

A Health Care and Support Service Guide

for Chinese people living in Georges River Council area



Organisers



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Introduction

Many Chinese new migrants, especially those with low English proficiency, are not familiar with Australia's Health Care System and do not know how and where to access relevant health care services. The 'Cancer Awareness Project for the Chinese community' aims to increase the awareness of cancer and encourage early detection and screening. Part of the project is to publish a Health Care and Support Service Guide with the aim of helping the Chinese-speaking residents living in the Georges River Council area to better understand the objectives and operation of Australia's Health Care System, such as the use of telephone interpreting service, how to access screening services for various cancers, as well as the availability of local support services like community transport, home care service and financial assistance. We hope that this culturally and linguistically appropriate service guide can assist Chinese Australians to improve their access to local health care and support services.

With the support from the NSW Stronger Communities Fund, CanRevive implements this project in partnership with the Australian Chinese Medical Association (ACMA).





A. Australian Health Care System

The Australian healthcare system provides a wide range of services, from population health and prevention through to general practice and community health; emergency health services and hospital care; and rehabilitation and palliative care.

1. General practice and primary healthcare

Primary health care is the first point of call for most people for most illnesses. It is provided by doctors, along with community nurses, dentists, pharmacists and other allied health professionals.

Roles of the Primary Care General Practitioner (GP) / Specialist GP

Since 1978, Australia has recognised general practice as a specialty. A good number of the GP in Australia are Specialists in General Practice with the Medical Board of Australia.

The GP:

- ♦ is most likely the first point of contact in matters of personal health in primary care
- ♦ coordinates the care of patients and refers patients to other specialists when needed
- ♦ cares for patients in a whole of person approach and in the context of their work, family and community

- ♦ cares for patients of all ages, both sexes, children and adults across all disease categories
- ♦ cares for patients over a period of their lifetime
- ♦ provides advice and education on health care
- ♦ performs legal processes such as certification of documents or provision of reports in relation to motor transport or work accidents

After-hours GP services

Many GPs are only open during business hours. However, there are several after-hours options if you can't find a general practice open.

Free government-funded after-hours GP helpline : **1800 022 222**

Allied health

Allied health practitioners are trained professionals who can help you manage your physical or mental health, through services that include diagnosis, treatment or rehabilitation. Allied health practitioners include psychologists, physiotherapists, pharmacists, dietitians, occupational therapists, podiatrists, social workers...etc.

Website: www.healthdirect.gov.au/allied-health

Emergency Departments (EDs)

EDs are able to treat patients who need urgent medical or surgical care. They are designed to deal with acute, sometimes life-threatening medical emergencies. If you think you have a medical emergency, immediately dial 000.



Secondary Specialist services

Medical specialists work in a specific area of medicine, such as cardiology or dermatology. They may work in private practice, and within a private hospital, and/or in the public hospital system. For a specialist visit to be covered by Medicare, either partly or completely, you will need a referral from your doctor or other healthcare provider.

Referrals from a general practitioner (GP) to a secondary care specialist last 12 months, unless otherwise specified. This period usually begins from the date the specialist first attends the patient.

Referring practitioners do not necessarily need to address a referral to a specific specialist. Patients should also be given the choice of where to present the referral, including where the referral is submitted electronically.

2. Public and private hospitals

Hospital services in Australia are provided by both the public and private sectors. Public hospitals are owned and managed by state and territory governments.

Medicare provides access to free treatment and accommodation in a public hospital for Australian residents and overseas visitors from countries with a reciprocal arrangement.

You can choose to have Medicare cover only, or a combination of Medicare and private health insurance coverage.

If you have private health insurance, you get some funding to cover the costs of care in a private hospital. You are also able to use a public hospital, although you will be charged for it. Your private health insurance will cover some of the costs.

Hospitals in Georges River Council area

Name of Hospital	Address	Telephone
St George Hospital	Gray Street, Kogarah	9113 1111
St George Private Hospital	1 South Street, Kogarah	9598 5555
Hurstville Private Hospital	37 Gloucester Road, Hurstville	9579 7777
Waratah Private Hospital	31 Dora Street, Hurstville	9598 0000
Wesley Hospital Kogarah	7 Blake Street, Kogarah	8197 5800

My Health Record

My Health Record is an online summary of your medical information that can be shared with healthcare providers across different settings. The information is secure and you have control over who sees the information. You can register:

- ♦ online
- ♦ by phone
- ♦ in-person at a Medicare service centre
- ♦ by completing a registration application form, available from a Medicare service centre or from the Medicare website
- ♦ by asking your healthcare provider, such as GP to help you

Website: www.myhealthrecord.gov.au

Telephone: 1800 723 471

3. Medicare

Medicare is the scheme that gives Australian residents access to healthcare. Most taxpayers pay a Medicare Levy of 1.5% of their taxable income to help fund it.

Medicare gives you access to:

- ♦ fully or partially subsidised treatment by health professionals such as doctors, specialists, optometrists, dentists and other allied health practitioners (in special circumstances only)
- ♦ fully subsidised treatment and accommodation as a public (Medicare) patient in a public hospital
- ♦ 75% of the Medicare Schedule fee for services and procedures if you are a private patient in a public or private hospital (not including hospital accommodation and items such as theatre fees and medicines).

Who's eligible

You are eligible for Medicare benefits if you:

- ♦ are an Australian or New Zealand citizen
- ♦ are a permanent resident
- ♦ have applied for permanent residency (excludes an application for a parent visa) and meet certain other criteria
- ♦ are covered by a Reciprocal Health Care Agreement with another country

Medicare cards are issued to people enrolled in Medicare.

You can find registration information
at the front of the Medicare enrolment form at
www.humanservices.gov.au/individuals/forms/ms004

If you are aged 15 years or older, you can apply for your own Medicare card, while children under 15 can be listed on their parents' card.

When to use the Medicare card

- ◆ making a Medicare claim for a paid or unpaid doctor's account
- ◆ visiting a doctor who bulk bills
- ◆ receiving treatment as a public patient in a public hospital
- ◆ filling a Pharmaceutical Benefits Scheme (PBS) prescription at a pharmacy

The benefits (refunds) you receive from Medicare are based on a schedule of fees set by the Australian Government, although doctors can choose to charge more than the set schedule fee.

Medicare Safety Net

The Medicare Safety Net provides families and individuals with financial assistance for high out-of-pocket costs for out-of-hospital Medicare Benefits Schedule services.

Website: www.humanservices.gov.au/safetynet

Telephone: 132 011

You can check your Medicare Safety Net balance any time using your Medicare online account through myGov.

For more information in Chinese about the online account:

www.humanservices.gov.au/sites/default/files/2017/07/13662-1706zh.pdf

4. Pharmaceutical Benefits Scheme (PBS)

The PBS is designed to provide safe, affordable medicines to all Australians.

You can browse the PBS schedule online for:

- ♦ all subsidised medicines
- ♦ how you should use the medicines
- ♦ consumer information
- ♦ the cost to you, which will depend on whether you hold a concession card

Who is eligible for the PBS?

All Australian residents with a Medicare card are eligible for the PBS.

Overseas visitors from countries that have a Reciprocal Health Care Agreement with Australia are also eligible.

The cost of medicines on the PBS

Everybody has to pay something towards the cost of medicines. This is called the co-payment. It is the difference between the full cost of a medicine and the amount the government pays.

Eligible concession cards include:

- ♦ Pensioner Concession Card
- ♦ Commonwealth Seniors Health Card
- ♦ Health Care Card
- ♦ Department of Veterans Affairs White, Gold, or Orange Card



PBS safety net

The PBS has a safety net so that people who spend a lot of money on health care get more support. The safety net is based on the idea of a 'family unit', which could be an individual, a couple or a family.

If your family unit spends more than a certain amount on PBS medicines in a year, new PBS prescriptions become cheaper or free.

Website: www.pbs.gov.au

5. Private health insurance

What is private health insurance?

Medicare covers many health care costs, but private health insurance can provide more and varied treatment options. For example, you might be able to choose your own doctor, be treated in a private hospital, or as a private patient in a public hospital.

You will almost certainly have to pay a 'gap' fee. This is the difference between how much the doctor charges, and the combined cover provided by Medicare and your health insurer. Private health insurance can also cover transport by ambulance in some states.

Types of private health insurance and coverage

There are two types of private health insurance:

- ♦ hospital cover: this covers treatment and accommodation in a hospital
- ♦ general treatment cover: also known as 'ancillary' or 'extras' cover, this can include things like dental work and physiotherapy.

Things to consider when looking into private health insurance

- ♦ advice to you about what is covered is given in writing
- ♦ you fully understand what types of health care is covered and what is not covered
- ♦ you fully understand the waiting period for any health conditions you already have to be covered by private health insurance.

Government surcharges and incentives

The Australian Government encourages people to take out and keep private health insurance through:

- ♦ the private health insurance rebate which reduces the cost of private health insurance
- ♦ the lifetime health cover loading which makes private health insurance more expensive if you take it out later in life
- ♦ the Medicare levy surcharge is charged if you earn above a certain income and do not have private health insurance.

Who can help with a private health insurance (problem) complaints?

You can use the Private Health Insurance Ombudsman for any private health insurance problem (complaints) or enquiry.

Website: www.ombudsman.gov.au

Telephone: 1300 362 072





B. Chinese Medicine in Australia (including Chinese Herbal Medicine, Acupuncture)

At the time of printing, Medicare does not provide benefits for acupuncture and Chinese herbal medicine. You can talk to your private health insurance company and find out more about the general treatment cover (also called ancillary cover or extras cover) which suits you.

1. Chinese Medicine Board of Australia

The functions of the Chinese Medicine Board of Australia include:

- ♦ developing standards, codes and guidelines for the Chinese Medicine profession
- ♦ approving accreditation standards and accredited courses of study
- ♦ registering Chinese Medicine practitioners and students

- ♦ handling notifications, complaints, investigations and disciplinary hearings
- ♦ assessing overseas trained practitioners who wish to practise in Australia

Postal address: Chinese Medicine Board of Australia
G.P.O. Box 9958 Melbourne VIC 3001

Website: www.chinesemedicineboard.gov.au

2. Chinese Medicine Council of NSW

The Chinese Medicine Council of NSW works to :

- ♦ protect the health and safety of the public in New South Wales by managing complaints about health practitioners and students
- ♦ work with the Health Care Complaints Commission to decide the best way a complaint should be managed
- ♦ work with the practitioner to raise their level of professional performance and ensure high professional standards are maintained

CMC NSW was established as part of the national registration and accreditation scheme to regulate health practitioners.

Website: www.chinesemedicinecouncil.nsw.gov.au



C. Cancer Prevention

1. National Cancer Screening Program

Details of the following 3 screening programs can be found on their official website, www.cancerscreening.gov.au.

a. Breast Cancer Screening Program

BreastScreen Australia invites women aged 50-74 to have free two-yearly mammogram. Women aged 40-49 and 75 and over are eligible to receive free mammograms but do not receive an invitation to attend.

To book a free mammogram or acquire Chinese information, contact BreastScreen Australia.

Website: www.cancerscreening.gov.au/breastscreening

Hotline: 13 20 50

Chinese resources (both Traditional & Simplified):
www.breastscreen.nsw.gov.au/languages/chinese

b. Bowel Cancer Screening Program

The National Bowel Cancer Screening Program (NBCSP) invites eligible people aged between 50 and 74 years to screen for bowel cancer. Every two years participants are sent a free, clean, easy to use test kit to complete in the privacy of their own home. The home test kit includes an instruction sheet that explains how to do the test. If you would like help to understand the instructions contact the **Infoline 1800 118 868**.

National Bowel Cancer Screening Program

Website: www.cancerscreening.gov.au/bowel

Traditional Chinese : www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/ml-chinese-t

Simplified Chinese : www.cancerscreening.gov.au/internet/screening/publishing.nsf/Content/ml-chinese-s

c. Cervical Cancer Screening Program

The Cervical Screening Test is a simple procedure to check the health of your cervix that tests for the human papillomavirus (known as HPV). People aged 25 to 74 are invited to participate this program. Once you have had your first Cervical Screening Test, you will only need to have one every five years, if your results are normal and you do not have HPV.

You can call the National Cancer Screening Register (NCSR) contact centre on **1800 627 701** which will enable you to access and manage your participation of this screening program.

Infoline: **13 15 56**

National Cervical Screening Program - resources in Chinese (both Traditional & Simplified) are available:

www.cancerscreening.gov.au/cervicalscreening

2. Prostate Cancer Testing

Prostate cancer is a problem that affects the prostate gland where cells within the prostate grow and divide abnormally so that a tumour forms. It is more common in older men, particularly over the age of 50 years.

If the doctor considers it is appropriate, the following tests may be used to test for prostate cancer:

- ♦ Prostate Specific Antigen (PSA) test
This blood test is used to measure the level of a protein called prostate specific antigen.
- ♦ Digital Rectal Examination (DRE)
The doctor inserts a gloved finger into the rectum to check the prostate gland for abnormalities.



3. Anti - Smoking Campaigns

Tobacco smoking is the biggest risk factor for preventable cancer and around 1 in 8 cancer cases and 1 in 5 cancer deaths are caused by smoking. Lung cancer is the most common cancer caused by smoking.

Support Resources

a. The National Tobacco Campaign

Quitline: 13 78 48

Website: www.quitnow.gov.au

Traditional Chinese: www.quitnow.gov.au/internet/quitnow/publishing.nsf/Content/lang-chinese

Simplified Chinese: www.quitnow.gov.au/internet/quitnow/publishing.nsf/Content/lang-chinese-simp

b. Quit Smoking Campaign

iCanQuit Hotline: 1300 784 836

Website: www.icanquit.com.au

Traditional Chinese: www.icanquit.com.au/quitting-methods/information-in-traditional-chinese

Simplified Chinese: www.icanquit.com.au/quitting-methods/information-in-simplified-chinese

c. Lung Foundation Australia

Telephone: 1800 654 301

Website: www.lungfoundation.com.au

Lung Health Checklist : lungfoundation.com.au/checklist

4. Hepatitis B and C & Liver Cancer

People with chronic hepatitis B or hepatitis C infections have a 20 – 100 times increased risk of developing primary liver cancer.

Chronic infection with the hepatitis B virus and the risk of developing liver cancer is most common among Australian residents born in Vietnam, China, Indonesia, Korea, Hong Kong and Macau.

Hepatitis B treatment can prevent liver cancer, so in order to reduce the spread of hepatitis B, all at-risk people should be vaccinated against the virus.

Support Resources

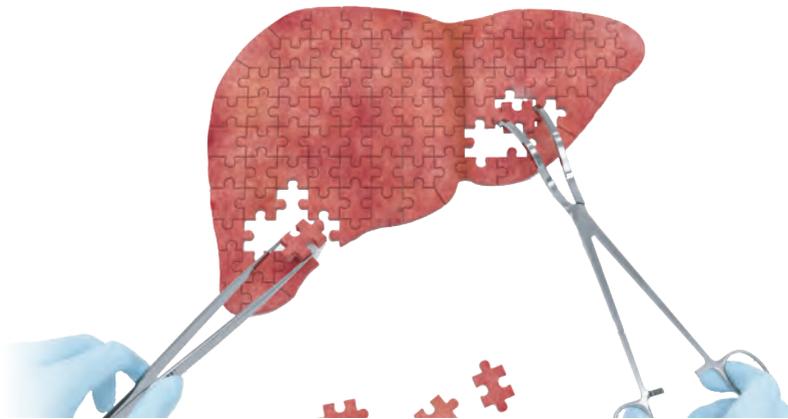
a. Hepatitis NSW

Hepatitis NSW provides information, support, referral and advocacy for people affected by the viral hepatitis in NSW. They also provide workforce development and education services both to prevent the transmission of viral hepatitis and to improve services for those affected by it.

Hepatitis B Testing Chart: www.hep.org.au/product/hep-b-testing-chart-mandarin

Hepatitis Infoline: 1800 803 990

Website: www.hep.org.au



b. Multicultural HIV and Hepatitis Service

The Multicultural HIV and Hepatitis Service (MHAHS) works with Culturally and Linguistically Diverse (CALD) communities in NSW to implement a range of health promotion, community development and media initiatives, as well as offering individual assistance to people living with HIV.

Website: mhahs.org.au

Telephone: 9515 1234 / 1800 108 098

Information in Chinese: www.mhahs.org.au/index.php/zh/

c. HIV/ AIDS and Related Programs (HARP) Unit

The HIV/AIDS and Related Programs (HARP) Unit supports the coordination and integration of HIV, sexual health and viral hepatitis services across:

- ♦ South Eastern Sydney Local Health District (SESLHD)
- ♦ Illawarra Shoalhaven Local Health District (ISLHD)
- ♦ St Vincent's Health Network (Darlinghurst)

The services focus on health promotion, health protection, viral hepatitis harm reduction, disease prevention, diagnosis and treatment. They are also responsible for the management, coordination and implementation of information systems and analyses of data across the HIV, STI and viral hepatitis sectors.

Hepatitis B & C Testing is available at different servicing sites in SESLHD.

Website: www.seslhd.health.nsw.gov.au/services-clinics/directory/hiv-related-programs

For any medical issues or details about the cancer screening programs, please consult your GP.

D. Cancer Treatment Pathway

1. After a cancer diagnosis

Treatment planning

You should be informed of all available treatments and whether such a treatment would be of help to you.

If it is not available at your Cancer Therapy Centre then you should discuss with your doctor whether it would be in your interest to pursue this particular treatment option.

Choosing a cancer treatment

Patients have the right to participate in any decision about their health care or medical treatment.

Health practitioners are required to inform you of the nature of the proposed treatment and to gain your consent for all treatments, before it starts.

Different procedures carry different risks, you need to be aware of the expected outcome of the treatment or treatments being recommended, including known complications and possible side effects.

You can then decide which treatment option is best for you. You may wish to discuss your options with your treatment team, family and friends, or with a counsellor, psychologist or psychiatrist.

Getting a second opinion

You are entitled to get a second opinion from another specialist.

Some people feel uncomfortable asking their doctor for a second opinion, but specialists are used to patients doing this.

Your original specialist or GP can refer you to another specialist and you can ask for your initial results to be sent to the second specialist.

You can ask for a second opinion even if you have already started treatment or still want to be treated by your first specialist.

Cost of treatment

Talk to your doctors about the likely cost of medical tests and treatments. The cost of treatments for cancer will depend on whether a person:

is treated in the public or private system

is working and has to take time off

lives in a rural area and needs to travel for treatment

has private health insurance

2. Referrals for specialist treatment

Referring practitioners do not necessarily need to address a referral to a specific specialist. Patients should also be given the choice of where to present the referral, including where the referral is submitted electronically.

Course of treatment

A referral will cover a single course of treatment for the referred condition. A single course of treatment involves an initial attendance by the specialist and billed by the specialist, then the continuing management of the condition as needed until the patient is referred back to the referring practitioner.

Specialist referral to another specialist

Referral from specialist is valid for 3 months unless the referred patient is an admitted patient. Referrals for admitted patient is valid for 3 months or the duration of the admission, whichever is longer.

3. Admission

Getting admitted

When your doctor refers you to a specialist who recommends you to be admitted to hospital, this is known as a booked admission and will not happen immediately.

Your specialist will complete a recommendation for admission form, indicating how urgently your admission is required.

Sometimes the specialist will deliver the form to the hospital and sometimes you will be asked to deliver it.

Staff will contact you to let you know approximately how long you may have to wait for your admission.

It could be within days or within months. Hospital staff will try and give you at least two weeks' notice of your admission date.

You must give your consent before you have a procedure.

● For more information in Chinese, please refer to the “Question prompt lists for people with cancer” recommended by Cancer Institute NSW :

www.cancerinstitute.org.au/how-we-help/reports-and-publications/question-lists-for-people-with-cancer

Your admission choices

If you have a Medicare card you can generally choose to be treated as a public or a private patient.

public patient

You can:

- Be treated by doctors nominated by the hospital
- Not be charged for hospital accommodation, medical and diagnostic services, prostheses or other relevant services

private patient

You can:

- Choose the specialist who will treat you
- Be informed prior to making a choice, whether there will be any out-of-pocket expenses for hospital-generated accounts or doctor(s) fees
- Have access to a single room if one is available and you have single room health cover

For follow-up care when you leave hospital

- Your follow-up care will usually be provided in an outpatient clinic of the hospital
- For private patient, your specialist will provide follow-up care in his/her private room
- For private patient, you may be eligible to be transferred to another private hospital for further treatment or follow-up care

Preparing for admission

Before going to hospital for your surgery, you may attend a pre-admission clinic where staff will provide you with information about the surgery and make plans for after the surgery. You may require admission before the day planned for their surgery if your doctor needs to do further tests before the surgery, or to prepare you for surgery.

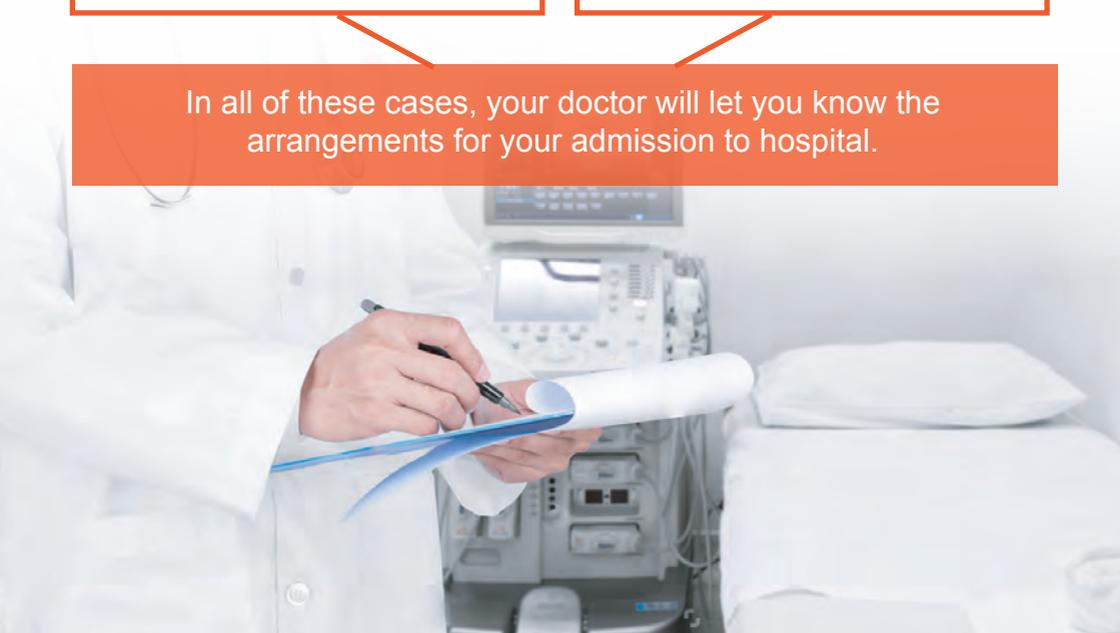
Day only admission

means you are admitted to hospital, have the surgery and go home on the same day.

Day of surgery admission

means that you are admitted to hospital and have the surgery on the same day, but you stay in hospital after the operation, at least overnight.

In all of these cases, your doctor will let you know the arrangements for your admission to hospital.



4. During your stay in the hospital

While you are in hospital you may be referred to an allied health professional to assist you in your recovery.

If you have any questions regarding your treatment while you are in hospital, do not hesitate to ask the hospital staff.

Medical Professionals in Cancer Care

- **General practitioners (GP)** provide ongoing care and coordinate a range of other health professionals who can assist with emotional care and practical support services.
- **Nurses** provide advice about other health professionals who can help you with challenges along the way. Nurses are usually very experienced in helping people cope with physical symptoms and are familiar with the emotional issues faced by people with cancer.

Multidisciplinary Team

There are several members of the multidisciplinary team who can support a person through their cancer journey. It includes, but not limited to:

- **Social Workers**
- Occupational therapists
- Physiotherapists
- Speech therapists
- **Dietitians** or nutritionists
- Psychologists

Services provided by allied health professionals include physiotherapy, speech pathology, occupational therapy, social work, podiatry, radiology, audiology, nutrition and orthoptics.

Social Workers

Social Workers are part of the multidisciplinary team in the hospital, providing free and confidential services to patients and their families.

Linking Resources	Assistance for Personal Care / Domestic Activities / In-Home-Respite
Legal	Advance Care Directive / Enduring Guardianship/ Enduring Power of Attorney / Will
Immigration	Support letters for Visitors/ Carer Visas
Employment	Return to Work/ Advocacy
Financial	Income Support (Centrelink) Financial Planning / Financial Assistance Superannuation Income Protection & Life Insurance
Counselling	Adjustment to Cancer Diagnosis Treatment / Recurrence Living with Advance Cancer / Relationship
Psycho-Sexual	Intimacy /Body Image issues
Caregiver Resources	Carer Support
Education	Living Well with Cancer/ Survivorship Concerns
Bereavement Counselling	

Dietitians

Dietitians have recognised qualification in nutrition and dietetics. They use their knowledge and skills to help nourish both healthy individuals and those with medical conditions.

Patient care, treatment and concerns

The NSW Patient Safety and Clinical Quality Program outlines what you might reasonably expect if you are admitted as a patient to a hospital or require treatment from a health service.

Your health care rights and responsibilities

- **Access:** You have a right to health care
- **Safety:** You have a right to safe and high quality health care
- **Respect:** You have the right to respect, dignity and consideration
- **Communication:** You have the right to be informed about services, treatment, options and costs in a clear and open way
- **Participation:** You have the right to be included in decisions and choices about care
- **Privacy and Confidentiality:** You have a right to personal information being kept private and confidential
- **Comments, Compliments and Complaints:** You have the right to comment on care and have your concerns addressed

Health Care Complaints Commission (HCCC) is an external body evaluating the quality and safety of care in the NSW health system. For any concerns with your care, there is a system in place to openly report, investigate and fix the underlying problems.

HCCC Hotline - Telephone toll free in NSW: **1800 043 159**

Telephone: **9219 7444**

Fax: **9281 4585**

Email: **hccc@hccc.nsw.gov.au**

Health Care Guidelines: **www.hccc.nsw.gov.au/Information/Information-in-a-Foreign-Language**

5. Cancer Information & Support Services

Cancer Council NSW

Cancer Council NSW is an independent charity. It is a member of Cancer Council Australia, together with Cancer Councils from every state and territory across Australia. Cancer Council not only supports those touched by cancer, but also strives to prevent and manage cancer for future generations.

Key support programs:

- ◆ Cancer Information & Support Hotline
- ◆ Cancer Information & Support Service
- ◆ Legal and Financial Assistance
- ◆ Online resources: cancer information, videos
- ◆ Transport, accommodation and home help
- ◆ Survivorship Support
- ◆ Webinars

Multilingual Information: www.cancerCouncil.com.au/publications/multilingual-cancer-information/

Cancer Council NSW

Telephone: 13 11 20

Website: www.cancerCouncil.com.au

Cancer Institute NSW

The Cancer Institute NSW is a pillar organisation of NSW Health external, providing strategic direction for cancer control in NSW as the largest funder of cancer research in the state. Cancer data are collected and used to drive improvements in cancer outcomes, with a focus on the translation of research

findings into clinical practice. The Institute has a 13 years history of working in partnership with all involved in the cancer community to reduce the incidence of cancer in the community, increase the survival rate for cancer patients, improve the quality of life of cancer patients and their carers and provide a source of expertise on cancer control for the government, health service providers, medical researchers and the general community.

Website: www.cancerinstitute.org.au

CanRevive 更生會

CanRevive Inc. is a public benevolent institution which aims to minimise the impact of cancer on chinese speaking patients and their families by providing information and emotional support to cater for their cultural and linguistic needs. An extensive range of support services are provided by trained volunteers and professional staff in Chinese, such as :

- ◆ support groups
- ◆ phone support
- ◆ home and hospital visits
- ◆ public information sessions
- ◆ complementary therapy programs and interest groups

Telephone: **9212 7789**

Website: www.canrevive.com

Address: **Level 4, 741 George Street, Sydney NSW 2000**

E. Support Services for Chinese cancer patients/carers

A cancer diagnosis may have an enormous impact on patients and their family. There are many ways in which we can help guide you through your cancer journey. Below is a list of practical services, programs and resources for cancer patients, carers, families and friends.

1. Financial Assistance

A wide range of organisations including government and non-government organisations can help you manage the financial impact after cancer.

Financial Help

Organisation	Contact Number	Website
Cancer Council Pro Bono Program Financial planner	13 11 20	www.cancercouncil.com.au/get-support/legal-and-financial-assistance/financial-planning-counselling/
Financial Counselling Australia Financial counselling	1800 007 007	www.financialcounsellingaustralia.org.au
Financial Information Service (FIS) Help with investment and financial decisions	132 300	www.humanservices.gov.au (type 'Financial Information Service' in the search box)
Financial Planning Association of Australia (FPA) Help to find a financial planner	1300 626 393	www.fpa.com.au

MoneySmart

Free financial tips and safety checks from the Australian Securities and Investments Commission (ASIC)

1300 300 630

www.moneysmart.gov.au**Government Benefits**

Organisation	Contact Number	Website
Australian Government Department of Human Services (Centrelink) Financial support for people in need	132 717	www.humanservices.gov.au

Other Non-profit Organisations

Organisation	Contact Number	Website
Cancer Council NSW (Emergency Financial Assistance)	13 11 20	www.cancercouncil.com.au/get-support/legal-and-financial-assistance/emergency-financial-assistance/
Cancer Council NSW (Transport and accommodation financial assistance)	13 11 20	www.cancercouncil.com.au/57903/get-support/practical-support-services-get-support/accommodation-practical-support-services/information-about-travel-and-accommodation-subsidies/?pp=110573
Redkite Provide essential support to children and young people (0–24 years) with cancer, and their family and support network who care for them	1800 733 548	www.redkite.org.au

The Salvation Army SalvosConnect Emergency Relief assessment team	1300 371 288	www.salvos.org.au/capregion/community/salvos-connect-community-services/
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2. Legal Advice (include making a will)

Below is a list of free legal advice services for people affected by cancer who are unable to afford the cost of advice.

Organisation	Contact Number	Website
Cancer Council NSW (Legal Aid)	13 11 20	www.cancercouncil.com.au/get-support/legal-and-financial-assistance/free-legal-services/
Legal Aid NSW	1300 888 529	www.legalaid.nsw.gov.au
The Salvation Army Salvos Legal Humanitarian Access free advice at one of their advice bureaus in NSW	8202 1500	www.salvoslegal.com.au/contact/

Making a will

Organisation	Contact Number	Website
The NSW Trustee and Guardian Provide trustee and financial management services including Will preparation, Power of Attorney services and Will Safe storage etc.	1300 364 103	www.tag.nsw.gov.au/fees-and-charges-wills.html

3. Community Transport

Community transport services are locally based in communities and assist the frail aged and people with disabilities, who are experiencing transport difficulty. To apply for this service, My Aged Care has to assess the user's eligibility.

This service transports in cars or mini buses for eligible clients, provides door to door service within and outside the St George area. These clients are picked up from their homes to attend appointments and later returned home.

Organisation	Contact Number	Website
St George Community Transport Funded under the Home and Community Care Program (HACC)	9585 3000	www.stgct.org.au The service is available to residents of the St. George area who meet the HACC eligibility criteria.

4. Home Care Service

- ♦ Home and Community Care service providers can provide practical support for the people in need each week, such as cleaning, showering, shopping, meal preparation and in-home respite.
- ♦ For those over 65 years old, services provided under the Commonwealth Home Support Program can be accessed through My Aged Care 1800 200 422.
- ♦ You can choose to register your details with My Aged Care, who will provide information on service providers appropriate to your level of need.

a. Home and Community Care Services (HACC)

Most of the services are Government subsidised, however, it is recommended that you contact the service provider to determine the fees you will need to pay. Alternatively, you may self-refer to the individual service providers listed.

Home Care Providers in Georges River Council area

Organisation	Contact Number	Website
Advance Diversity Service	9597 5455	www.advancediversity.org.au
Australian Home Care	1300 303 770	www.ahcs.org.au/
Australian Unity Home Care Service	1300 160 170 1300 294 507	www.australianunity.com.au/home-services
Baptist Care	9023 2500 1300 275 227	www.baptistcare.org.au
Benevolent Society	1800 236 762 1800 917 139	www.benevolent.org.au
CASS Social Support Services	9789 4587	www.cass.org.au
KinCare	1300 733 510	www.kincare.com.au
Kogarah Community Service Inc	9553 6506	www.kogarahcommunity.org.au/
Multicultural Aged Care Inc	9718 6199	www.mac.org.au/
The Salvation Army Aged Care Plus	9779 9411 1300 111 227	www.agedcareplus.salvos.org.au/
3 Bridges Community	1300 327 434 8027 3200	www.3bridges.org.au

b. Home Care Packages

The Australian Government's Home Care Packages Program helps you to live independently in your own home for as long as

you can. The program provides a subsidy towards a package of care, services and case management to meet your personal needs.

There are four levels of home care packages. A professional assessor will work with you to find out if a home care package is the right service for you, which level of service you need and when you might need it. The four package levels are structured as follows:

- ♦ Level 1 - basic care needs
- ♦ Level 2 - low-level care needs
- ♦ Level 3 - intermediate care needs
- ♦ Level 4 - high-level care needs

Each level of home care package provides a different subsidy amount. This amount is paid to an approved home care provider that you have selected. The subsidy contributes to the total cost of your service and care delivery. It is also expected that you will contribute to the cost of your care where your personal circumstances allow.

If you have not already been assessed by an Aged Care Assessment Team (ACAT) for a Home Care Package, you (or your nominated representative) need to contact My Aged Care on **1800 200 422**.

My Aged Care's website: myagedcare.gov.au

5. Carer Respite

Respite care provides the opportunity for you and the person you are caring for to take a break. Respite care can be for only a few hours or days while you attend to an urgent matter, or multiple times a week for an extended period of time.

For carers requiring emergency or short term respite, support groups or counselling services, call the following numbers to find more information regarding carer services near you.

Centre based respite care service includes: centre based day respite, residential day respite, community access-group.

Organisation	Contact Number	Website
Advance Diversity Service	9597 5455	www.advancediversity.org.au
ARV HomeCare	1300 111 278	www.anglicare.org.au
Benevolent Society	1800 236 762 1800 200 422	www.benevolent.org.au
CASS Centre Based Day Care	9789 4587	www.casscare.org.au/chsp---centre-based-day-care
Mary Potter House	9553 3587	www.calvarycare.org.au/public-hospital-kogarah/services-and-clinics/mary-potter-house/
Sydney Multicultural Community Services	9663 3922	www.sydneymcs.org.au/
3 Bridges Community	1300 327 434 8027 3200	www.3bridges.org.au

6. Meals Service

Meals that meet individual and dietary needs are prepared and delivered to the client's home and at a centre or other setting.

Organisation	Contact Number	Website
St George Meals on Wheels NSW Inc	9584 1286	www.stgmownsw.com.au
3 Bridges Community	1300 327 434	www.3bridges.org.au/what-we-do/senior-services/

7. Palliative Care Services

Palliative care addresses physical, psychosocial and spiritual needs for people with a life-limiting or terminal illness. It provides individualised care to enhance the quality of life for both patients and carers as much as possible. Palliative care may be beneficial for people at any stage of advanced cancer.

Organisation	Contact Number	Website
Palliative Care services at Calvary Health Care Kogarah	9553 3111 9553 3000	www.calvarycare.org.au/public-hospital-kogarah/services-and-clinics/specialist-palliative-care/

8. Nurses Care Services

Clinical care provided by a registered or enrolled nurse. This care is directed to treatment and monitoring of medically diagnosed clinical conditions.

Organisation	Contact Number	Website
At Home Services Feros Care	1300 763 583	www.feroscare.com.au/home-care
Calvary Kogarah Community Health	9553 3111 9553 3000	www.healthdirect.gov.au/australian-health-services/20063997/calvary-kogarah-community-health/services/kogarah-2217-rocky-point
Nurses On Wheels	9502 3422	www.nursesonwheels.org.au/
Southern Cross	1800 852 772	southerncrosscare.com.au

St. George
Community Nurses

9113 3999
1300 427 603

www.healthdirect.gov.au/australian-health-services/20108852/community-nursing-st-george/services/kogarah-2217-gray

9. Interpreting Service

Translating and Interpreting Service (TIS National)

TIS is an interpreting service provided by the Department of Home Affairs for people who do not speak English. The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year for the cost of a local call for any person or organisation in Australia who needs an interpreter.

Call TIS National on **131 450**

Provide the operator with the language of the interpreter that you need

Doctors Priority Line

The Doctors Priority Line gives eligible doctors priority access to TIS National phone interpreters. General Practitioners and approved Medical Specialists can use the Doctors Priority Line when providing services that are: Medicare-rebateable; delivered in private practice and provided to non-English speakers who have a Medicare card.

Doctors Priority Line **1300 131 450**

Website: www.materonline.org.au/MaterOnline/media/materonline/PDFs/Doctors-Priority-Line-DSS-Information-Brochure.pdf

24 hours a day, every day of the year. The Line is available across Australia for the cost of a local call (from a landline).

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Disclaimer

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About CanRevive

CanRevive Inc. is a public benevolent institution, established in 1995 at Haymarket, Sydney, by two cancer survivors and one carer to support Chinese speaking people through their cancer journey. Its aim is to help minimise the impact of cancer on patients and their families by providing information and emotional support to cater for their cultural and linguistic needs. An extensive range of support services is provided by trained volunteers and professional staff, such as support groups, phone support, home and hospital visits, public information sessions, complementary therapy programs and interest groups. Please visit our website www.canrevive.com for more information.

About Australian Chinese Medical Association (ACMA)

The Australian Chinese Medical Association Inc (ACMA) in NSW was formed in 1990 as being the only medical association formed by registered medical practitioners with Chinese background at that time. Back then, the Chinese community was at its nascent stages of development and it was felt that an organisation which promoted and responded to health issues affecting the Australian Chinese community was required. The Association also allowed members to stay connected at professional and social levels.

With the expanding Chinese community and the increased integration of the Chinese into the broader community, the role of the ACMA has changed gradually throughout the years. The current aims of the ACMA centres around: professional networking, community health, including contribution to charitable causes and organisations, continuing medical education and social exchange. Furthermore, ACMA has also established ACMA Charitable Trust. It was established in 1992 as a registered public charity in the state of NSW. The Trust ongoingly donates funds to support education and research in medicine, relief of distress and hardship of people in need, provide scholarships and bursaries to promote the undertaking of medical research and studies, as well as to make donations to other publicly registered charities.

