cancer streams.

Temora District Hospital
169 Temora Young Road, Temora NSW 2666
Phone: (02) 6977 1066

Tocumwal District Hospital
Adams Street, Tocumwal NSW 2714
Phone: (02) 5874 2166

Tumut District Hospital
Simpson Street, Tumut NSW 2720
Phone: (02) 6947 1555

Wagga Wagga Base Hospital
Docker Street, Wagga Wagga NSW 2650
Phone: (02) 6938 6666

Wyalong Hospital
Condobolin Road, West Wyalong NSW 2671
Phone: (02) 6979 0000

Yass District Hospital
145 Meehan Street, Yass NSW 2582
Phone: (02) 6220 2017
Includes physiotherapy.
Referral required for physiotherapy.

Young District Hospital
Allanan Street, Young NSW 2594
Phone: (02) 6382 1222

ACT clinics and services

ACT Government Health Directorate
Village Creek Centre
37 Kingsmill Street, Kambah ACT 2902
Phone: (02) 6207 0658
Can assist with transport, loan of equipment, vocational assessment and rehabilitation, prosthetics, orthotics, and driver assessment and rehabilitation.

ACT Women’s Health Service
ACT Government Health Directorate Building
Level 1, 1 Moore Street, Canberra ACT 2601
Phone: (02) 6205 1078
Nursing, medical and counselling services and clinics including Civic, Gungahlin, Tuggeranong, Phillip and Belconnen.

Canberra Fertility Centre
John James Campus
Suite 9, Level 2, Clinical Services Building, 173 Strickland Crescent, Deakin ACT 2600
Phone: (02) 6285 5458
Website: www.canberrafertilitycentre.com.au
Provides ultrasounds, semen analysis and blood tests.
Continence Clinic
ACT Government Health Directorate, Community Health Continence Promotion Centre
1 Moore Street, Canberra ACT 2601
Intake Line CHI: (02) 6207 9977
Provides assessment, advice and treatment for people of all ages who have bladder, bowel and pelvic floor problems. Provides advice on continence products and aids. Pelvic floor workshop and pre-prostatectomy education sessions.
Continence Physiotherapist, Continence Nurse Specialist and Continence Nurses available.

Isis Fertility Clinic
Suite 7, Level 2, 3 Sydney Avenue, Barton ACT 2600
Phone: (02) 6282 5577 | Fax: (02) 6282 5622
Website: www.isisfertility.com.au
Provides a range of fertility services.

Neuroscape
Health and Wellbeing Hub
Unit 8, 70 McLaurin Crescent, Chifley ACT 2606
Phone: (02) 6162 0450
Website: www.neuroscape.com.au
Provides physiotherapy services.
Neuroscape is a holistic service supporting clients to achieve wellness no matter what stage of their recovery. This includes considerations for pain, general physical condition and movement retraining. Equipment can be assisted with if required.

Sydney IVF Canberra
2 King Street, Deakin ACT 2600
Phone: (02) 6260 3400
Website: www.sydneyivf.com
Provides infertility investigations and treatments.

Winnunga Nimmityjah Aboriginal Health Service
63 Boolimba Cres, Narrabundah ACT 2604
Phone: (02) 6284 6222 | Fax: (02) 6284 6200
Website: www.winnunga.org.au
Services include counselling, support groups, community education, referral to appropriate agencies, a quit smoking support group and access to quit smoking products.

Women’s Health Clinic
Canberra Hospital, Alcohol and Drug Program, Building 7, Palmer Street, Garran ACT 2605
Phone: (02) 6244 2591
Provides pap smears, breast awareness techniques, Chlamydia screening and information on women’s health issues. Women’s Health Service nurse available on Thursdays, drop in or phone.

NSW health clinics and services

Aboriginal Health Services
Phone: 1800 249 645
For people in the Murrumbidgee and Southern NSW Local Health Districts, see page 45 for maps.

Albury Wodonga Aboriginal Health Service
644 Daniel St, Glenroy NSW 2640
Phone: (02) 6040 1200 | Fax: (02) 6040 1222
Website: www.awahs.com.au
Services include support groups, mental health support, child and adult health checks, illness prevention, chronic condition management, smoking cessation program, women’s health, health promotion and home visits.

Bega Community Health Centre
McKee Drive, Bega NSW 2550
Phone: (02) 6492 9620 | Fax: (02) 6492 3257
Provides a range of services.

Bega Valley Oncology/Haematology Service
McKee Drive, Bega NSW 2550
Phone: (02) 6492 9607 | Fax: (02) 6492 9603
Operates weekdays for Medical Oncology and Haematology treatments. Outreach clinic with Medical Oncologists, Haematologists and a Radiation Oncologist held monthly in collaboration with the Southern NSW Local Health District.

Boorowa Community Health
PO Box 75, Boorowa NSW 2586
Phone: (02) 6385 3004
Provides a range of services including transport.

Braidwood Multi-Purpose Health Service
73 Monkittee Street, Braidwood NSW 2622
Phone: (02) 4842 2566
Services include speech therapy, community nursing, dietetics/nutrition service, generalist counselling, women’s health and palliative care. Provides palliative care service for women with advanced breast cancer.

Coolamon-Ganmain Health Service
Buchanan Dr, Coolamon NSW 2701
Phone: (02) 6927 3303
Cooma Oncology Clinic
40 Victoria Street, Cooma NSW 2630
Phone: (02) 6455 3344 or (02) 6455 3345
Fax: (02) 6455 3346
Operates Tuesday to Thursday for Medical Oncology and Haematology treatments. No specialist clinics held.

Corowa Health Service
53 Guy Street, Corowa NSW 2646
Phone: (02) 6033 7555

Culcairn Health Service
57 Balfour Street, Culcairn NSW 2660
Phone: (02) 6029 8203

Delegate Multi-Purpose Health Service
Craigie Street, Delegate NSW 2633
Phone: (02) 6458 8008

Eurobodalla Cancer Care Centre
2-10 River Street, Moruya NSW 2537
Phone: (02) 4474 1576 | Fax: (02) 4474 1534
Operates weekdays for Medical Oncology and Haematology treatments. Regular Medical Oncology, Haematology and Radiation Oncology outreach clinics in collaboration with the Southern NSW Local Health District.

Finley Hospital & Community Health Centre
Dawe Avenue, Finley NSW 2713
Phone: (02) 5883 1133
Community medical services.

Goulburn Community Health Centre
Goulburn Base Hospital
130 Goldsmith Street, Goulburn NSW 2580
Phone: (02) 4827 3913
Provides services including Women’s Health Nurse, Palliative Care Clinical Nurse Specialist, McGrath Breast Care Nurse, Aboriginal Health Liaison Officer and Cancer Care Coordinator.

Goulburn Oncology
Bourke Street Health Service
234 Bourke St, Goulburn NSW 2580
Phone: (02) 4823 7933 | Fax: (02) 4823 7932
Operates Wednesday to Friday for Medical Oncology and Haematology treatments. Regular Medical Oncology, Haematology and Radiation Oncology outreach clinics in collaboration with the Southern NSW Local Health District.

Gunning District Community and Health Service
101 Yass Street, Gunning NSW 2581
Phone: (02) 4845 1166
Provides services including nursing, help at home and delivery of meals.

Gynaecological Cancer Centre
Royal Hospital for Women
2 Barker Street, Randwick NSW 2031
Phone: (02) 9382 6290 or 9382 6291
Fax: (02) 9382 6200
Provides medical services, surgical services, obstetrics and endo-gynaecology. Nearby accommodation: Vera Adderley Resident, Randwick.

Harden Community Health
PO Box 109, Harden NSW 2587
Phone: (02) 6386 2200
Provides services including transport and support groups.

Henty Community Health Centre
Ivor Street, Henty NSW 2658
Phone: (02) 6929 3303
Community medical services.

Jerilderie Health Service
Newell Highway, Jerilderie NSW 2716
Phone: (02) 5886 1300
Community medical services.

Mercy Health Service
Poole Street, Albury NSW 2640
Phone: (02) 6021 3322
Community medical services.

Mercy Care Centre
69 Demondrielle Street, Young NSW 2594
Phone: (02) 6382 8490
Includes physiotherapy, occupation therapy, palliative care service and social work.

Queanbeyan Community Health Centre
Queanbeyan Hospital
Cnr Erin and Collett Sts, Queanbeyan NSW 2620
Phone: (02) 6298 9233 | Fax: (02) 6298 9295
Services including access to palliative care, Oncology Social Worker (Monday to Wednesday 0428 618 707) and grief counselling. Open weekdays 8:30am to 5pm. Free service.

Riverina Cancer Care Centre
31 Meurant Avenue, Wagga Wagga NSW 2650
Phone: (02) 6932 1000 | Fax: (02) 6925 4848
Email: riverina@cancercare.com.au
Website: www.cancercare.com.au
Comprehensive Radiation Oncology and Medical Oncology Services in the one location. No waiting list. Referral required. Open weekdays 7:30am to 5pm. Medicare Scheduled Fee.

Tumbarumba Multi-Purpose Service
Mitchell Street, Tumbarumba NSW 2653
Phone: (02) 6948 2566
Community medical services.
Urana Health Service
Cnr Church and Princess St, Urana NSW 2645
Phone: (02) 6920 8106

Yass Community Health
145 Meehan Street, Yass NSW 2582
Phone: (02) 6220 2111
Services including a Women’s Health Nurse.

Young Oncology Unit
68 Allanan Street, Young NSW 2594
Phone: (02) 6382 8785 | Fax: (02) 6382 8792
Monday to Wednesday for Medical Oncology and Haematology treatments. Regular Medical Oncology and Radiation Oncology outreach clinics in collaboration with the Southern NSW Local Health District.

Head and Neck Cancer Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive,
Garran ACT 2605
Phone: (02) 6244 3446 or 0466 169 957 (part-time)
Fax: (02) 6244 2887
Email: ACTHealthNurseCareCoordinators@act.gov.au
Self referral. Nurse available to patients with head or neck cancer to assist with accessing clinical and support services. Fortnightly clinic held to discuss patient care (requires medical referral). Patients attend the clinic.

Lung Cancer and Mesothelioma Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive,
Garran ACT 2605
Phone: (02) 6244 3895 or 0466 169 952 (Mon–Thurs)
Fax: (02) 6244 2887
Email: ACTHealthNurseCareCoordinators@act.gov.au
Self referral. Available to patients with lung cancer or mesothelioma to assist with accessing services. Weekly Multidisciplinary Team Meeting held (requires medical referral). Patients do not attend the meeting.

Malignant Haematology Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive,
Garran ACT 2605
Phone: (02) 6244 3447 or 0466 169 859
Fax: (02) 6244 2887
Email: ACTHealthNurseCareCoordinators@act.gov.au
Self referral. Available to patients with malignant haematology to assist with accessing clinical and support services. Monthly Multidisciplinary Team Meeting held to discuss patient care (requires medical referral). Patients do not attend the meeting.

Non-Tumour Specific Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive,
Garran ACT 2605
Phone: (02) 6244 4416 or 0478 402 288
Fax: (02) 6174 5304
Email: ACTHealthNurseCareCoordinators@act.gov.au
Website: www.health.act.gov.au
Available to support patients with cancers not covered by the other Nurse Care Coordinators listed in this section. Self referral. Nurse available to assist with accessing clinical and support services.

Prostate Cancer Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive,
Garran ACT 2605
Phone: (02) 6244 3897 or 0466 169 956
Fax: (02) 6244 2887
Self referral. Available to support patients with prostate cancer with accessing clinical and support services. Weekly Multidisciplinary Team Meeting held to discuss patient care (requires medical referral). Patients do not attend the meeting.
Upper Gastrointestinal and Colorectal Cancer Nurse Care Coordinators
Canberra Hospital, Building 3, Yamba Drive, Garran ACT 2605
Phone: (02) 6174 5269 or 0466 169 860
Fax: (02) 6244 2887
Email: ACTHealthNurseCareCoordinators@act.gov.au
Self referral. Nurse available to patients with upper gastrointestinal or colorectal cancer to assist with accessing services. Fortnightly Multidisciplinary Team Meeting held to discuss patient care (requires medical referral). Patients do not attend the meeting.

Uro-oncology Cancer Nurse Care Coordinator
Canberra Hospital, Building 3, Yamba Drive, Garran ACT 2605
Phone: 0412 502 010 | Fax: (02) 6244 2887
Email: ACTHealthNurseCareCoordinators@act.gov.au
Self referral. Nurse available to patients with urological cancer to assist with accessing clinical and support services. Weekly Multidisciplinary Team Meeting held to discuss patient care (requires medical referral). Patients do not attend the meeting.

Cancer care coordination (NSW)

Bega Valley Oncology/Haematology Service
McKee Drive, Bega NSW 2550
Phone: (02) 6492 9607 | Fax: (02) 6492 9603
Service includes Cancer Care Coordinator (Rebecca Waymouth) and Breast Care Nurse (Jennifer Garner).

Cooma Oncology Clinic
Cooma Health Service
40 Victoria Street, Cooma NSW 2630
Phone: (02) 6455 3344 or (02) 6455 3345
Fax: (02) 6455 3346
Service includes Breast Care Nurse (Bronnie Taylor) and Cancer Care Coordinator (Sandy Nagle).

Eurobodalla Cancer Care Centre
2-10 River Street, Moruya NSW 2537
Phone: (02) 4474 1576 | Fax: (02) 4474 1534
Cancer Care Coordinators (Andrea Franke and Angela McClelland job share) and McGrath Breast Care Nurse (Andrea Franke).

Goulburn Oncology
Burke Street Health Service
234 Bourke St, Goulburn NSW 2580
Phone: (02) 4823 7933 | Fax: (02) 4823 7932
Open Wednesday to Friday. Breast Care Nurse (Narelle Shinfield) and Cancer Care Coordinator (Shirley Benbow).

Young Oncology Unit
68 Allanan Street, Young NSW 2594
Phone: (02) 6382 8785 | Fax: (02) 6382 8792
Service includes Cancer Care Coordinator (Louise Mugridge) and Breast Care Nurse (Nikki Carson).

ACT palliative care services

Clare Holland House
5 Menindee Drive, Barton ACT 2600
Phone: (02) 6264 7300
Website: www.clarehollandhouse.com.au
A specialist palliative care service for people with terminal illnesses who no longer respond to curative treatment.
The focus is on maintaining and improving the quality of life of patients and their family. Every effort is made to meet their needs whether physical, emotional, social or spiritual. Professional palliative care services include medical, nursing, social work, bereavement counselling, occupational therapy, physiotherapy & pastoral care. These services are provided in patient homes and in the 19 bed inpatient unit.

Home Based Palliative Care
Clare Holland House
5 Menindee Drive, Barton ACT 2600
Phone: (02) 6264 7300
Website: www.calvary.act.gov.au
Provides a supportive nursing service to people who have a life threatening illness and are no longer responding to curative treatment, and their families. The aims are to enable patients to be cared for in the home as long as they wish, provide regular, skilled nursing care in the home, relieve distressing symptoms as much as possible and provide bereavement support to the family.

Palliative and Supportive Care Nurse Practitioner
Canberra Hospital, Building 3, Yamba Drive
Garran ACT 2605
Phone: (02) 6244 4269 | Fax: (02) 6244 2887
Medical referral. Nurse available to patients with life limiting illnesses. Weekly Multidisciplinary Meeting held to discuss patient care (requires medical referral). Patients do not attend the meeting.
Australian Charter of Healthcare Rights

ACT Government Health Directorate has an ongoing commitment to supporting consumer participation in health care through implementing the Australian Charter of Healthcare Rights across ACT Government Health Directorate Services, supporting the rights of health care consumers and recognising the vital role that consumers play in the provision of their own care.

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and safe. For more information on the Charter visit: www.safetyandquality.gov.au

ACCESS: You have a right to health care.

SAFETY: You have a right to a safe and high quality care.

RESPECT: You have a right to respect, dignity and consideration.

COMMUNICATION: You have a right to be informed about services, treatment, options and costs in a clear and open way.

PARTICIPATION: You have a right to be included in decisions and choices about your care.

PRIVACY: You have a right to privacy and confidentiality of your personal information.

COMMENT: You have a right to comment on your care and to have your concerns addressed.

Consumers Health Forum of Australia

The Consumers Health Forum of Australia Inc. (CHF) is the national voice for health consumers. As an independent member-based non-government organisation, CHF helps shape Australia’s health system by representing and involving consumers in health policy and program development. For more information go to: www.chf.org.au

Health Care Consumers Association of the ACT (HCCA)

The Health Care Consumers’ Association of the ACT (HCCA) is a body through which health care consumers can participate in policy, planning and service decisions that affect their health. HCCA works to improve the quality and availability of health services, supports consumers to identify shared priorities about health, and represents these views to the ACT Government. For more information go to: www.hcca.org.au/cms/index.php

Cancer Voices Australia

People affected by cancer often find it helpful to talk to others who have had similar experiences. Cancer Voices is a forum for people in Australia affected by cancer. They encompass networks across states that share issues, ideas and experiences that are common across all cancer types. There are Cancer Voices groups established in NSW and ACT: www.cancervoiceaustralia.org.au/links.htm

ACT Government Health Directorate consumer feedback

ACT Government Health Directorate is committed to working with healthcare consumers to improve the quality and safety of health services. Consumer compliments, suggestions and complaints can be provided online at: www.health.act.gov.au/consumer-information/feedback

Other feedback avenues

The Health Services Commissioner can address complaints about the provision of health services, particularly if your approaches directly to the service provider have not resolved your complaint. A complaint to the Commission must be submitted in writing for the Commissioner to act on it. The Health Services Commissioner is part of the ACT’s Human Rights Commission. Complaint forms are available from the ACT Human Rights Commission’s website at: www.hrc.act.gov.au/content.php/content.view/id/22

Compensation and work related illness

Some carcinomas can be caused or aggravated by work related factors. For example, in the past, asbestos was used in a wide range of industries, materials and products. Dust or fibres that are inhaled can cause scarring (fibrosis), infection (effusion) or impact on a person’s immune system. Compensation and payment of medical services for work related disease may be available through a range of statutory compensation schemes across Australia or through pursuing a case through common law. If required, you should seek legal advice or contact ACT or NSW Workcover or the NSW Dust Diseases Board at: www.ddb.nsw.gov.au/Pages/home.aspx

Other useful links:

Maps and facility details

Territory, State and regional settings

The Capital Region Cancer Service (CRCS) operates from Canberra Hospital campus and provides services for those affected by cancer in both metropolitan ACT and south east NSW. Until January 2011 the NSW Rural Area Health Services surrounding the ACT was named the Greater Southern Area Health Service. Now two new Local Health Networks (LHNs) operate as Murrumbidgee LHN and Southern NSW LHN. For further information see: www.gsahs.nsw.gov.au

Australian Capital Territory and Canberra Hospital
ACT facility maps

Clare Holland House Hospice, Menindee Drive, Barton, ACT 2600
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#### December

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# References


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<td>CancerHelp UK easy to understand patient information</td>
<td><a href="http://www.cancerhelp.org.uk">www.cancerhelp.org.uk</a></td>
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<td>Cancer Council ACT homepage</td>
<td><a href="http://www.actcancer.org">www.actcancer.org</a></td>
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<td>Department of Health and Ageing, information about national cancer screening programs</td>
<td><a href="http://www.cancerscreening.gov.au">www.cancerscreening.gov.au</a></td>
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<td>Cancer Council Australia homepage</td>
<td><a href="http://www.cancer.org.au">www.cancer.org.au</a></td>
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<td>Cancer Institute NSW Questions to ask your health professional</td>
<td><a href="http://www.cancerinstitute.org.au/cancer_inst/patients/questions.html">www.cancerinstitute.org.au/cancer_inst/patients/questions.html</a></td>
</tr>
<tr>
<td>Cancer Australia, Australian Cancer Trials</td>
<td><a href="http://www.australiancancertrials.gov.au">www.australiancancertrials.gov.au</a></td>
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<td>The Pharmacy Guild of Australia, Find a pharmacy</td>
<td><a href="http://www.findapharmacy.com.au">www.findapharmacy.com.au</a></td>
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<tr>
<td>Clare Holland House</td>
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<td>Cancer Council NSW</td>
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<td>Consumers Health Forum of Australia</td>
<td><a href="http://www.chf.org.au">www.chf.org.au</a></td>
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<td>Cancer Council NSW</td>
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<tr>
<td>Whereis</td>
<td><a href="http://www.whereis.com">www.whereis.com</a></td>
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</tbody>
</table>
**Glossary**


<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>acute pain</td>
<td>Pain that is severe but lasts a short time.</td>
</tr>
<tr>
<td>adenocarcinoma</td>
<td>A cancer that starts in the cells of glands.</td>
</tr>
<tr>
<td>adenopathy</td>
<td>Large or swollen lymph glands.</td>
</tr>
<tr>
<td>adjuvant therapy</td>
<td>Treatment given after the primary treatment to increase the chances of a cure. Adjuvant treatment often refers to chemotherapy, hormonal therapy or radiotherapy after surgery, which is aimed at killing any remaining cancer cells.</td>
</tr>
<tr>
<td>advanced cancer</td>
<td>Cancer that has spread past the site of origin to other organs.</td>
</tr>
<tr>
<td>advanced care directive</td>
<td>The legal documents in which you give written instructions about your health care if, in the future, due to the state of your health, you cannot speak for yourself.</td>
</tr>
<tr>
<td>allied health workers</td>
<td>People trained in occupations that support and supplement the functions of health professionals.</td>
</tr>
<tr>
<td>alternative therapy</td>
<td>Therapy used instead of standard medical treatment. Most alternative therapies have not been scientifically tested, so there is little proof that they work and their side effects are not always known. Examples include laetrile, shark cartilage, mistletoe extract, magnets, vitamin supplements, microwave therapy, resveratrol and melatonin etc.</td>
</tr>
<tr>
<td>anaemia</td>
<td>A drop in the number of red blood cells in your body. Anaemia decreases the amount of oxygen in the body and may cause tiredness and fatigue, breathlessness, paleness and a poor resistance to infection.</td>
</tr>
<tr>
<td>anaesthetic</td>
<td>A drug that stops a person feeling pain during a medical procedure. A local anaesthetic numbs only a part of the body; a general anaesthetic puts a person to sleep for a period of time.</td>
</tr>
<tr>
<td>analgesics</td>
<td>Medications that are used to relieve pain.</td>
</tr>
<tr>
<td>angiogenesis</td>
<td>The formation of new blood vessels to support tissue. Angiogenesis enables tumours to develop their own blood supply, which helps them to survive and grow.</td>
</tr>
<tr>
<td>ascites</td>
<td>A fluid build-up in the abdomen, making it swollen and bloated.</td>
</tr>
<tr>
<td>ASCUS</td>
<td>Atypical Squamous Cells of Uncertain Significance.</td>
</tr>
<tr>
<td>barium enema</td>
<td>A test to look for cancer in the bowel.</td>
</tr>
<tr>
<td>benign</td>
<td>Not cancerous. Benign cells are not able to spread like cancer cells.</td>
</tr>
<tr>
<td>beta human chorionic gonadotrophin (beta-HCG)</td>
<td>A hormone normally found in the blood and urine during pregnancy. It may also be produced by some tumour cells. An increased level of beta-human chorionic gonadotropin may be a sign of cancer of the uterus, ovary, liver, stomach, pancreas or lung, or gestational trophoblastic disease. Beta-human chorionic gonadotropin may also be produced in response to certain conditions that are not cancer. Also called ß-hCG.</td>
</tr>
<tr>
<td>biopsy</td>
<td>The removal of a small amount of tissue from the body, for examination under a microscope, to help diagnose a disease.</td>
</tr>
<tr>
<td>bloating</td>
<td>Full, uncomfortable feeling in abdomen. Can be caused by gas, eating in excess or constipation.</td>
</tr>
<tr>
<td>blood count</td>
<td>A test that counts the number of red blood cells, white blood cells and platelets in your blood.</td>
</tr>
<tr>
<td>brachytherapy</td>
<td>A type of radiotherapy treatment that implants radioactive material sealed in needles or seeds into or near the tumour.</td>
</tr>
<tr>
<td>breakthrough pain</td>
<td>A brief and often severe pain that occurs even though a person may be taking pain medication regularly.</td>
</tr>
<tr>
<td>CA125</td>
<td>A protein found in the blood. This protein is often higher than normal in women with ovarian cancer. High levels may also occur in women with common gynaecological conditions such as endometriosis or fibroids.</td>
</tr>
<tr>
<td>Term</td>
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<tr>
<td>cancer</td>
<td>A term for diseases in which abnormal cells divide without control. Cancer cells can invade nearby tissues and can spread through the bloodstream and lymphatic system to other parts of the body. There are several main types of cancer. Carcinoma is cancer that begins in the skin or in tissues that line or cover internal organs. Sarcoma is cancer that begins in bone, cartilage, fat, muscle, blood vessels, or other connective or supportive tissue. Leukaemia is cancer that starts in blood-forming tissue such as the bone marrow, and causes large numbers of abnormal blood cells to be produced and enter the bloodstream. Lymphoma and multiple myeloma are cancers that begin in the cells of the immune system.</td>
</tr>
<tr>
<td>cancer journey</td>
<td>An individual’s experience of cancer, from detection and screening, diagnosis and treatment, to relapse, recovery and/or palliative care.</td>
</tr>
<tr>
<td>cancer of unknown primary origin</td>
<td>A case in which cancer cells are found in the body, but the place where the cells first started growing (the origin or primary site) cannot be determined.</td>
</tr>
<tr>
<td>cancer survivor</td>
<td>This term is used to mean anyone who has finished their active cancer treatment.</td>
</tr>
<tr>
<td>cannula</td>
<td>A plastic tube inserted into a narrow opening so that fluids can be introduced or removed.</td>
</tr>
<tr>
<td>carcinogen</td>
<td>A substance known to cause and/or promote cancer. Carcinogens can be created by humans, such as cigarette smoke, or simply be present naturally in the environment, as is ultraviolet radiation from the sun, both of which are known to play a major role in the development of cancer. X-rays and viruses are also known carcinogens.</td>
</tr>
<tr>
<td>carcinoma</td>
<td>A cancer that starts in the tissue that lines the skin and internal organs of the body.</td>
</tr>
<tr>
<td>carcinoma in situ</td>
<td>Cancer that involves only the cells in which it began and has not spread to nearby tissues.</td>
</tr>
<tr>
<td>carer</td>
<td>A person who helps someone through an illness or disability such as cancer.</td>
</tr>
<tr>
<td>catheter</td>
<td>A hollow, flexible tube through which fluids can be passed into the body or drained.</td>
</tr>
<tr>
<td>cells</td>
<td>The building blocks of the body. A human is made of millions of cells, which are adapted for different functions. Cells can reproduce themselves exactly, unless they are abnormal or damaged, as are cancer cells.</td>
</tr>
<tr>
<td>central line</td>
<td>A plastic tube inserted into a vein in your chest.</td>
</tr>
<tr>
<td>chemotherapy</td>
<td>The use of drugs, which kill or slow cell growth, to treat cancer. These are called cytotoxic drugs.</td>
</tr>
<tr>
<td>chromosome</td>
<td>A thread like structure found in the nucleus of all body cells (except red blood cells) made up of strings of proteins called genes.</td>
</tr>
<tr>
<td>chronic pain</td>
<td>Pain that can range from mild to severe and lasts a long time.</td>
</tr>
<tr>
<td>clear margin</td>
<td>When a malignant tumour is surgically removed some surrounding tissue will be removed with it. If this surrounding tissue does not contain any cancer cells it is said to be a clear margin.</td>
</tr>
<tr>
<td>clinical trial</td>
<td>Research conducted with the patient’s permission, which usually involves a comparison of two or more treatments or diagnostic methods. The aim is to gain better understanding of the underlying disease process and/or methods to treat it. A trial is conducted with rigorous scientific method for determining the effectiveness of a proposed treatment.</td>
</tr>
<tr>
<td>colectomy</td>
<td>An operation to remove the colon or part of the colon.</td>
</tr>
<tr>
<td>colorectal cancer</td>
<td>Cancer of the colon (the lower part of the intestine, usually 1.5 to 2 metres) or of the rectum.</td>
</tr>
<tr>
<td>colostomy</td>
<td>An operation where the colon is attached to an opening on the stomach.</td>
</tr>
<tr>
<td>complementary therapy</td>
<td>Therapy used together with standard medical treatment. Examples include counselling, relaxation therapy, massage, acupuncture, yoga and meditation, aromatherapy, and art and music therapy.</td>
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<td>Term</td>
<td>Description</td>
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<tr>
<td>consumer</td>
<td>A term that can refer to: patients and potential patients; carers; organisations representing cancer consumer interests; members of the public who are targets of cancer promotion programs; and groups affected in a specific way as a result of cancer policy, treatments or services. See also People affected by cancer.</td>
</tr>
<tr>
<td>CT (computerised tomography) scan</td>
<td>The technique for constructing pictures from cross-sections of the body, by x-raying the part of the body to be examined from many different angles.</td>
</tr>
<tr>
<td>DES</td>
<td>Diethylstilbestrol.</td>
</tr>
<tr>
<td>diagnosis</td>
<td>The identification and naming of a person’s disease.</td>
</tr>
<tr>
<td>dietitian</td>
<td>A health professional who specialises in human nutrition.</td>
</tr>
<tr>
<td>DNA</td>
<td>Deoxyribonucleic acid.</td>
</tr>
<tr>
<td>dose</td>
<td>The amount of medication taken.</td>
</tr>
<tr>
<td>dose titration</td>
<td>Adjustment of medication dose either up or down.</td>
</tr>
<tr>
<td>dysplasia</td>
<td>A change in size, shape and arrangement of normal cells. Dysplastic cells are abnormal but are not cancerous. They may develop into cancer. Dysplasia is either low grade or high grade.</td>
</tr>
<tr>
<td>enduring power of attorney</td>
<td>A person who acts on behalf of the person they are caring for on all financial matters.</td>
</tr>
<tr>
<td>epidemiology</td>
<td>The study of the patterns and causes of health and disease in populations, and the application of this study to improve health.</td>
</tr>
<tr>
<td>epidural</td>
<td>An injection into the spinal column, outside the lining of the spinal cord.</td>
</tr>
<tr>
<td>epithelium</td>
<td>The cells that make up the internal and external surfaces of the body, for example, skin, inside of lungs, ovaries.</td>
</tr>
<tr>
<td>eviQ</td>
<td>Cancer Institute of New South Wales’ Standard Cancer Treatment Protocols website (formerly known as CI-SCaT).</td>
</tr>
<tr>
<td>experimental treatment</td>
<td>A new treatment being tested in a trial.</td>
</tr>
<tr>
<td>external beam radiotherapy</td>
<td>Uses x-rays directed from an external machine.</td>
</tr>
<tr>
<td>external radiotherapy</td>
<td>Radiotherapy administered by a machine, which targets radiation at the cancer.</td>
</tr>
<tr>
<td>faeces</td>
<td>Bowel motions or stools.</td>
</tr>
<tr>
<td>familial</td>
<td>The development of a fever, often with signs of infection, in a person with neutropenia (an abnormally low level of neutrophils – a type of white blood cell – in the blood). A common side-effect of chemotherapy which requires immediate medical attention.</td>
</tr>
<tr>
<td>fertility</td>
<td>Ability to have children.</td>
</tr>
<tr>
<td>gene</td>
<td>The elements of a cell that carry instructions on how the cell should grow and function. Each person has a set of many thousands of genes inherited from both parents. This set is found in every cell of the body.</td>
</tr>
<tr>
<td>general anaesthetic</td>
<td>A general anaesthetic makes you lose consciousness and fall asleep. You can’t feel anything at all.</td>
</tr>
<tr>
<td>general practitioner</td>
<td>General practitioners diagnose, refer and treat the health problems of individuals and families in the community. Also commonly referred to as family doctors.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>genital wart</td>
<td>A raised growth on the surface of the genitals caused by human papillomavirus (HPV) infection. The HPV in genital warts is very contagious and can be spread by skin-to-skin contact, usually during oral, anal, or genital sex with an infected partner. Also called condyoma.</td>
</tr>
<tr>
<td>germ cells</td>
<td>Cells that produce eggs in females and sperm in males. Germ cell cancers can occur in the ovaries or testicles.</td>
</tr>
<tr>
<td>GP</td>
<td>See general practitioner.</td>
</tr>
<tr>
<td>grade</td>
<td>A score that describes how quickly the tumour is likely to grow.</td>
</tr>
<tr>
<td>gynaecological cancers</td>
<td>Cancers of the female reproductive tract, including cancers of the uterus, ovary, cervix, vagina, vulva, placenta and fallopian tubes.</td>
</tr>
<tr>
<td>gynaecological oncologist</td>
<td>A doctor who specialises in treating diseases of the female reproductive system.</td>
</tr>
<tr>
<td>hereditary non-polyposis colorectal cancer (HNPCC)</td>
<td>A condition in some families where the tendency to develop bowel cancer (and to a lesser extent other cancers, including endometrial cancer and ovarian cancer) is inherited. Up to 5% of all bowel cancer is due to HNPCC. About 80% of people who have the gene for HNPCC will develop a bowel cancer sometime in their life.</td>
</tr>
<tr>
<td>HIV</td>
<td>Human immunodeficiency virus.</td>
</tr>
<tr>
<td>HNPCC family</td>
<td>A group of relatives in which it is known, or strongly suspected, that an HNPCC gene mutation is present, based on their extensive family history of bowel cancer, and to a lesser extent other cancers, including endometrial cancer and ovarian cancer.</td>
</tr>
<tr>
<td>hormone</td>
<td>A substance that affects how your body works. Some hormones control growth, others control reproduction. They are distributed around the body through the bloodstream.</td>
</tr>
<tr>
<td>hormone replacement therapy (HRT)</td>
<td>Drug therapy that supplies the body with hormones that it is no longer able to produce; it is used to relieve menopausal symptoms.</td>
</tr>
<tr>
<td>hormone therapy/ treatment</td>
<td>A treatment that blocks the body’s natural hormones, which help cancer grow.</td>
</tr>
<tr>
<td>Human papillomavirus</td>
<td>Also called HPV or wart virus. A group of over 100 viruses that can cause infection in the skin surface of different areas of the body including the genital area. Some virus strains are linked to cervical and a number of other cancers.</td>
</tr>
<tr>
<td>hysterectomy</td>
<td>The surgical removal of the uterus.</td>
</tr>
<tr>
<td>ileostomy</td>
<td>Similar to a colostomy, but the operation brings part of the small bowel to an opening in the abdomen.</td>
</tr>
<tr>
<td>ileum</td>
<td>The lower half of the small bowel, which joins up with the colon.</td>
</tr>
<tr>
<td>incontinence</td>
<td>Inability to hold or control the loss of urine or faeces.</td>
</tr>
<tr>
<td>informed consent form</td>
<td>The form a person signs to show that they understand the information they have been given about a trial and they agree to take part.</td>
</tr>
<tr>
<td>internal radiotherapy</td>
<td>A form of radiotherapy, where sources of radiation are implanted in hollow tubes at or near the cancer.</td>
</tr>
<tr>
<td>intravenous</td>
<td>Into a vein. An intravenous drip gives drugs directly into a vein.</td>
</tr>
<tr>
<td>laparotomy</td>
<td>Operation in which a long cut is made in the abdomen to examine the internal organs; also sometimes called an exploratory operation.</td>
</tr>
<tr>
<td>laxative</td>
<td>Something to stop constipation.</td>
</tr>
<tr>
<td>libido</td>
<td>Sex drive.</td>
</tr>
<tr>
<td><strong>local anaesthetic</strong></td>
<td>A medication that blocks the feeling of pain in a specific location in the body.</td>
</tr>
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<tr>
<td><strong>LSIL</strong></td>
<td>Low-grade Squamous Intraepithelial Lesions.</td>
</tr>
<tr>
<td><strong>lymph</strong></td>
<td>A clear fluid that circulates around the body through the lymphatic system, carrying cells that fight infection.</td>
</tr>
<tr>
<td><strong>lymph nodes</strong></td>
<td>Also called lymph glands. Small, bean-shaped collections of lymph cells scattered across the lymphatic system. They get rid of bacteria and other harmful things. There are lymph nodes in the neck, armpit, groin and abdomen.</td>
</tr>
<tr>
<td><strong>lymph vessels</strong></td>
<td>A network of thin tubes that spread into tissues all over the body.</td>
</tr>
<tr>
<td><strong>lymphadenectomy</strong></td>
<td>Removal of the lymph glands from a part of the body.</td>
</tr>
<tr>
<td><strong>lymphatic system</strong></td>
<td>A network of vessels that carry a clear fluid called lymph from the body's tissues to the bloodstream. The lymphatic system is part of the body's immune system and helps the body fight infection.</td>
</tr>
<tr>
<td><strong>lymphoedema</strong></td>
<td>Swelling caused by a build-up of lymph fluid. This happens when lymph nodes do not drain properly, usually after lymph glands are removed.</td>
</tr>
<tr>
<td><strong>lymphoma</strong></td>
<td>A cancer of the lymph nodes. Lymphomas are divided into two broad types, Hodgkin's disease lymphomas and non-Hodgkin's lymphomas.</td>
</tr>
<tr>
<td><strong>Lynch syndrome</strong></td>
<td>An alternative term for hereditary non-polyposis colorectal cancer (HNPCC).</td>
</tr>
<tr>
<td><strong>magnetic resonance imaging (MRI)</strong></td>
<td>Similar to a CT scan, but this test uses magnetism instead of x-rays to build up cross-sectional pictures of the body.</td>
</tr>
<tr>
<td><strong>malignant</strong></td>
<td>Cancerous. Malignant cells can spread and can eventually cause death if they cannot be treated.</td>
</tr>
<tr>
<td><strong>managed clinical networks</strong></td>
<td>Clinical networks are linked groups of health professionals and organisations from primary, secondary, and tertiary care working in a coordinated manner, unconstrained by existing professional and [organisational] boundaries to ensure equitable provision of high quality effective services.</td>
</tr>
<tr>
<td><strong>MBS</strong></td>
<td>Medical Benefits Schedule.</td>
</tr>
<tr>
<td><strong>medical oncologist</strong></td>
<td>A doctor who specialises in diagnosing and treating cancer using chemotherapy, hormonal therapy, and biological therapy. A medical oncologist often is the main health care provider for someone who has cancer. A medical oncologist also gives supportive care and may coordinate treatment given by other specialists.</td>
</tr>
<tr>
<td><strong>melanoma</strong></td>
<td>A cancer of the body's cells that contain pigment (melanin), mainly affecting the skin.</td>
</tr>
<tr>
<td><strong>metastasis</strong></td>
<td>Also known as a secondary cancer. A cancer that has spread from another part of the body.</td>
</tr>
<tr>
<td><strong>mortality</strong></td>
<td>The death rate, or the number of deaths in a group of people in a certain period of time. Mortality may be reported for people who have a certain disease, live in one area of the country, or who are of a certain sex, age, or ethnic group.</td>
</tr>
<tr>
<td><strong>MRI</strong></td>
<td>See magnetic resonance imaging.</td>
</tr>
<tr>
<td><strong>multidisciplinary care</strong></td>
<td>An integrated team approach to cancer care. This happens when medical, nursing and allied health professionals involved in a patient's treatment together consider all treatment options and personal preferences of the patient and collaboratively develop an individual care plan that best meets the needs of that patient.</td>
</tr>
<tr>
<td><strong>multidisciplinary clinic</strong></td>
<td>A multidisciplinary clinic is held in a setting such as an outpatient clinic, where several clinicians/health practitioners are available for a patient to see at one visit. Multidisciplinary clinics and meetings may be linked, where a clinic may precede or follow a multidisciplinary meeting.</td>
</tr>
</tbody>
</table>
**Multidisciplinary Team**
A health care team consisting of a group of experts, including doctors, nurses and other health professionals who specialise in the treatment of specific types of cancer. Most doctors who treat the common types of cancer work with experts in a multidisciplinary team. A multidisciplinary team can include a general practitioner, a surgeon, a medical oncologist, a radiation oncologist, a palliative care specialist, a nurse consultant, nurses, a dietician, a physiotherapist, an occupational therapist, a social worker, a psychologist, a counsellor and a pastoral care worker.

**Multidisciplinary Team Meeting**
Multidisciplinary meetings are a regularly scheduled meeting of core and invited team members for the purpose of prospective treatment and care planning of newly diagnosed cancer patients as well as those requiring review of treatment plans or palliative care. (Also see Tumour Board.)

**Nausea**
Feeling sick or wanting to be sick.

**Needs-Based Approach to Cancer Care**
Within the population there are essentially three distinct patient groups whose differing levels of cancer care needs will determine the degree to which they will be able to access treatment and care in rural Australia:
- People who can be diagnosed, assessed and treated locally.
- People who need to be assessed elsewhere but can be treated locally.
- People who need to be diagnosed elsewhere and whose complex care needs and/or multi-modal treatment requirements necessitate ongoing treatment provided by a major cancer service.

**Neoadjuvant Therapy or Neoadjuvant Treatment**
Treatment given before the main treatment to increase the chances of a cure.

**Neoplasia**
Any new or abnormal growth of tissues, in which the growth is uncontrolled and progressive.

**Nerve Block**
Pain medication that is injected directly into or around a nerve or into the spine to block pain.

**Nodes**
See lymph nodes.

**Nodule**
Swelling or lump that may be cancerous or noncancerous.

**Non-Melanoma Skin Cancer**
Tests to find out, and also a means of describing, how far a cancer has spread. Conventionally refers to the allocation of categories (0, I, II, III, IV) to groupings of tumours defined by internationally agreed criteria.

**Nutrition**
The process of eating and digesting the necessary food the body needs.

**Oedema**
Abnormally large amounts of fluid in the tissues.

**Oestrogen**
The main female sex hormone produced mostly by the ovaries. Oestrogen regulates the menstrual cycle and prepares the breasts for milk production.

**Oncologist**
A doctor who specialises in the study and treatment of cancer.

**Uploads**
The strongest pain relievers available. Include morphine, fontanel, codeine, oxycodone, hydromorphone etc.

**Osteoporosis**
A decrease in bone mass, causing bones to become fragile. This makes them brittle and liable to break.

**Palliative Care**
An approach that improves the quality of life of patients and their families facing problems associated with a life-threatening illness. Prevention and relief of suffering is provided through early identification and impeccable assessment and treatment of pain and other problems such as physical, psychosocial and spiritual.

**Palliative Treatment**
Treatment to relieve symptoms without trying to cure the disease.

**Pap Smear**
Also called Pap test. A test that can detect changes in cervical cells. Some cells are scraped off the cervix and sent to a laboratory for examination under a microscope.
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<td>paracentesis</td>
<td>The drainage of excess fluid from the abdomen.</td>
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<tr>
<td>pathologist</td>
<td>A person who studies diseases to understand their nature and cause. Pathologists examine biopsies under a microscope to diagnose cancer and other diseases.</td>
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<tr>
<td>patient-centred care</td>
<td>Patient-centred care considers patients’ cultural traditions, their personal preferences and values, their family situations, and their lifestyles. It makes patients and their families an integral part of the care team who collaborate with health care professionals in making clinical decisions. Patient-centred care provides an opportunity for patients to decide important aspects of self-care and monitoring. Patient-centred care ensures that transitions between providers, departments, and health care settings are respectful, coordinated, and efficient. When care is patient centred, unneeded and unwanted services can be reduced.</td>
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<tr>
<td>pelvic exenteration</td>
<td>The surgical removal of the affected organs.</td>
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<tr>
<td>pelvis/pelvic</td>
<td>The lower part of the trunk of the body: roughly, the area that extends from hip to hip and waist to groin.</td>
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<tr>
<td>people affected by cancer</td>
<td>People who have had a personal experience of cancer, including patients, people living with cancer, cancer survivors, caregivers and family members.</td>
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<td>peritoneum</td>
<td>The lining of the abdomen.</td>
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<td>PET scan</td>
<td>Positron emission tomography. A technique used to build up clear and detailed cross-section pictures of the body. The person is injected with a glucose solution containing a small amount of radioactive material. The PET scanner can ‘see’ the substance. Damaged or cancerous cells show up as areas where the glucose solution is being used.</td>
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<tr>
<td>placebo</td>
<td>A dummy pill or injection, which looks like the new treatment being tested but contains no active ingredient.</td>
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<tr>
<td>polyp</td>
<td>An abnormal growth that protrudes from a mucous membrane, often on a stalk.</td>
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<tr>
<td>Positron emission tomography</td>
<td>See PET scan.</td>
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<tr>
<td>precancerous</td>
<td>A term used to describe a condition that may or is likely to become a cancer.</td>
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<tr>
<td>prevention</td>
<td>Action to reduce or eliminate the onset, causes, complications or recurrence of disease or ill health.</td>
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<td>primary cancer/site</td>
<td>The original cancer. Cells from the primary cancer may break away and be carried to other parts of the body, where secondary cancers form. The initial location of a cancer in the body when it is first diagnosed.</td>
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<td>primary care</td>
<td>Primary care is a sub-component of the broader primary health care system. Primary care is provided by a health care professional who is a client’s first point of entry into the health system (for example: a general practitioner, practice nurse, community nurse, or community based allied health worker). Primary care is practised widely in nursing and allied health, but predominately in general practice.</td>
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<tr>
<td>primary health care</td>
<td>First level of health care, outside of hospitals. Primary health care (PHC) incorporates personal care with health promotion, the prevention of illness and community development.</td>
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<tr>
<td>prognosis</td>
<td>The likely outcome of a person’s disease.</td>
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<td>prostate cancer</td>
<td>Cancer of the prostate, the male organ that sits next to the urinary bladder and contributes to semen (sperm fluid) production.</td>
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<tr>
<td>PSA</td>
<td>Prostate Specific Antigen.</td>
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<tr>
<td>psychiatrist</td>
<td>A doctor who specialises in the prevention, diagnosis, and treatment of mental, emotional, and behavioral disorders.</td>
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<tr>
<td>psychologist</td>
<td>A health professional who can talk with patients and their families about emotional and personal matters, and can help them make decisions.</td>
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<td>psycho-oncology</td>
<td>Concerned with the psychological, social, behavioural, and ethical aspects of cancer. This subspecialty addresses: the psychological responses of patients to cancer at all stages of the disease and that of their families and caretakers; and the psychological, behavioural and social factors that may influence the disease process.</td>
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<td>psychosocial</td>
<td>Treatment that is intended to address psychological, social and some spiritual needs.</td>
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<td>quality of life</td>
<td>An individual’s overall appraisal of their situation and subjective sense of wellbeing. Quality of life encompasses symptoms of disease and side effects of treatment, functional capacity, social interactions and relationships, and occupational functioning. Key psychological aspects include subjective distress, satisfaction with treatment, existential issues, and the impact of illness and treatment on sexuality and body image.</td>
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<tr>
<td>radiation oncologist</td>
<td>A doctor who specialises in treating cancer with radiotherapy.</td>
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<td>radiation therapist</td>
<td>A health professional (not a medical doctor) who administers radiotherapy.</td>
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<td>radical local excision</td>
<td>An operation that cuts out the cancer and a larger area of normal tissue all around the cancer.</td>
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<td>radiotherapy or radiation oncology</td>
<td>The use of radiation, usually x-rays or gamma rays, to kill tumour cells or injure them so they cannot grow or multiply.</td>
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<tr>
<td>randomised controlled trial</td>
<td>A trial in which participants are randomly allocated to receive the new treatment or the standard treatment (the control).</td>
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<td>recurrent cancer</td>
<td>A cancer that grows from the cells of a primary cancer that have evaded treatment.</td>
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<td>relapse</td>
<td>The return of a disease after a period of improvement.</td>
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<tr>
<td>remission</td>
<td>Period of time when the symptoms of the cancer reduce or disappear. A partial remission is when there has been a significant improvement in the cancer. A complete remission is when there is no evidence of active disease. This does not necessarily mean that the cancer is cured.</td>
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<td>resection</td>
<td>Surgical removal of a portion of any part of the body.</td>
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<td>respite</td>
<td>A support service funded by the government for carers to take a break from caring.</td>
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<td>risk</td>
<td>A measure of how likely a person is to develop a disease or a side effect.</td>
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<tr>
<td>risk factor</td>
<td>A substance or condition that increases an individual’s chances of getting a particular type of cancer.</td>
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<td>sarcoma</td>
<td>A malignant tumour (a cancer) that starts in connective tissue.</td>
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<td>screening</td>
<td>An organised program (using tests, examinations or other procedures) to identify disease such as cancer, or changes which may later develop into disease such as cancer, before symptoms appear. Can only be done if there is a reliable and simple test for the disease, such as the cervical smear test or mammogram.</td>
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<td>secondary cancer</td>
<td>Also called a metastasis. A tumour that has spread from the original site to another part of the body.</td>
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<td>secondary health care</td>
<td>A service provided by specialists who don’t normally have first patient contact.</td>
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<td>sentinel node</td>
<td>The first lymph node to receive lymph fluid from a tumour.</td>
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<td>side effect</td>
<td>Unintended effects of a drug or treatment.</td>
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<td>simulator</td>
<td>A machine that takes x-rays to help pinpoint where radiotherapy should be targeted.</td>
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<td>skin graft</td>
<td>A piece of skin moved from one part of the body to another to cover a wound.</td>
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<tr>
<td>specialist</td>
<td>A doctor who specialises in a particular area of medicine. Cancer specialists are called oncologists.</td>
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<tr>
<td>squamous cell carcinoma (SCC)</td>
<td>A cancer that arises in squamous or skin-like cells.</td>
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<td>stage</td>
<td>The extent of a cancer and whether the disease has spread from an original site to other parts of the body.</td>
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<td>staging</td>
<td>Tests to find out, and also a means of describing, how far a cancer has spread. Conventionally refers to the allocation of categories (0, I, II, III, IV) to groupings of tumours defined by internationally agreed criteria. Frequently these are based on the tumour, the nodes and the metastases. Staging may be based on clinical or pathological features.</td>
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<tr>
<td>standard treatment</td>
<td>The best proven treatment, based on results of past research.</td>
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<td>stoma</td>
<td>An artificial opening into the body created by surgery to act as an exit for body wastes.</td>
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<td>stomal therapy nurse</td>
<td>A registered nurse who specialises in caring for people who have stomas.</td>
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<td>support group</td>
<td>People on whom an individual can rely for the provision of emotional caring and concern, and reinforcement of a sense of personal worth and value. Other components of support may include provision of practical or material aid, information, guidance, feedback and validation of the individual’s stressful experiences and coping choices.</td>
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<tr>
<td>surgeon</td>
<td>A doctor who performs surgery to remove cancerous tissue.</td>
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<tr>
<td>surgery</td>
<td>Treatment that involves an operation. This may involve removal of tissue, change in the organisation of the anatomy or placement of prostheses.</td>
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<tr>
<td>surgical oncologist</td>
<td>A doctor who specialises in the surgical treatment of cancer.</td>
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<td>survivorship</td>
<td>In cancer, survivorship focuses on the health and life of a person with cancer beyond the diagnosis and treatment phases. Survivorship includes issues related to follow-up care, late effects of treatment, second cancers, and quality of life. Family members, friends, and caregivers are also part of the survivorship experience.</td>
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<td>tamoxifen</td>
<td>A drug that blocks the effects of oestrogen in cancer cells; a treatment for oestrogen-receptive and progesterone-receptive cancers.</td>
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<td>tertiary care</td>
<td>Care provided in a centre that has the personnel and facilities required for specialist investigation and treatment.</td>
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<tr>
<td>therapy</td>
<td>Another word for treatment, and includes chemotherapy, radiotherapy, hormone therapy and surgery.</td>
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<tr>
<td>tissue</td>
<td>A collection of cells that make up each piece (or organ) of the body.</td>
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<td>tissue biopsy</td>
<td>Examination of tissue that has been removed from the body under a microscope so any abnormalities in the cells can be seen.</td>
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<td>TNM</td>
<td>Tumour Node Metastasis – a staging system used by clinicians to describe how advanced a particular cancer is – which then informs the type of treatment provided.</td>
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<td>transformation zone</td>
<td>The area where the squamous cells and glandular cells meet.</td>
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<tr>
<td>tumour</td>
<td>An abnormal growth of tissue. It may be localised (benign) or invade adjacent tissues (malignant) or distant tissues (metastatic).</td>
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<tr>
<td>tumour board</td>
<td>A treatment planning approach in which a number of doctors who are experts in different specialties (disciplines) review and discuss the medical condition and treatment options of a patient.</td>
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<td>tumour markers</td>
<td>Chemicals produced by cancer cells and released into the blood. These may suggest the presence of a tumour in the body. Some tumours will not have any tumour markers.</td>
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<td>ulcer</td>
<td>A small wound in the skin or lining of the mouth or stomach. May be sore and swollen.</td>
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<tr>
<td>ultrasound</td>
<td>The use of soundwaves to build up a picture of the internal parts of the body.</td>
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