Cancer Council SA - support

A diagnosis of cancer can present challenges to people living in rural and remote areas of South Australia. Cancer Council SA offers information, support, practical assistance and understanding to anyone affected by cancer.

A place to stay: Thanks to the generous support of South Australians, especially fundraisers in regional areas, Cancer Council provides a warm and welcoming environment to guests who need to travel to Adelaide for treatment. Travelling far from home can place further stress on people affected by cancer. The Cancer Council Lodges provide a friendly place to stay, with transport to some treatment centres and support services, including social workers, to make the guest’s stay as comfortable as possible.

Whether a person is directly or indirectly affected by cancer the free Cancer Counselling Service offers an opportunity to discuss the cancer experience and its impact. Cancer Council’s professional counsellors are experienced in helping people affected by cancer learn new ways to manage stress, set personal goals and develop ways to achieve them, or find ways to talk to family and friends about the patient’s concerns. Counsellors are available to speak to in person or over the phone.

Legal and financial assistance: Dealing with cancer can present significant financial challenges. Finding time for appointments and treatments while facing medical bills and additional travel costs can all take a toll on the budget. Cancer Council can help find relevant community and government resources that may be able to assist legally and financially. Cancer Council may also be able to provide a one-off grant to help meet specific financial challenges posed by cancer.

Cancer Council 13 11 20 is a confidential information and support service where people can speak to a Cancer Council Nurse about cancer.

Cancer Council Nurses can also help to clarify medical terms, procedures and treatments and provide printed information. To order copies online fill in the resource order form www.cancersa.org.au from the website or call 13 11 20.

Anyone can call the Cancer Council 13 11 20 - people living with cancer, their families, carers, friends, people wanting to reduce their cancer risk and health professionals.


Cancer Council 13 11 20 is open Monday to Friday, 8:30am to 5:30pm and is the gateway to all Cancer Council services.
My Aged Care

My Aged Care (MAC) is the new national system that has been developed by the Australian Government Department of Social Services for access to and management of Australian Government funded aged care services. It has a number of key components:

- **Website** – where service providers and consumers and their carers can find information on aged care services available across Australia including:
  - Commonwealth Home Support Programme (CHSP)
  - Home Care Programme (Packages)
  - Transition Care Programme
  - Residential Respite Care
  - Residential Care

- **Contact Centre** – where consumers, their carers and service providers can speak to call centre staff to refer someone for an aged care service.
  - The phone number is 1800 200 422 and is operational between 8am and 8pm on weekdays and between 10am and 2pm on Saturdays.
  - The Contact Centre staff will ask a series of simple questions to register the referral and open a Consumer Record.
  - A referral will then be made to the appropriate assessment service depending on the person’s level of need.
  - Hospitals can refer direct to the Contact Centre using an electronic form.
  - The referrer must have the consumer’s consent and provide details that identify the individual.

- **Consumer records** – when consumers are referred to MAC their details are registered and an electronic record developed.
  - As the person is assessed and services are provided, these details are added to the electronic record.
  - This record can also be accessed by the consumer.

The MAC commenced operation from 1 July 2015, along with the introduction of the new Regional Assessment Services (RAS) who undertake face to face assessments to determine eligibility for entry level aged care services in people’s homes or community setting i.e. Commonwealth Home Support Programme (CHSP). The CHSP is an amalgamation of previous Home and Community Care Services (otherwise known as Domiciliary Care Services), National Respite for Carers Program, and Day Therapy Centres. The RAS assessment information is entered into MAC and referrals are made electronically to CHSP service providers. The consumer can choose which service providers they are referred to.

Aged Care Assessment Teams (ACATs) are an established part of the aged care system and provide the comprehensive assessment of older people for eligibility to access higher levels of aged care i.e. Home Care Packages, Residential Care, Residential Respite Care and Transition Care Packages. ACATs have been receiving referrals through the MAC since the 1 July 2015. From the 21 March 2016, the South Australian ACATs are now entering their assessment information in the MAC Consumer Record and referring to service providers electronically through the MAC system.
The development and transition to the full use of the MAC system has been a monumental change in the aged care sector and has had its challenges including more demand than initially anticipated which has resulted in delays, and issues with the electronic environment including slowness, inefficiencies and information flow disruptions. It has taken a stepped approach to date, however now that the ACATs are using the MAC in its entirety, the major changes are coming to an end. There have been many system upgrades and changes throughout the development to date; and there are more scheduled into the future that will continue to improve on this important foundation of the aged care sector for both consumers and service providers.

Further information can be found on the My Aged Care Website: www.myagedcare.gov.au/.

Louisa DaCosta Trust

Louisa DaCosta Trust has been providing financial assistance to patients following their admission and discharge from a SA Public Hospital for over 100 years. The definition of what constitutes a SA Public Hospital has changed over the years. Today any SA Public Hospital and any health community centre which is a part of SA Health is included in this definition.

To obtain financial assistance from Louisa DaCosta Trust your patient must be in need. And Government funding must not be available. So what are the criteria for gaining financial assistance from Louisa DaCosta Trust? That is difficult to answer because we have very few rules. A social worker remarked recently - "What is great about Louisa DaCosta Trust is that financial assistance is considered that contributes towards my patients quality of life", so the assistance provided is very diverse in nature.

To find out more your enquiry is welcome. Arrangements can also be made to visit your workplace and discuss your patients’ needs with you and your colleagues.

For further information about the Louisa DaCosta Trust and how to apply for assistance go to www.louisaadcosta.com.au or contact James Hill on Ph: 08 8332 9663 or email james@dacosta.net.au

Patient Liaison Network Coordinator – Leave Arrangements

Pam Pratt, the Patient Liaison Network Coordinator for Country Health SA Local Health Network, will be on leave from 21 April until 3 June 2016. Please direct any Patient Journey enquiries to Suzi Lines during this time. Suzi can be contacted on Ph: 8553 4271 or email suzi.lines@sa.gov.au

For more information or to place an article

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