



Our Support Services

Cancer Council offers a broad range of services to support people who have cancer, their carers, family and friends.

We can help answer your questions about cancer, provide emotional support or help with practical matters.

Cancer Council 13 11 20

Cancer Council is here to help with information and professional support when you need it most. When you call **Cancer Council 13 11 20**, you'll talk to a health professional, experienced in cancer care and get the information and support you need.

Our health professionals can:

- explain what cancer is and what will happen during treatment
- give you tips for managing common side effects
- be a listening ear and provide emotional support
- support you caring for someone with cancer
- match you with volunteers with a similar cancer experience to talk to
- help with practical matters like financial concerns
- link you with a range of support services

This service is free and confidential and available via:

- Calling **Cancer Council 13 11 20** Monday – Friday between 9.00 am – 5.00 pm.
- Sending an email to askanurse@cancersa.org.au

Cost of a call from your device.

Need a translator? Call the Translating and Interpreting Service on 13 14 50 and ask for **Cancer Council 13 11 20**.

Hearing or speech impaired? Call National Relay Service on 13 26 77 and give the Cancer Council number **13 11 20** when asked by the relay operator.

About Cancer Council SA

All of us are going to be affected by cancer at some point in our lives, if we haven't been already.

But, all of us can make a difference, too.

The amazing work Cancer Council SA is able to do in reducing the rate and impact of cancer across prevention and research to support and advocacy, is only possible because of our dedicated community of supporters, fundraisers, staff, volunteers, and researchers.

We're all in this together. And if we all work together, we can give every one of us a better chance.

Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.



For free* and confidential information and support about cancer, Monday to Friday, 9.00 am – 5.00 pm:

- call Cancer Council **13 11 20**
- email askanurse@cancersa.org.au

Free* interpreting service is available on **131 450**.

*Cost of a local call except from mobiles.

JULY 2024



Cancer? We're here to help.



Information
and support

Information and support
13 11 20
cancersa.org.au








Navigating cancer together



Emotional support

We help patients, carers, friends and family cope by providing access to emotional support online, in person and over the phone.

-  **Cancer counselling** – Counselling sessions with professional counsellors experienced in helping people affected by cancer. You can speak to our counsellors in person, over the phone or online at any stage of your cancer experience.
-  **Cancer Connect** – Connect to a trained volunteer over the phone who can listen, provide practical information and emotional support based on their own similar cancer experience.
-  **Cancer Council Online Community** – Connect with others affected by cancer in a safe space. Join this supportive online discussion site to share your experience and provide support others.
-  **Telephone support groups** – Access professionally-facilitated support from the comfort of your home or workplace with our telephone support groups. There are a variety of groups available for people with a cancer diagnosis or carer support.
-  **Face-to-face support groups** – These in-person support groups bring people together in a supportive environment to share their cancer experience and to help them manage the challenges they may face.

“I found that my support group was a useful, safe place to express my emotions and experiences without having to censor myself to protect the feelings of other people” – Support group participant

Practical support

People with cancer may face a range of practical challenges throughout their cancer experience. Cancer Council are right here with you, connecting you with a range of practical support programs.






*Eligibility criteria apply.

-  ***Legal services and financial planning** – Free professional advice for Wills, legal matters relating to financial hardship, insurance claims, debt management, accessing/disputing superannuation.
-  ***Financial support** – One-off financial assistance towards eligible household expenses may also be available. We can also help you find community and government resources that may be able to assist you.
-  ***Accommodation during treatment** – A home away from home for regional cancer patients and their carers while they access treatments in the Adelaide area. Talk to your healthcare provider about the Patient Assistance Transport Scheme (PATs) to see if you are eligible for help to cover the cost of travel and accommodation.
-  **Social worker support** – Guests staying in our Lodge accommodation have access to an on site social worker support.
-  **Transport to treatment** – Free limited volunteer transport service for guests travelling between our supportive accommodation to some treatment centres.
-  ***Holiday accommodation** – Short stay accommodation at an affordable cost for people affected by cancer. Place and times may be limited to availability.
-  ***Healthy Living after Cancer Program** – Free healthy lifestyle program for cancer survivors providing support after treatment.
-  **Prosthesis service** – Patients can access a free soft cloth temporary prosthesis after breast surgery.

“Help with finances meant that I could breathe a little and cope with stress. It means that I can focus on getting better and worry less.” – Cancer Council 13 11 20 caller

Looking for information you can trust?

When you or someone you know is diagnosed with cancer, it's important to have information you can trust. That's where we can help.

-  **Cancer Council 13 11 20 Information and Support** – Evidence-based information from experienced health professionals.
-  **Booklets, factsheets, ebooks and online information** – Easy-to-read, evidence-based information about cancer, its treatment, and emotional and practical issues.
-  **Information podcasts** – Insights from experts including medical oncologists, psychologists and social workers.
-  **Webinars** – Exploring a range of topics related to cancer.
-  **Cancer Council Information Centres** – Dedicated space within some hospitals and treatment centres where volunteers guide people to relevant information and offer face-to-face social support.

“I first reached out to Cancer Council 13 11 20 as I was a mess but was trying to hold it together for my family and didn't know what I was doing or how best to support them, and the nurses at the other end of the phone were brilliant.” – Paula