

Mortgage Relief Scheme

Short term interest free loans to help keep up with home loan repayments in crisis situations.
www.dhs.vic.gov.au 1800 134 872

Utility Relief Scheme

Assistance for those unable to pay utility bills due to temporary financial crisis.
www.dhs.vic.gov.au 1800 658 521

Victorian Patient Transport Assistance Scheme (VPTAS)

Travel and accommodation subsidy for those required to travel long distances to receive approved medical services.
www.health.vic.gov.au 5333 6040

Red Cross

Works to aid marginalised people isolated from their local community.
www.redcross.org.au 5329 4999

Uniting Care Ballarat

Assists people experiencing financial difficulty and homelessness. Provision of community transport.
www.unitingcareballarat.com.au 5332 1286

Salvation Army

Assists people experiencing financial difficulty
www.salvationarmy.org.au 5337 0600

St Vincent DePaul Society

Assistance for those facing financial hardship

Centacare

Includes counselling support, financial assistance and crisis accommodation.
www.centacareballarat.org.au 5337 8999

FAMILY PROBLEMS

Commonwealth Respite Centre / Carers Choice

Support for carers looking after someone who is frail, aged, has a disability or chronic illness
www.health.gov.au 1800 059 059

Child and Family Service (CAFS)

Provide a range of services to support children, young people, families and individuals.
www.cafs.org.au 5337 3333

INFORMATION NEEDS

Cancer Council

Provision of information and support.
www.cancervic.org.au 13 11 20

BreaCan

Information and support service for people affected by gynaecological and breast cancers
www.breacan.org.au 1300 781 500

Breast Cancer Network Australian (BCNA)

Works to inform, empower, represent and link together people affected by breast cancer
www.bcna.org.au 1800 500 258

Cancer Australia

Provides people with breast and ovarian cancer about diagnosis and treatment aspects
www.canceraustralia.nbocc.org.au 1800 624 97

Ovarian Cancer Network

Provides Support and Advocacy for People affected by Ovarian Cancer
www.ovariancancer.net.au 1300 660 334

Leukaemia Foundation

Provides practical support to patients and their families to those diagnosed with blood related cancers
www.leukaemia.org.au 1800 620 420

Lymphoedema Association of Victoria

Provides information and support to people with lymphoedema
www.lav.org.au 1300 852 850

Prostate Cancer Foundation

Provides support, information and advocacy for men affected by prostate cancer.
www.prostate.org.au 1800 220 099

McGrath Foundation.

Provides information, emotional & practical support to people & families affected by breast cancer.
www.mcgrathfoundation.com.au 0401 242 407

This information brochure has been prepared by the BHS Supportive Care Project, December 2011

ACCESSING SUPPORTIVE CARE SERVICES FROM HOME IN THE BALLARAT AREA



Grampians Integrated Cancer Service (GICS)



Ballarat Health Services
Putting your health first

WHAT IS SUPPORTIVE CARE?

Supportive Care is care that helps a person with cancer and their family cope with Cancer and its treatment throughout the stages of the Cancer Journey.

Supportive Care refers to all aspects of your health and well being including:

- Physical symptoms
- Psychological and Emotional Needs
- Spiritual Needs
- Social and Practical
- Information Needs

A diagnosis of cancer can affect people in many different ways. As well as impacting on you it may also impact on the lives of those closest to you.

Your need for support may vary over time and in many cases friends, family and others are able to provide enough support. However, we would like to make sure that you are aware of the other sources of assistance and support available to you. Provided are some community services that can offer support and information to you. You can also speak with a member of your treating team.

PHYSICAL PROBLEMS

Ballarat Health Services

www.bhs.org.au 5320 4000

Ballarat Hospice Care

When treatment is palliative this service can provide carer support and management of pain and other distressing symptoms

www.ballarathospicecare.org.au 5333 1118

Continence Foundation of Australia

Promotes bladder and bowel health. Provides advice, a resource centre and helpline.

www.continence.org.au 1800 330 066

Quitline Victoria

Provide advice and support to quit smoking.
www.quit.org.au 13 78 48

Primary Enhanced Care Plan

Your GP can assist you to access services from a private allied health professional with some costs funded under Medicare

Nurse On Call

24 hour phone line providing immediate, expert health advice 1300 606 024

Ballarat Community Health Centre

Provides access to counselling and range of medical and allied health Services.
www.bchc.org.au 5338 4500

Ballarat City Council

Including local council cleaning, personal care, meals, home maintenance and transport
www.ballarat.vic.gov.au 5320 5500

Women's Health Grampians

Provides information, support & access to services to assist in making informed health based decisions.
www.whg.org.au 1800 013 432

EMOTIONAL PROBLEMS

Cancer Council

Phone based counselling for patients & /or families. Phone based peer support and online forums.
www.cancervic.org.au 13 11 20

Lifeline

Crisis support, suicide prevention and mental health counselling.
www.lifeline.org.au 13 11 14

Mental Health Plan

Your GP can assist you to access counselling from a private psychologist or mental health worker with some costs funded under Medicare

Relationships Australia (Ballarat)

Provision of counselling services
www.relationshipsvictoria.com.au 5337 9222

Carers Victoria

Counselling Support For Carers
www.carersvic.org.au 1800 242 636

Direct2Care

Advice on services, supports and resources for older persons 1300 121 121

Mensline

Information and referral service for men with family and relationship concerns.
www.mensline.org.au 1300 789 978

CanTeen

Provides a nation-wide peer support network for 12 – 24 year olds for patients with cancer and their siblings.
www.canteen.org.au 1800 226 833

Cancer Support Groups

Ballarat Blood Cancer Support 0422 002 278
BICC (Breast cancer In City/Country, Ballarat young support group) 0409 049 157
Ballarat Pink Phoenix (Over age of 40) 0408 304 117

Ballarat Breast Cancer Support Group 0447 238 880

Ballarat Ovarian Cancer Support Group 13 11 20

Ballarat Prostate Cancer support Group 13 11 20

Ballarat Lymphoedema Exercise & Education Group 0418 155 511

Ballarat Lymphoedema Support Group 5330 1744

PRACTICAL PROBLEMS

CHILDCARE ASSISTANCE

Family Assistance Office

Payment advice and online application services
www.familyassist.gov.au 13 61 50

FINANCIAL SUPPORT

Centrelink

Benefits advice and online application service.
www.centrelink.gov.au 13 27 17