

Information, Support Services and Resources

Aboriginal and Torres Strait Islander Access Line (Medicare)

See Medicare

Aboriginal Medical Service (AMS)

See National Aboriginal Community Controlled
Health Organisation (NACCHO)

Angel Flight Australia

A charity that co-ordinates non-emergency flights for financially and medically needy people. All flights are free and may involve patients or compassionate carers travelling to or from medical facilities anywhere in Australia.

T: 1300 726 567 (toll free)

T: 07 3620 8300

F: 07 3852 6646

P: PO Box 421, Fortitude Valley QLD 4006

angelflight.org.au

Assistance Dogs Australia

Provides information about assistance dogs and their availability in your area. Assistance Dogs aims to deliver freedom and independence to people with physical disabilities.

T: 1800 688 364

E: info@assistancedogs.org.au

P: PO Box 455, Engadine NSW 2233

assistancedogs.org.au

Australian Centre for Grief and Bereavement

Provides information on grief support for all ages and carries a number of publications in its library and bookshop.

T: 1800 642 066

T: 03 9265 2100

F: 03 9265 2150

P: 253 Wellington Road, Mulgrave, Victoria, 3170

grief.org.au

Heartfelt

Heartfelt is a volunteer organisation of professional photographers from all over Australia and New Zealand dedicated to giving the gift of photographic memories to families that have experienced stillbirths, premature births or have children with serious and terminal illnesses. Heartfelt is dedicated to providing this gift to families in a caring, compassionate manner. All services are provided free of charge.

T: 1800 583 768 (Aust)

E: president@heartfelt.org.au

heartfelt.org.au

Australian Counselling Association

Provides an online directory of accredited counsellors and psychotherapists in Australia, including specialists in grief counselling.

T: 07 3356 4255

T: 1300 784 333

F: 07 3356 4709

P: PO Box 88, Grange QLD 4051

theaca.net.au

Australian Funeral Directors Association

Can provide information on how to arrange a funeral and contact details for accredited funeral service providers. It also produces a booklet entitled: When a baby has died.

T: 03 9859 9966

F: 03 9819 7390

E: info@afda.org.au

P: PO Box 291, Kew East VIC 3102

afda.org.au

Australian Organ Donor Register

Records patient consent details. It also contains a frequently asked questions section which briefly explains when organ and tissue donation can occur.

T: 1800 777 203

E: aodr@humanservices.gov.au

humanservices.gov.au/individuals/services/medicare/australian-organ-donor-register

Bear Cottage

A hospice in New South Wales. It is a place where children with a terminal condition and their families can stay for respite care or end-of-life care in a home-like environment. Bear Cottage is located in Manly, Sydney, and takes referrals from throughout New South Wales.

T: 02 9976 8300

F: 02 9976 8303

E: SCHN-BearCottage@health.nsw.gov.au

P: PO Box 2500, Manly NSW 1655

bearcottage.chw.edu.au

Bereavement Care Centre

The centre offers bereavement counselling and a range of resources and information for bereaved adults and children.

T: 1300 654 556

E: info@bereavementcare.com.au

P: PO Box 835, Wyong NSW 2259

bereavementcare.com.au

Better Health Channel

A website funded by the Victorian Government to provide the community with access to online health related information. It has a section on funerals with a summary of the issues to consider when planning a funeral. Its brochure *Funerals — some issues explained* is available through its website.

P: GPO Box 4057, Melbourne VIC 3001

E: betterhealthchannel@dhhs.vic.gov.au

betterhealth.vic.gov.au

Camp Quality

A non-profit organisation committed to bringing hope and happiness to children living with cancer, their families and communities through recreational, educational and support programs.

T: 02 9876 0500

T: 1300 662 267 (for your nearest office)

F: 02 9869 0688

E: reception@campquality.org.au

P: Suite 6, 44–46 Oxford Street, Epping, NSW 2121

campquality.org.au

Cancer Council Australia

A national non-government organisation which works to prevent cancer and reduce illness, disability and death caused by cancer. The council can provide information on cancer, links to patient support organisations and specialists, and the Cancer Council Helpline (see below). The council has member organisations in each state and territory. To find your local office visit its website.

Cancer Council Helpline: 13 11 20
(8.30am – 6pm, Monday – Friday)

E: info@cancer.org.au

P: GPO Box 4708, Sydney NSW 2001

cancer.org.au

Canteen

A national support organisation for young people aged 12–24 years living with cancer, and their families.

T: 1800 226 833 (for your nearest office)

P: PO Box 3821, Sydney NSW 2001

canteen.org.au

Carers Australia/Carers Associations

Carers Australia is a not-for-profit national organisation which provides carers with information and education resources. Several of its resources are available in different languages. For family carer support and counselling contact your state or territory Carers Association.

T: 1800 242 636 (to access your local Association)

T: 02 6122 9900

F: 02 6122 9999

P: Unit 1, 16 Napier Close, Deakin ACT 2600

carersaustralia.com.au

CareSearch

An online resource providing access to evidence based palliative care information and resources. The CareSearch website also provides information and resources about palliative care for Indigenous Australians and information on state and national organisations involved in Aboriginal health.

T: 08 7221 8233

E: caresearch@flinders.edu.au

caresearch.com.au

Centre for Genetics Education

Information on specialist services, genetic counselling and prenatal diagnosis. The centre hosts a directory to help you find the closest genetic counselling unit.

F: 02 9906 7529

E: contact@genetics.com.au

P: PO Box 317, St Leonards NSW 1590

genetics.com.au

Centre for Palliative Care Research and Education

The centre offers information on palliative care, including definitions and/or words used in palliative care. It also has a frequently asked questions section and information on who can help.

T: 07 3646 1449

F: 07 3646 7942

E: cpcre@health.qld.gov.au

P: Royal Brisbane and Women's Hospital, Post Office, Herston QLD 4029

health.qld.gov.au/cpcre

Centrelink

Provides information on how best to access a range of Australian Government programs for financial support. As a carer you may be eligible for a number of payments and services.

T: 13 27 17

TTY: 1800 552 152 (hearing and speech impaired)

TIS: 131 450 (local call rate)

centrelink.gov.au or humanservices.gov.au/individuals/centrelink

Foreign language support and brochures are available at medicare.gov.au

Centrelink Indigenous Specific Supports

Indigenous Australians living in regional and remote areas can talk about Centrelink payments and services.

T: 1800 136 380

humanservices.gov.au/individuals/subjects/support-indigenous-australians

Centrelink Multicultural Services

Information in your own language, including free interpreter services for interviews and free translation of documents relating to Centrelink business. Centrelink Multilingual Call also allows you to speak to Centrelink in your own language. This is not an interpreter service. You can call this service to have your questions answered directly by Centrelink employees in your own language. Service in some languages is available by returning your call.

T: 13 12 02

centrelink.gov.au

Cochrane Australia

An international not-for-profit organisation which offers up-to-date information about the effects of healthcare through evidence-based healthcare databases. However the information is highly technical in clinical detail and advice from a care team member may be required.

T: 03 9903 0366

cochrane.org

Commonwealth Carer Resource Centres

Operated by Carers Associations in each state and territory of Australia. They provide professional counselling, specialist advice and information.

T: 1800 242 636

carersaustralia.com.au

Commonwealth Respite and Carelink Centres

Provide a single point of contact for carers seeking information and advice about centres for respite services and support. These centres are run by a wide variety of community organisations across Australia.

T: 1800 052 222 (during business hours)

T: 1800 059 059 (for emergency respite support outside standard business hours)

TTY: 1800 555 677 and ask for 1800 052 222

Speech-to-speech relay: 1800 555 727 and ask for 1800 052 222

Translating and Interpreting Service: 13 14 50

E: commCarelink@health.gov.au

carersaustralia.com.au (For contact details of the Network of Carer Associations in each state and territory)

Compassionate Friends Australia

Offers self-help support to families after the death of a child. They also offer advice and information to relatives, friends and professionals who are helping the family.

Their website provides links to other organisations that may be able to help.

T: 1800 641 091

E: support@tcfv.org.au

thecompassionatefriends.org.au

Consumers Health Forum of Australia

Can provide information and tips for consumers about how to test information for its accuracy and credibility and about consumer rights and responsibilities in health care.

T: 02 6273 5444

E: info@chf.org.au

P: PO Box 73, Deakin West ACT 2600

chf.org.au

Dougy Center for Grieving Children and Families

Based in the USA, the centre produces a number of publications on grieving. It also provides a check list for teachers and schools on helping grieving children.

dougy.org

Home and Distance Education Options

Home and distance education programs and resources are available to support families that choose to educate their child at home. Advice is available through the education department in each state and territory

curriculum.edu.au

goodschools.com.au/start-here/choosing-a-school/special-needs/distance-education

Hospitals may offer specialised hospital school programs to assist your child in their education. Contact your care team or social worker for information and advice.

Good Grief

Has a *Seasons for Growth* program for children, young people or adults who have experienced significant change or loss. It delivers a range of services, including activities for primary and high school students, as well as adults. This program is available in a number of areas. Information can be obtained by contacting the *Seasons for Growth* office or referring to the website.

T: 02 8912 2700

E: info@goodgrief.org.au

P: Level 3, 12 Mount Street, North Sydney NSW 2060

goodgrief.org.au

Headspace

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing.

T: 1800 650 890

Healthdirect Australia

A free 24-hour telephone health advice line staffed by registered nurses to provide expert health advice. It is currently available to residents of the Australian Capital Territory, New South Wales, the Northern Territory, Tasmania, South Australia and Western Australia and is scheduled to be a fully national service by 2011.

T: 1800 022 222

healthdirect.org.au

Health Ombudsman

The Health Ombudsman in each state and territory can provide information about how to make a complaint about a health service or health care provider.

Australian Capital Territory

ACT Community and Health Services
Complaints Commissioner

T: 02 6205 2222

TTY: 02 6205 1666

Translating and Interpreting Service: 131 450

E: human.rights@act.gov.au

hrc.act.gov.au

New South Wales

Health Care Complaints Commission

T: 1800 043 159

TTY: 02 9219 7555 (for the hearing impaired)

E: hccc@hccc.nsw.gov.au

hccc.nsw.gov.au

Northern Territory

Commissioner for Health and Community
Services Complaints Commission

T: 1800 004 474

E: hccsc@nt.gov.au

hccsc.nt.gov.au

Queensland

Health Quality and Complaints Commission

T: 133 OHO (133 646) (toll free outside Brisbane)

TTY: 133 677

E: info@oho.qld.gov.au, complaints@oho.qld.gov.au

hqcc.qld.gov.au

South Australia

The SA Ombudsman

T: 1800 182 150 (outside metro SA only)

E: ombudsman@ombudsman.sa.gov.au

ombudsman.sa.gov.au

Tasmania

Health Complaints Commissioner

T: 1800 001 170 (Free call)

E: ombudsman@ombudsman.tas.gov.au

ombudsman.tas.gov.au

Victoria

Office of the Health Services Commissioner

T: 1300 650 172

TTY: 1800 555 660 (for the hearing impaired)

E: enquiries@dhhs.vic.gov.au, hearing@health.gov.au

www2.health.vic.gov.au/hospitals-and-health-services

Western Australia

The Health and Disability Services Complaints Office
(HaDSCO)

T: 1800 813 583

TTY: (08) 6551 7640

E: mail@hadsco.wa.gov.au

hadsco.wa.gov.au/home/

Independent Living Centres Australia

Provides access to information and advice on medical equipment and consumables (searchable database of products and equipment) through the ILC network. Local centres are able to advise on programs for funding support.

T: 1300 885 886

ilcaustralia.org.au

Information on Disability & Education Awareness Services Inc (IDEAS)

A not-for-profit organisation that offers information services and products for people with a disability, their families and carers. It has resources and fact sheets on disability and a database of information on disability services, equipment suppliers and accessible travel.

T: 1800 029 904

SMS: 0458 296 602

E: info@ideas.org.au (Information Officer)

P: PO Box 786, Tumut, NSW 2720

ideas.org.au

Just Better Care Australia

A network of locally owned agencies offering a range of services including palliative care, nursing, medication and wound care, domestic assistance, transportation, and meal preparation. They also offer respite care. Staff include community care workers, enrolled nurses and registered nurses. They operate in the Sydney metropolitan area, regional New South Wales, Queensland and Australian Capital Territory.

T: 1300 587 823

E: info@justbettercare.com

justbettercare.com

Kids Helpline

Provides anonymous, confidential telephone, email and web counselling for young people aged from 5 to 18 years, 24 hours a day, seven days a week.

T: 1800 55 1800 (counselling line)

T: 07 3369 1588

kidshelpline.com.au

Leukaemia Foundation

A national not-for-profit organisation dedicated to the care and cure of patients and families living with leukaemia, lymphomas, myeloma and related blood disorders.

The foundation provides practical care and support to patients as well as undertaking research.

T: 1800 620 420 (for your nearest Foundation office)

T: 07 3866 4000

F: 07 3866 4011

E: info@leukaemia.org.au

P: GPO Box 9954 in your capital city

leukaemia.org.au

Lifeline

Provides free telephone counselling and support services to people of all ages, 24 hours a day, seven days a week.

The counselling line is staffed by trained volunteer telephone counsellors.

T: 13 11 14 (counselling line)

F: (02) 6215 9401

P: PO Box 173, Deakin ACT 2600

T: 02 6215 9400

lifeline.org.au

Make-A-Wish Foundation of Australia

A wish granting organisation which works to grant the wishes of children with a terminal condition.

T: 1800 032 260 (for your nearest office)

T: 03 9426 0777

E: enquiries@makeawish.org.au,
socialmedia@makeawish.org.au,
wishes@makeawish.org.au

makeawish.org.au

Medicare

Provides access to subsidised health care programs for Australians. It provides access to general practice, specialists, radiology, pathology and optometrists services. If your family needs a lot of medicines in a year, its Safety Net helps you with the cost of medicines. Medicare also has a range of multilingual information sheets.

T: 132 011 (available during business hours)

E: medicare@humanservices.gov.au

humanservices.gov.au/individuals/medicare

Aboriginal and Torres Strait Islander Access Line

T: 1800 556 955

Medicare customers in Northern Australia can access Medicare Australia information and support via the Centrelink Indigenous Call Centre.

Medicines Line – NPS Medicine Line

Provides consumers with access to independent, accurate and up-to-date information about prescription, over-the-counter and complementary medicines. The information is provided by experienced medicines information specialists and clinical pharmacists.

T: 1300 633 424

(Monday to Friday 9am-5pm, AEST)

nps.org.au/medicines-line

You can also ask your pharmacist for information about medicines.

MensLine Australia

The national telephone support, information and referral service for men with family and relationship concerns.

The service is staffed by paid professional counsellors, experienced in men's issues. It also offers resources and a database of men's services throughout Australia.

T: 1300 78 99 78 (24 hour support line)

E: talkitover@mensline.org.au

P: PO Box 2335 Footscray VIC 3011

mensline.org.au

Multicultural Development Association

Promotes multiculturalism and provides services in the areas of settlement support, community development and advocacy.

T: 07 3337 5400

E: welcome@mdaltd.org.au

P: Brisbane Multicultural Centre - 28 Dibley Street
Woolloongabba Brisbane, Queensland, Australia

mdaltd.org.au

Muscular Dystrophy Australia

Offers information and support to sufferers of muscular dystrophy and their families.

T: 1800 656 632

T: 03 9320 9555

F: 03 9320 9595

E: info@mda.org.au

P: 111 Boundary Road, North Melbourne VIC 3051

mda.org.au

myDr

An Australian health care website providing health information, articles and items of interest about a wide variety of diseases and conditions, tests and treatments, health and fitness issues, and medications. It also has listings of health support groups and allows you to search for a health professional in your area using several criteria, including specialty and gender.

mydr.com.au

National Aboriginal Community Controlled Health Organisation (NACCHO)

The national peak Aboriginal health body representing Aboriginal Community Controlled Health Services throughout Australia. An Aboriginal Medical Service (AMS) is a primary health care service initiated and operated by local Aboriginal community to deliver holistic, comprehensive and culturally appropriate health care to the community which controls it. To find an Indigenous health worker through an AMS contact NACCHO.

T: 02 6246 9300

F: 02 6248 0744

E: reception@naccho.org.au, media@naccho.org.au
(for further information on NACCHO)

P: PO Box 130, Civic Square ACT 2608

naccho.org.au

National Association for Loss and Grief

Runs a national telephone information and referral service for people of all ages. The association also accredits loss and grief counsellors.

T: 02 6882 9222

P: 7 Welchman Street, Dubbo NSW 2830

nalag.org.au

National Carer Counselling Program

The Program is delivered by carers associations in every state and territory and is managed by Carers Australia. Carers are able to obtain counselling from qualified counsellors on issues that are specific to the carer's needs such as depression, stress-related issues, grief and loss and coping skills.

T: 1800 242 636

carersaustralia.com.au/how-we-work/national-programs/national-carer-counselling-program/

National Centre for Childhood Grief

Offers support in a safe place where children grieving a death can share their experience as they learn to live with its impact on their lives. The centre also offers education and training for individuals, schools and other organisations handling the grief of children and young people.

T: 1300 654 556

E: info@childhoodgrief.org.au, mal@childhoodgrief.org.au

P: Denistone East, NSW, 2112

childhoodgrief.org.au

National Palliative Care Service Directory

Contains information about specialist palliative care services, primary care services and other community support services. Searches can be conducted by postcode or type of service.

palliativecare.org.au

Note: See page 22 for a list of dedicated paediatric palliative care services.

National Prescribing Service (NPS)

Offers information on medicines, including online access to all consumer medicines information and fact sheets which include the use, instructions, actions and side effects of every prescription and many non-prescription medicines.

T: 02 8217 8700

F: 02 9211 7578

E: info@nps.org.au

P: PO Box 1147, Strawberry Hills NSW 2012

nps.org.au

National Prescribing Service

The National Prescribing Service works with the Federation of Ethnic Communities' Councils of Australia (FECCA) and other partners to provide translated health information about medicines.

nps.org.au/translated-info

See also *Medicines Line*

National Relay Service

A Commonwealth Government initiative which provides an Australia-wide telephone access service for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wishes to contact a person with a hearing or speech impairment.

TTY/Voice: 13 36 77

Speech-to-speech relay: 1800 555 677

The National Relay Service has a Helpdesk to assist people in using the relay service:

T: 1800 555 660

TTY: 1800 555 630

SMS: 0416 001 350

E: helpdesk@relayservice.com.au

relayservice.com.au

For general information, advice or training requests relating to the National Relay Service:

Voice: 1800 555 660 (Monday to Friday 9am to 5pm, Sydney time)

TTY: 1800 555 630

NSW Multicultural Health Communication Service

Produces brochures on palliative care in 20 languages.

T: 02 8753 5047

F: 02 8753 5002

E: seslhd-mhcs@health.nsw.gov.au

P: Locked Mail Bag No 5003, Gladesville NSW 2111

mhcs.health.nsw.gov.au

Office of Complementary Medicines

See *Therapeutic Goods Administration*

Organ and Tissue Authority

The Authority is an independent statutory authority within the Australian Government Health and Ageing portfolio. It works to establish a nationally coordinated approach to organ and tissue donation for transplantation. It offers information on organ and tissue donation.

T: 02 6198 9800

F: 02 6198 9801

E: enquiries@donatelifelife.gov.au

P: PO Box 295, Civic Square ACT 2608

donatelifelife.gov.au

Family Discussion Kit

The kit will help your family to have an informed conversation about each other's donation wishes.

donatelifelife.gov.au/family-discussion-kit

See also *Australian Organ Donor Register* for details of the *DonateLife Network*.

Palliative Care Australia (PCA)

Is able to provide information on palliative care and palliative care services across Australia. Its website contains various publications and resource guides including a brochure on patient rights and responsibilities.

T: 02 6232 0700

E: pcainc@palliativecare.org.au

P: PO Box 124 Fyshwick ACT 2609

palliativecare.org.au

Information and resources on palliative care and treatment options in different languages can also be obtained from the state or territory palliative care organisations listed below under Palliative Care Australia member organisations.

Palliative Care Australia Member Organisations

Palliative Care ACT

T: 02 6255 5771

E: office@pallcareact.org.au

P: 3 Flemington Road Lyneham ACT 2602

pallcareact.org.au

Palliative Care NT

T: 08 8951 6029

P: PO Box 4489 Alice Springs NT 0870

nt.gov.au/wellbeing/hospitals-health-services/palliative-care

Palliative Care New South Wales

T: 02 9206 2094

F: 02 9281 0157

E: info@palliativecarensw.org.au

P: PO Box 487 Strawberry Hills NSW 2012

palliativecarensw.org.au

Palliative Care Queensland

T: 07 3511 1539

Freecall QLD callers only: 1800 660 055

E: enquiries@palliativecareqld.org.au

P: PO Box 418 The Gap QLD 4061

palliativecareqld.org.au

Palliative Care Council of South Australia

T: 08 8271 1643

P: PO Box 435 Fullarton SA 5063

pallcare.asn.au

Palliative Care Tasmania

T: 03 6231 2799

E: admin@tahpc.org.au

P: PO Box 3060 West Hobart Tas 7000

tas.palliativecare.org.au

Palliative Care Victoria

T: 03 9662 9644

F: 03 9662 9722

E: info@pallcarevic.asn.au

P: Level 2/182 Victoria Parade East Melbourne Vic 3002

pallcarevic.asn.au

Palliative Care WA

T: 1300 551 704

F: 1300 551 704

E: pcwainc@palliativecarewa.asn.au

P: 15 Bedbrook Place Shenton Park WA 6008

palliativecarewa.asn.au

Paediatric Palliative Care Services

New South Wales

The Sydney Children's Hospital Network

The Children's Hospital at Westmead

Cnr Hawkesbury Road and Hainsworth Street Westmead NSW 2145

T: 02 9845 0000

F: 02 9845 2111

E: schn-chwppc@health.nsw.gov.au

schn.health.nsw.gov.au/parents-and-carers/our-services/palliative-care/chw

Bear Cottage Children's Hospice

2 Fairy Bower Road, Manly 2095

T: 02 9976 8300

E: SCHN-BearCottage@health.nsw.gov.au

bearcottage.chw.edu.au

Sydney Children's Hospital, Randwick

High Street, Randwick NSW 2031

T: 02 9382 5429

F: 02 9382 5680

E: schn-cncpalliativecare@health.nsw.gov.au

schn.health.nsw.gov.au/parents-and-carers/our-services/palliative-care/sch

John Hunter Children's Hospital, Newcastle

Kookaburra Circuit, New Lambton Heights NSW 2305

T: 02 4921 3387

E: hnelhd-paedpallcare@hnehealth.nsw.gov.au

hnekidshealth.nsw.gov.au/site/jhch

Queensland

Lady Cilento Children's Hospital

501 Stanley Street South Brisbane QLD 4101

T: 07 3068 1111

E: PPCS@health.qld.gov.au

childrens.health.qld.gov.au/lcch/

Hummingbird House

60 Curwen Terrace Chermside QLD 4032

T: 07 3621 4364

F: 07 3350 1564

E: info@hummingbirdhouse.wmq.org.au

hummingbirdhouse.org.au/home/

South Australia

Women's and Children's Hospital

72 King William Rd, North Adelaide, SA 5006

T: 08 81617994

F: (08) 8161 6631

E: Health.CYWHSPallCarePediatricMedicine@sa.gov.au

wch.sa.gov.au/services/az/other/allied/pallcare/index.html

Victoria

Very Special Kids

321 Glenferrie Road, Malvern, Vic 3144

T: 03 9804 6222

F: 03 9822 1252

Free call: 1800 888 875

E: mail@vsk.org.au

vsk.org.au

The Royal Children's Hospital Melbourne

50 Flemington Road Parkville Vic 3052

T: 03 9345 5522

F: 03 934 55585

rch.org.au/rch_palliative

Western Australia

Princess Margaret Hospital for Children

Roberts Road Subiaco WA 6008

T: 08 9340 8222

ww2.health.wa.gov.au/cahs

Palliative Care Information Service (QLD)

A free community information based telephone support service for Queenslanders. It provides up-to-date information on services available in metropolitan, regional and remote areas of Queensland, information and links for people with a terminal condition and their carers.

T: 1800 772 273

palassist.org.au

Parenting SA

Supports parents in South Australia with help through its Parent Helpline which offers information, counselling and support. Parenting SA also has a range of resources, many of which are in different languages.

Parent Helpline

T: 1300 364 100 (24 hours a day, seven days a week, every day of the year)

Parenting SA

T: 08 8303 1660

F: 08 8303 1653

E: health.parentingsa@sa.gov.au,
health.parentingsa@health.sa.gov.au

P: 295 South Terrace, Adelaide SA 5000

dec.d.sa.gov.au/parenting-and-child-care/parenting/parenting-sa

Patient Assisted Travel Schemes (PATS)

Enables patients living in rural areas to access specialist medical services not available at local level by providing financial help for the cost of travel and accommodation access treatment. Every state and territory health department has a scheme. The eligibility requirements for the schemes vary.

Australian Capital Territory

Interstate Patient Assistance Travel Scheme

T: (02) 6205 5868

F: (02) 6244 3453

E: IPTAS@act.gov.au

health.act.gov.au/public-information/consumers/interstate-patient-travel

New South Wales

Isolated Patients' Travel and Accommodation Assistance Scheme

T: 1800 IPTAAS (1800 478 227)

F: 02 8797 6543

E: iptaa@health.nsw.gov.au

enable.health.nsw.gov.au/services/iptaa

Northern Territory

Patient Assisted Travel Scheme (PATS)

nt.gov.au/wellbeing/health-subsidies-support-and-home-visits/patient-assistance-travel-scheme/contacts

Queensland

Patient Travel Subsidy Scheme

T: 13 HEALTH (13 43 25 84)

qld.gov.au/health/services/travel/subsidies

South Australia

Patient Assistance Transport Scheme

T: 1300 341 684

E: CHSAPATS@sa.gov.au

sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+services/country+health+services/patient+assistance+transport+scheme

Tasmania

Patient Travel Assistance Scheme

T: 03 6222 8225 — Royal Hobart Hospital

T: 03 6348 7249 — Launceston General Hospital

T: 03 6430 3673 — North West Regional Hospital

dhhs.tas.gov.au/hospital/ptas

Victoria

Victorian Patient Transport Assistance Scheme

T: 1300 737 073

E: vptas@dhhs.vic.gov.au

P: VPTAS Office, PO Box 712, Ballarat VIC 3353

www2.health.vic.gov.au/hospitals-and-health-services/rural-health/vptas-how-to-apply

PATS office	Location	Phone	Fax	Mail
Alice Springs	Alice Springs Hospital Gap Road Alice Springs NT 0870	(08) 8951 7846	(08) 8951 9111	PO Box 2234 Alice Springs NT 0871
Barkly	Tennant Creek Hospital Schmidt Street Tennant Creek NT 0860	(08) 8962 4262	(08) 8962 4205	PO Box 346 Tennant Creek NT 0861
Darwin	Royal Darwin Hospital, First floor, Rocklands Drive Tiwi NT 0810	(08) 8922 8135	(08) 8922 8995	PO Box 41326 Casuarina NT 0811
East Arnhem	Gove District Hospital Mathew Flinders Way Nhulunbuy NT 0880	(08) 8987 0201	(08) 8987 0380	PO Box 421 Nhulunbuy NT 0881
Katherine	Katherine Hospital Gorge Road Katherine NT 0850	(08) 8973 9215	(08) 8973 9292	PMB 73 Katherine NT 0851

Western Australia

Patient Transport Scheme (WA)

Wheatbelt Region

Northam Regional Hospital, Robinson Street,
Northam, WA, 6401

T: 9690 1613

F: 9621 1217

E: PATSWheatbelt1@health.wa.gov.au

Goldfields Region

Kalgoorlie: Piccadilly Street, Kalgoorlie, WA, 6430

Locked Bag 7, Kalgoorlie, WA, 6433

T: 9080 5681

F: 9080 5750

E: PATS.Kalgoorlie@health.wa.gov.au

Esperance: Hicks Street, Esperance, WA, 6450

PO Box 339, Esperance, WA, 6450

T: 9079 8101

F: 9071 0886

E: PATS.Esperance@health.wa.gov.au

South West Region

SW PATS

P.O. Box 712, Osborne Park BC, WA, 6916

T: 1800 823 131 (toll free)

F: 08 9427 9011

E: swpats@medibankhealth.com.au

Kimberley Region

Broome Hospital

Robinson Street PO Box 62 Broome WA 6725

P: (08) 9194 2236

F: 9194 2234

E: PATS.Broome@health.wa.gov.au

Derby Hospital

Clarendon Street Derby, Fitzroy Crossing, 6728, WA

Fitzroy Hospital

Fallon Road, Fitzroy Crossing 6765

Pilbara Region

Hedland Health Campus

Colebatch Way, South Hedland, WA, 6722

PMB 12, South Hedland, WA, 6722

T: 1800 138 653

F: 9174 1099

E: pats.Pilbara@health.wa.gov.au

Midwest Region

Geraldton Hospital

51-85 Shenton Street, Geraldton, WA, 6530

PO Box 22, Geraldton, WA, 6531

T: (08) 9956 2216

F: 9956 2409

E: PATS.Geraldton@health.wa.gov.au

Great Southern Region

Albany Hospital

Warden Avenue, Albany WA 6330

PO Box 252, Albany, WA, 6331

T: 9892 2226

F: 9892 2570

E: PATS.Albany@health.wa.gov.au

Peel Region

Rockingham General Hospital

Elanora Drive, Cooloongup, WA, 6218

PO Box 2033, Rockingham, WA, 6967

T: 9599 4485

F: 9599 4620

E: PATS.Peel@health.wa.gov.au

wacountry.health.wa.gov.au/index.php?id=pats

Pharmaceutical Benefits Scheme (PBS)

Through the PBS the Australian Government subsidises the cost of a wide range of prescription medicines. Medicare administers the PBS.

Authority

PBS 1800 888 333

RPBS 1800 552 580

Department of Health

T: 1800 020 613

E: pbs@health.gov.au

Department of Human Services (administers the PBS)

General enquiries: 132 290

E: pbs@humanservices.gov.au

Dept of Veterans' Affairs

RPBS enquiries: 1800 552 580

Poisons Information Centres

T: 131 126 (24hrs)

Medicines Information Centre

NPS Medicines Line (for consumers only):

T: 1300 633 424

Therapeutic Goods Administration

Report adverse drug reactions:

T: 1800 044 114

tga.gov.au

Consumer level recalls only:

T: 1800 020 512

Telephone Interpreter Service

T: 131 450 (24hrs)

pbs.gov.au

See also *Medicare Australia*

Program of Appliances for Disabled People (PADP)

Each state and territory provides assistance for families who require access to a range of equipment to help them care for their child at home. In some states the programs are called Program of Appliances for Disabled People. Access is criteria based and may vary from state to state. These programs will also be able to advise on services including home and care modifications and access to a specialist child occupational therapist. Ask your care team (specifically your social worker) for information on how best to access these schemes.

Psychotherapy and Counselling Federation of Australia has an online Find a therapist list of accredited counsellors and psychotherapists. You can search by name, suburb, state or postcode.

T: 03 9486 3077

F: 03 9486 3933

E: admin@pacfa.org.au

P: 290 Park Street, Fitzroy North VIC 3068

pacfa.org.au

Redkite

An Australian charity that supports children and their families through cancer by providing emotional guidance, financial relief and educational services. It offers professional counselling support for bereaved parents and other family members through telephone and email Support. Redkite operates in New South Wales, Queensland, Victoria and Western Australia.

T: 1800 733 548

E: info@redkite.org.au,

P: PO Box 3220, Redfern NSW 2016

redkite.org.au

Relationships Australia

Provides resources to couples, individuals and families to help enhance and support relationships. Its website includes a list of the locations where it operates.

T: 1300 364 277

relationships.com.au

Remembering Site

This is a USA-based not-for-profit initiative where you can upload your memories. It contains ideas on making memories of all kinds through story writing, photograph collections and recording.

T: 202.236.8400

E: info@therememberingsite.org

therememberingsite.org

A number of other websites provide ideas on scrapbooking — a way to store, record and share photographs and memories.

scrapbooking.com

scrapjazz.com

scrapbooking.about.com

creativememoriesau.com

Local craft and art shops can also generally provide information.

Ronald McDonald House Charities

Work to improve the health and wellbeing of seriously ill children. Their work includes the Ronald McDonald Houses which are attached to major women's or children's hospitals and provide a 'home-away-from-home' for seriously ill children and their families.

Access criteria apply.

T: 1300 307 642

E: rmhc@rmhc.org.au

P: 21-29 Central Avenue, Thornleigh NSW 2120

rmhc.org.au

Siblings Australia Inc

Develops and co-ordinates services for families, and in particular, brothers and sisters of children with special needs such as disability or chronic illness.

T: 0408720558

E: kate@siblingsaustralia.org.au

P: 23A King William Road, Unley SA 5061

siblingsaustralia.org.au

Although Siblings Australia provides some services to siblings and their families, they are not a crisis support service. If you would like to talk to someone urgently about a concern, they recommend you contact:

Kids Helpline — 1800 55 1800

Lifeline — 13 11 14

beyondblue info line — 1300 22 4636

Red Nose

T: +61 1300 998 698

E: info@rednose.com.au

P: 17/75 Lorimer Street, Docklands, Victoria

rednose.com.au

Starlight Children's Foundation Australia

The foundation runs various programs for seriously ill children and their families. Its programs include Starlight Express Rooms and Fun Centres in various hospitals, as well as Starlight Escapes and the Starlight Wish Granting Program. It can also provide information on how to purchase the right to name a star in your child's name.

T: 1300 727 827 (for your nearest office)

E: starlight@starlight.org.au

starlight.org.au

Other websites which include information on purchasing a star are:

starlight.org

starregistry.com

Stillbirth and Neonatal Death Support (SANDS) Australia

Provide details of local services for parents and families following the death of a baby. SANDS has local offices throughout Australia.

T: 03 8652 5020

E: admin@sands.org.au

P: Level 2, 990 Whitehorse Road, Box Hill, Victoria, 3128

The Office of Complementary Medicines

The Office of Complementary Medicines regulates and provides information on complementary medicines for Australians.

Enquiries about complementary medicines:

T: 1800 020 653 (free call within Australia)

T: 02 6232 8634

F: 02 6203 1657 (preferred) or 02 6232 8577

E: complementary.medicines@health.gov.au

P: Office of Complementary Medicines, TGA, PO Box 100, Woden ACT 2606

tga.gov.au/complementary-medicines

Enquiries about access to unapproved medicines (includes Special Access Scheme, clinical trials, authorised prescribers, personal importation):

T: 1800 020 653

T: 02 6232 8111

Office of Prescription Medicines

T: 1800 020 653 (free call within Australia)

T: +61 2 6232 8644

F: +61 2 6232 8140

E: info@tga.gov.au

P: Office of Prescription Medicines, TGA, PO Box 100, Woden ACT 2606

tga.gov.au/prescription-medicines

TLC for kids

A registered children's charity which provides support services for sick children in hospitals, medical centres, organisations working with sick children and children receiving home care. TLC for kids only takes referrals from healthcare professionals and does not take solicitations from parents.

T: 1300 361 461

E: info@tlcforkids.org.au

P: Level 1 of Carrera Motors, 140 Dawson Street, Brunswick VIC 3056

tlcforkids.org.au

Translating and Interpreting Service (TIS)

Can help you if you need assistance with a language other than English. It is a national service providing 24 hour a day access to interpreter services.

T: 131 450 (within Australia)

T: +613 9268 8332 (outside Australia)

tisonational.gov.au

Transport Authority

State transport authorities may provide special parking permits to make it easy to park close to medical centres and hospitals, or in wheelchair parking. To obtain a permit, contact your local transport authority. You will require your doctor's signature on the form. Check under transport in the Business & Government Listings of your local White Pages®.

Twinkle Toes – Baby hands and feet sculptures

Provides a service for making a sculpture of your child's hands and feet.

T: 1300 78 11 55

twinkletoes.com.au

Very Special Kids (VSK)

Provides counselling and support services to families caring for a child diagnosed with a terminal illness. The organisation also offers a sibling program and bereavement support. The Very Special Kids House is a hospice for children, providing respite and end-of-life care.

T: 03 9804 6222

T: 1800 888 875 (free call)

F: 03 9822 1252

E: mail@vsk.org.au

P: 321 Glenferrie Road, Malvern, VIC 3144

Other sources of information and support

Children's Hospital

Contact your closest children's hospital to see what resources they may have available. Community libraries and toy libraries provides access to books and toys to loan. Community support organisations. There are many community groups that provide support for patients and families with specific medical conditions. These groups are a good source of information about treatment options and networking with families experiencing similar journeys.

To find a support group relevant to your child's illness:

- › talk with your care team members
- › contact the Commonwealth Carer Resource Centre
- › look in your local Telstra phone directory or in the White Pages® online: whitepages.com.au
- › check the Yellow Pages® directory under community service organisations or community health centres and services.

Holiday accommodation

Access to holiday homes in several destinations across Australia is provided by many generous families and organisations. Some are free of charge, while others charge only a minimal payment. Each has its own requirements, conditions and availability with the majority being wheelchair-friendly. To learn more about these holiday places talk with your care team member.

Private health insurance

If you have private health insurance, the fund may provide reimbursement for certain health care costs, depending on the level and type of private health insurance cover you have. Contact your private health fund directly to be fully aware of the services you are entitled to claim.

Workplaces

A number of workplaces have dedicated employee assistance programs to support staff members, and sometimes their family members. Contact the human resource team at your workplace for information and advice.