

Diagnosed with a life limiting illness?

# LIVE YOUR BEST LIFE

A photograph showing two hands, one larger and one smaller, reaching towards each other in a field of golden wheat. The sun is low in the background, creating a warm, golden glow and lens flare effects. The hands are positioned as if about to clasp or supporting each other.

Embrace palliative care support and services

This resource was developed and distributed by the volunteers in the Calvary Palliative Care Enhancement Council, with the support of the Calvary Riverina Hospital, and Murrumbidgee Primary Health Network (MPHN). Please note organisations within the booklet are current at the time of printing but may change over time.

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# CALVARY PALLIATIVE CARE ENHANCEMENT COUNCIL

The Calvary Palliative Care Enhancement Council comprises a group of volunteers who are very committed autonomous community members and health professionals. The Council raise and distribute donated funds to support professional development and amenities to enhance the care at Calvary Riverina Hospital's Specialist Palliative Care unit for both private and public patients.

The Calvary Palliative Care Enhancement Council has been chaired from inception by Kay Hull AO, a widely respected leader within the Murrumbidgee community and former political representative for the Riverina.

Donations to the council may be used for:

- Specialised equipment to enhance patient comfort
- Patient and family resources
- Education and research

Your suggestions for use of funds to enhance care are welcome. Please be assured that no matter how large or small, your donation will make a difference to palliative care.

## TO DONATE:

### Option 1

Visit the Calvary website and use the secure online donation form.

[www.calvarycare.org.au/about/support-us/make-a-donation/?to=48](http://www.calvarycare.org.au/about/support-us/make-a-donation/?to=48)

Please direct my donation to\*

Calvary Riverina Hospital  
Palliative Care

### Option 2

By cash, cheque or EFTPOS at the Calvary Riverina Hospital main reception or the Mary Potter Palliative Care Nurses Station.

### Option 3

Direct Deposit

**Name:** CHCR Gift Fund

**BSB:** 062-614      **ACC:** 10263386

**Reference:** PC Your Name

E.g. PC John Smith

### Acknowledgement Information

Please let the council know where they can send a letter of appreciation and official receipt, by including your name, address and if the donation is in honour of someone, in the online donation form, whilst providing the donation in-person, or by contacting Calvary Riverina Hospital (02 6925 3055).



## INTRODUCTION

Traversing the pathway to support services after a life limiting diagnosis can be very confusing and overwhelming. It is for this reason the dedicated volunteers of the Calvary Palliative Care Enhancement Council embarked on a campaign of forums and information booklets to enable the community to gain a better understanding of the many benefits of engaging in early palliative care discussions, in order to live one's best life, and to relieve their concerns and the concerns of their loved ones, families, friends and carers.

This resource guide has been compiled to assist you in understanding what types of services are available and how to access those many services that support the provision of good palliative care, along with information that you will find useful in understanding some of the decisions that you may have to make along the way.

This resource guide does not and is not intended to give either professional advice or be a substitute for that advice. You are encouraged to approach your own professional advisers on all matters which may be applicable to you, however we hope the information compiled in this guide will provide you with greater knowledge that will assist you in those important conversations you will need to have.

# LOCAL MEDICAL FACILITIES

## CALVARY RIVERINA HOSPITAL



**02 6925 3055**

**Hardy Avenue, Wagga Wagga**

Calvary Riverina Hospital is the largest regional private hospital in New South Wales. The hospital has three campuses comprising Calvary Riverina Hospital which is the main campus (located on Hardy Avenue Wagga), and includes:

- Mary Potter's Specialist Palliative Care Unit for public and private patients
- Calvary Riverina Drug and Alcohol Centre (located on Emblen St, Wagga)
- Calvary Riverina Surgicentre (located on Edward St, Wagga).

The hospital provides a diverse range of specialist acute and sub-acute services to people from across the Riverina area.

Services provided by Calvary Riverina Hospital include:

- |  |   |
|--|---|
| • Cardiology                                     | • Ophthalmology                                     |
| • Breast surgery                                 | • Orthopaedics                                      |
| • Dental surgery                                 | • Paediatric surgery                                |
| • Drug and alcohol withdrawal and rehabilitation | • Palliative care (for public and private patients) |
| • Ear, nose & throat surgery                     | • Rehabilitation                                    |
| • General surgery, general medical care          | • Respiratory medicine                              |
| • Gynaecology                                    | • Spinal surgery                                    |
| • Intensive care                                 | • Urology   |
| • Obstetrics                                     | • Vascular surgery.                                 |

Calvary Riverina Hospital has a strong heritage and history in the community of Wagga Wagga having been founded by the Sisters of the Little Company of Mary and is a private not for profit health service. Located on site is the University of Notre Dame Australia which provides medical student education and training. The hospital has a strong relationship with the tertiary sector supporting undergraduate and post graduate students in allied health, nursing, medicine, and other professional groups.



### **CALVARY RIVERINA HOSPITAL SPECIALIST PALLIATIVE CARE UNIT**

Calvary Riverina Hospital's Specialist Palliative Care Unit (SPCU) provides inpatient care to both public and private patients requiring palliative care support.

Many patients are admitted to the SPCU for comprehensive management and treatment of their symptoms such as pain, breathlessness, constipation, or other discomforts associated with their life-limiting illness. Some patients are admitted for end-of-life care when circumstances or their condition prevents them being managed at home. This is the traditional hospice care function. Palliative patients may also be admitted for respite care.

Patients may be admitted into the SPCU multiple times, as their disease progresses and will be discharged home to family and/or carers as their symptoms are better controlled.

The SPCU clinical teamwork in partnership with the community based palliative care team ensuring care and treatment is well coordinated and managed, assisting people to live as well as possible during the palliative phase of their illness.

Calvary Riverina Hospital's palliative care unit is a Specialist Palliative Care Unit which means that patients are admitted under the care of a specialist physician and their care is managed by a multidisciplinary team comprising nursing, allied health, medical practitioners, and pastoral care.

### **HOW DO I ACCESS ADMISSION TO THE PALLIATIVE CARE UNIT?**

Patients may be referred to the palliative care unit by:

- General Practitioner
- Specialist medical practitioner
- Community palliative care nurse
- Local hospital

## WAGGA WAGGA BASE HOSPITAL



**02 5943 1000**



**Edward Street, Wagga Wagga**

The Wagga Wagga Health Service includes Wagga Wagga Base Hospital which provides acute services including a 24-hour emergency department, critical care, medical, surgical, paediatric, obstetric, and rehabilitation care. There is also an inpatient mental health unit and mental health community services.

A full range of allied health and support services such as dental, physiotherapy, occupational therapy, sexual health and violence prevention and response services are also provided. To support patients on discharge, patients may be admitted to the Hospital in the Home (HITH) service, Community Care Nurses, or Palliative Care services in the community.

Palliative Care in the community is supported by General Practitioners and specialist palliative care nurses. Inpatient palliative care is supported by the patient's admitting medical practitioner and clinical team. This care may include additional inpatient support by specialist palliative care nurses which enables continuity of care for the palliative care patient.

Public inpatient palliative care for Wagga Wagga Base Hospital patients is provided by Calvary Riverina Hospital. Inpatients of Wagga Wagga Base Hospital may be transferred to Calvary for inpatient palliative care depending on their care needs as assessed by their treating medical practitioner and palliative care team. Patients may be referred to inpatient palliative care through the Wagga Base Hospital emergency department, community palliative care nurses or their treating medical practitioner.





## THE RIVERINA CANCER CARE CENTRE



**02 6932 1000**



**31 Meurant Avenue, Wagga Wagga**

The Riverina Cancer Care Centre is a comprehensive cancer treatment facility located on the grounds of Calvary Riverina Hospital. The centre provides access to both radiation therapy and chemotherapy treatments. Riverina Cancer Care Centre provides treatment to both private and public patients.

Radiation therapy is generally an outpatient procedure, whereas chemotherapy patients are frequently admitted as day patients. There is a charge for the services received at the Centre. For fee information, please contact the accounts department. Initial referrals for treatment are made by your General Practitioner or other treating specialist. Please bring along your referring letter from your doctor, a list of any medications you may be on, with information on the dose and frequency and any relevant x-rays or results if you have them. Riverina Cancer Care Centre provides patients with access to support from specialised services such as, the Cancer Care Coordinator, oncology Social Worker, Dieticians, Speech Pathologists and Palliative Care Nurses and a number of support groups. McGrath Breast Care Nurses, Amie St Clair Melanoma Nurse and a Prostate Support Nurse are also available for those patients with particular cancer types. There is a free local transport service available for patients needing to travel to the centre for treatment and the Centre has a valued team of volunteers that provide support and assistance to our patients.



## THE FORREST CENTRE HOSPICE



02 6932 3011



Lewisham Avenue, Wagga Wagga

The Forrest Centre Hospice was officially opened in September 2018. The Hospice provides palliative care support in a residential setting for people who cannot be cared for in an acute hospital setting or at home and is ideally suited for those needing longer term care.

The Forrest Centre Hospice has ten dedicated homely rooms offering privacy in a secure and supported setting featuring single rooms with private ensuites and a variety of indoor/outdoor spaces. All rooms are spacious for ease of patient mobility, to facilitate family and small group interaction and provide capacity for a family member sleepover. Rooms are equipped with a small kitchenette as well as independent air conditioning to suit the individual needs of each resident. A smart television is installed in each room and building-wide Wi-Fi is available to residents.

The Hospice provides 24-hour nursing care including trained palliative care nursing staff, a multidisciplinary team approach to care and importantly pastoral care support. A range of activities are available to support living well at end of life. These include:

- Regular religious services
- A range of social activities
- Exercise and wellness programs

Patient care is managed by nursing staff in conjunction with the patient's treating General Practitioner and medical specialist involvement as required.

### HOW DO I ACCESS ADMISSION TO THE HOSPICE?

To be eligible, you need to have been assessed for Permanent Residential Aged Care through My Aged Care.



[myagedcare.gov.au](https://myagedcare.gov.au)



# AGED CARE ASSESSMENT AND RESPITE OPTIONS

## MY AGED CARE



1800 200 422

[myagedcare.gov.au](https://myagedcare.gov.au)

My Aged Care is a central point for accessing Australian Government-funded age care services. My Aged Care can provide information and support needed to understand, access, and navigate the aged care system via the website, over the phone and where possible in person.

This can include:

- Information on the different types of aged care services available
- An assessment of needs to identify eligibility and the right type of care
- Referrals and support to find service providers that can meet your needs
- Information on what you might need to pay towards the cost of your care

### Steps

1. You can apply for an assessment online or you can call My Aged Care on 1800 200 422. They will ask you a series of questions about your circumstances. Remember to say that the Assessment is for Palliative Care Respite, so that it is processed as a high priority.
2. Based on the information you give during your phone call with My Aged Care, you may be referred for a formal assessment with a My Aged Care assessor to better understand and support your needs.

Assessments are done in person (usually in the home) by an assessment team. An appointment will be arranged, and the assessor will come to your home.

For an assessment, you should:

- have your Medicare card and one other form of ID proof - such as DVA card, driver's license, healthcare card, or passport
- have a copy of any referrals from your doctor
- consider if you would like a support person present
- have any information you already have about aged care services that you may want to discuss
- have contact details for your GP or other health professionals
- consider if you need special assistance to communicate, such as a translator or Auslan interpreter
- have information on any support you receive.



3. Depending on the outcome of the assessment, you will be able to access support services. Services can include:
- Services for getting out and staying social: Social outings, groups, and visitor; Transport.
  - Services for getting some temporary help: Day/overnight respite; Help to restore independence; Transition care after leaving hospital.
  - Services for keeping me well: Bathing, hygiene, and grooming; Help with impairments or continence; Meals and food preparation; Nursing; Podiatry, physiotherapy, and other therapies.
  - Services for keeping my home liveable: Aids to stay independent; Changes to my home; Cleaning, laundry, and other chores; Home or garden maintenance.

## CARE FINDER PROGRAM

Care finders is a free service which supports vulnerable, older members of our community who would not be able to arrange services without intensive support and do not have a family member or friend who can help. Care finders can provide specialist and intensive assistance to those requiring support to learn, access and navigate age care services. This includes My Aged Care as well as other local health care community services.

For Berrigan, Edward River and Jerilderie.



**Uniting 03 5883 2044**

For all other areas of the Murrumbidgee Region.



**Marathon Health 1300 418 223**



**[marathonhealth.com.au](https://marathonhealth.com.au)**



## MORE ABOUT RESPITE CARE

Respite care can support you and your carer with a break for a short period of time. This gives carers the chance to get to everyday activities or go on a planned break. Formal respite care may be for a few hours, days or for longer periods. It can take place in the home, an overnight respite cottage, a day centre or an aged care home.

There are different types of respite care to suit your situation depending on your needs, eligibility and what services are available in the area:

1. **Emergency respite:** When emergency respite care is needed, call your local Commonwealth Respite and Carelink Centre. Emergency respite care can be community based or in an aged care home.

**National: Carer Gateway**

**Local – Regional NSW: LiveBetter**



1800 422 737



[carergateway.gov.au](https://carergateway.gov.au)

2. **Community based respite care:** In-home respite usually involves a paid carer coming to your home. Centre-based day respite usually takes place at a day centre.
3. **Residential respite care (short stays in aged care homes):** Access may be supported by My Aged Care or the National Disability Insurance Scheme, contact Carer Gateway to discuss all respite care options locally available in your area.



1800 422 737



[carergateway.gov.au](https://carergateway.gov.au)



## COMMUNITY AND PALLIATIVE CARE NURSING AND AFTER-HOURS SUPPORT

1. **MLHD Community Care Nursing:** Community care nurses are able to provide: In home nursing care after a hospital stay, general nursing care, including assistance with chronic conditions, 'hospital in the home' services, which provide hospital type care outside of the hospital and palliative care nursing assistance, for people who have a life limiting illness and require support to stay at home.



1800 654 324

2. **MLHD Palliative Care Service:** This service covers the geographical footprint of MLHD. It can be accessed by any person their carer or family who are living with a life limiting and incurable illness. You can still be receiving treatment for your illness and access palliative care. It is not essential, but it is preferred that a referral to Palliative Care comes from your treating doctor, or community care nurse. However, anyone can make a referral providing the person being referred has given their permission.

The MLHD Palliative Care Service is made up of specialist nurses and allied health clinicians (Social Work, Occupational Therapy, Speech Pathology, Dietitian and Aboriginal Health Support Worker).

The service is here to assist you and your family to live as comfortably as possible with a life-limiting illness. The community service provision is based on assessed needs. The palliative care nurses work closely with your GP, other medical specialists, and health care providers.


Palliative care clinicians work with you to identify and assist you and your family to manage symptoms and problems which may be physical, emotional, spiritual, or social. They work with other health professionals to make sure the care you receive is tailored to your needs and well-coordinated.

You can receive palliative care support whether you are at home, in a residential care facility or in hospital.



1800 654 324

3. **In Home Nursing Support via My Aged Care:** To find out if you need an assessment and if you are eligible for help at home services, call My Aged Care.

 **1800 200 422**

After assessment, you may be eligible under the Commonwealth Home Support Programme or with other services, as part of a Home Care Package, to receive personal care and nursing care in the home. <https://www.myagedcare.gov.au/aged-care-services/nursing>

MLHD Palliative Care Volunteer and Care Network Trained palliative care volunteers have long been active and important members of palliative care services, helping patients and their families with a range of support services. This free service provides companionship and support for carers and patients in their home. To find out more, phone the MLHD Palliative Care Volunteer and Carer Network Coordinator.

 **0456 429 050**



## AFTER HOURS SUPPORT

1. **NSW Ambulance** has a role in end-of-life care. They are trained in and have protocols to provide high quality, compassionate palliative care services to support palliative care patients in the community setting. They will assess, may provide symptom management, support carers and families and if required and in alignment with the patient's chosen location of care, transport the patient to hospital.

To assist NSW Paramedics with their clinical decision making, it is recommended that the patient have an Advance Care Plan, a recent hospital discharge summary (if available), medication list and a letter from their palliative care clinician.

2. **Palliative Care Specialist Nurse On Call:** This service is provided on an individualised basis for patients who are assessed as being either deteriorating or in terminal phase. Speak to the palliative care nurse about this, in office hours.
3. **Wagga GP After Hours Service:** The Wagga GP After Hours Service operates outside normal surgery hours for urgent medical treatment. The service operates a clinic on evenings, weekends, and public holidays with a GP on-call for urgent home visits. Consultations are by appointment. To book a clinic appointment or to speak to the on-call General Practitioner. Phone lines are open 30 minutes before clinic opening times.



**02 6931 0900**

### **Clinic Hours of Operation**

Monday – Friday: 7.00pm–9.00pm

Saturday: 6.00pm–9.00pm

Sundays/Public Holidays: 9.00am–1.00pm and 5.00pm–9.00pm

4. **Speak to your doctor** to find out if your clinic provides an after-hours service.

## ACCOMMODATION SUPPORT

1. **Lilier Lodge:** Provides accommodation for people undergoing cancer treatment at nearby facilities including the Riverina Cancer Care Centre, Wagga Wagga Base Hospital and Calvary Riverina Hospital. When vacancies allow, accommodation may be extended to people travelling for other medical appointments. The lodge is a 20 double room self-care facility with guest laundry, communal kitchen, and lounge with free wi-fi. All linen is provided, and rooms are serviced on a weekly basis. Continental breakfast is included.



**02 6925 5240**



**[canassist.org.au/lilier-lodge/#facility](https://canassist.org.au/lilier-lodge/#facility)**



**317-321 Edward Street Wagga**

2. **Leukaemia Foundation:** Offer subsidised or free (where possible) accommodation to regional and rural patients with a blood cancer diagnosis, and their families when travelling to a major city hospital such as Sydney and Newcastle. This is achieved through the government subsidy scheme where available and donations to the Leukaemia Foundation.



**[leukaemia.org.au/our-services/accommodation-services](https://leukaemia.org.au/our-services/accommodation-services)**

To request accommodation, submit an online accommodation form via the link on the accommodation webpage or contact the Access and Navigation team.



**[leukaemia.org.au/how-we-can-help/accommodation-services/about-accommodation-services](https://leukaemia.org.au/how-we-can-help/accommodation-services/about-accommodation-services)**



**1800 555 021**

3. **The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS):**  
IPTAAS provides financial assistance from the NSW Government towards your travel and accommodation costs when you need to travel long distances for specialised health treatment that is not available locally. To be eligible for IPTAAS, you must:
  - be a resident of NSW including Lord Howe Island
  - be enrolled with Medicare
  - not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
  - be referred for treatment at their nearest health service
  - receive treatment at an approved health service
  - travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment

Lodge a claim online or download IPTAAS Application forms and submit these to the local IPTAAS office or via email.



**[iptaas.enable.health.nsw.gov.au](https://iptaas.enable.health.nsw.gov.au)**



**[IPTAAS@health.nsw.gov.au](mailto:IPTAAS@health.nsw.gov.au)**





## ALLIED HEALTH SERVICES

### MLHD COMMUNITY CARE INTAKE SERVICE

Referrals for a community health service or information on local community services can be accessed through the Community Care Intake Service. You can call the service and make a self-referral, or your local GP, doctor or any service provider can refer you.



**1800 654 324**


The following services can be accessed via the Community Care Intake Service:

- Community Nurses
- Child and Family Nurses
- Counselling Services
- Occupational Therapist
- Dietitian
- Kidney and Renal Services
- Physiotherapist
- Speech Pathologist
- Palliative Care Nurses
- Diabetes Educator
- Respiratory Care
- Integrated Care
- Women's Health
- Tuberculosis Services

## BLOOD TESTS AND PATHOLOGY

### 1. Douglass Hanly Moir – At Home Pathology Services


Please check your eligibility for Home Visits with the provider through your GP.

 02 6932 6700

 Wagga Calvary Hospital, St Gerard's Wing, Hardy Avenue, Wagga

### 2. NSW Health Pathology

Pathology services are generally bulk billed, however, there are specific test that will include a fee. No home visit service.


 02 6933 6700

 Wagga Wagga Base Hospital

### 3. Laverty Pathology

Generally, most pathology services are bulked billed, however, there may be times where there is a Medicare cost for specific tests. Please check your eligibility for Home Visits with the provider through your GP.

 02 6925 7442


 53 Ferleigh Road, Wagga




## COUNSELLING AND OTHER SUPPORT

1. **Cancer Care Coordinator:** The Cancer Care Coordinator is a senior specialist nurse who may be called a clinical nurse consultant or clinical nurse specialist. They coordinate your care throughout diagnosis and treatment and work closely with specialists and other members of the health care team. Cancer Care Coordinators also provide information and support.

 **Wagga Wagga Health Service 02 5943 1000**


 **Young 02 6382 8888**


2. **Melanoma Support Nurse:** Provides assistance and support to clients and their carers through education, support and guidance throughout treatment. Contact Wagga Melanoma Nurse.

 **0413 766 232**

 **Danielle.Goss@melanoma.org.au**

Melanoma Institute Australia also offer clinical psychology services (non-crisis).


 **02 9911 7285**

 **psychology@melanoma.org.au**


3. **McGrath Breast Care Nurses:** Inform, organise, empower, and support people with breast cancer and their families. Support patients and their families across Australia, Breast Care Nurses are based locally throughout the region (including Wagga Wagga, Griffith and Young).

 **[mcgrathfoundation.com.au/get-support/find-a-nurse](http://mcgrathfoundation.com.au/get-support/find-a-nurse)**

 **Breast Care Telephone Support Nurse 1800 183 338**

 **Wagga Wagga 02 5943 2311 or 0418 421 843**

4. **Prostate Cancer Specialist Nursing Service:** An experienced registered nurse who has received additional training to make them an expert nurse in prostate cancer care. The Prostate Cancer Specialist Nurse works within a clear framework to ensure you receive the same level of care from your nurse, no matter where you live. Contact the Community Care Intake Service.

 **1800 654 324**

Wagga Wagga Prostate Cancer Social Support Group, please call Mike Murray.

 **0466 043 781**



5. **Leukaemia Foundation:** Will help navigate the emotional, physical, and psychosocial challenges of a blood cancer diagnosis, treatment, and survivorship. Service and support include accommodation, transport, information and education services, and emotional support services.



**1800 620 420**



**[leukaemia.org.au/how-we-can-help](https://leukaemia.org.au/how-we-can-help)**

6. **Pancare Foundation Australia:** PanSupport is a dedicated support, resource and information service that is available to all families impacted by pancreatic, liver, stomach, biliary and oesophageal cancers. A team of specialists in upper gastrointestinal (GI) cancer care and support you and your family in a variety of ways on your cancer journey.



**1300 881 698**



**[pancare.org.au/pansupport/what-is-pansupport](https://pancare.org.au/pansupport/what-is-pansupport)**

7. **Mental health care plans:** A mental health treatment plan lets you claim up to 10 individual and 10 group sessions with a mental health professional each calendar year.

To start with, your doctor or psychiatrist will refer you for up to 6 sessions at a time. If you need more, they can refer you for further sessions. Health professionals set their own fees, so Medicare may only cover some of the cost.



**[servicesaustralia.gov.au/mental-health-care-and-medicare](https://servicesaustralia.gov.au/mental-health-care-and-medicare)**

8. **Murrumbidgee PHN Central Access and Navigation Service:** Provides support to community members, GPs, and other service providers to help navigate the Murrumbidgee mental health system. The team will connect people with our commissioned mental health providers and can also connect people with broader services to best meet people's needs.



**1800 931 603**



**[can@mphn.org.au](mailto:can@mphn.org.au)**



**[mphn.org.au/mhs/central-access-and-navigation](https://mphn.org.au/mhs/central-access-and-navigation)**

9. **Wagga Wagga Community Mental Health and Drug & Alcohol Service:** It provides specialist assessment and support to people experiencing severe or complex mental health issues and those with drug and alcohol dependency. Ph. (02) 5943 1700



**02 5943 1700**

10. **Carer Gateway:** Offer in-person and online peer support groups, in-person and phone counselling, and in-person and online self-guided coaching.



**1800 422 737**



**[carergateway.gov.au/services-and-support](https://carergateway.gov.au/services-and-support)**

11. **Accessline:** A free phone service staffed by mental health practitioners and operates 24 hours a day, seven days a week. Accessline is available to anyone living in the Murrumbidgee Local Health District region.



**1800 800 944**



**[mlhd.nsw.gov.au/our-services/mental-health-services/accessline-1800-800-944](http://mlhd.nsw.gov.au/our-services/mental-health-services/accessline-1800-800-944)**

12. **Carers NSW:** Carers NSW is the peak non-government organisation for carers in NSW, part of the National Carer Network and a member of Carers Australia. Carers NSW works with the other state and territory Carer Organisations. Carers NSW works with all carers regardless of their age, location, life-stage, or circumstances. This includes those caring for individuals with support needs relating to ageing, disability, health, and mental illness. Carers NSW provides free training and support to carers and service providers who currently facilitate a carer support group or are looking to set up a carer support group in their local area.



**02 9280 4744**



**[carersnsw.org.au/services-and-support/programs-services/carers-support-groups](http://carersnsw.org.au/services-and-support/programs-services/carers-support-groups)**

13. **Carers NSW: Young Carers:** The Young Carer Program at Carers NSW provides information and referral support to young carers in NSW and the professionals, educators and community members who support them. The Young Carer Program supports young carers through:

- Linking young carers in with practical supports that meet their needs, such as other services and programs
- Providing information to young carers, parents, and other stakeholders through our monthly eNewsletter, YC eNews
- Developing resources to raise awareness of young carers in the community
- Delivering Young Carer Awareness Training and other information sessions to help raise awareness of young carers in schools, universities and organisations

For carer support services please contact Carer Gateway. Complete the online form to connect with the Carers NSW Young Carer Program.



**1800 422 737**



**[carersnsw.org.au/services-and-support/programs-services/young-carers/young-carer-program-sign-up-form](http://carersnsw.org.au/services-and-support/programs-services/young-carers/young-carer-program-sign-up-form)**

14. **CanTeen:** Canteen counselling services are confidential and completely free. Phone, use the referral contact form online or access CanTeen Connect.



**1800 226 833**




**[canteen.org.au/refer](http://canteen.org.au/refer)**





**[canteenconnect.org](http://canteenconnect.org)**

- 15. Cancer Council Support and Services:** Cancer Council is a free, confidential telephone information and support service run by Cancer Councils in each state and territory. If you have a question about cancer, or to find out about the range of support services for people affected by cancer in your local area call to speak to specially trained staff.

 **13 11 20**

- 16. Dementia Australia (includes Alzheimer's):** Dementia Australia offers free, confidential, professional counselling for individuals, families, couples, and professional carers at all stages of a dementia journey. Call the free National Dementia Helpline or use the online service enquiry/referral request form.

 **1800 100 500**  
 **[dementia.org.au/support/service-enquiry](https://dementia.org.au/support/service-enquiry)**

- 17. MyStep:** MyStep to Mental Wellbeing (MyStep) offers a range of mental health supports for all ages from health information and early intervention to psychological treatment for mental health issue. Services are delivered face to face and using telehealth.




Eligibility: All ages

Cost: All services are fully funded

Provider: Grand Pacific Health and Murrumbidgee Local Health District

Location: Throughout the MPHN area.

How to access the service: Referrals can be sent via the MPHN Central Access and Navigation Service. Self-referrals are also welcome. A mental health treatment plan from a GP may be needed for ongoing support.

 **1800 931 603**  
 **02 6921 9911**  
 **[can@mphn.org.au](mailto:can@mphn.org.au)**



**18. Peace of Mind Foundation:** The foundation provides support to brain cancer patients, their carers and loved ones through a variety of services.

- **National Advocacy Service:** Collaborative partners Cure Brain Cancer Foundation and Peace of Mind Foundation for the National Advocacy Service, aid families impacted by brain cancer with accessing support services such as the National Disability Insurance Scheme, Centrelink and other government programs.
- **Counselling Services:** Face to face support groups and funded counselling are available to help brain cancer patients and family members through diagnosis and finding enjoyment in life while face with uncertainty. Depending on your location, counselling support can be provided face to face or online. Peace of Mind also offer funded and/or discounted sessions to their preferred professionals.

For eligibility and registration to either service, complete the 'Request for Support Services' form online, phone or email with questions or queries about the foundation or services.



[peaceofmindfoundation.org.au/request-for-support-services](https://peaceofmindfoundation.org.au/request-for-support-services)



0411 382 457



[info@peaceofmindfoundation.org.au](mailto:info@peaceofmindfoundation.org.au)

**There are a number of private counsellors and support providers in the local area. Speak to your doctor for further information.**

## FINANCIAL SUPPORT

1. **Cancer Council NSW Financial Support:** Help cancer patients who are experiencing financial hardship to access financial counselling and emergency financial assistance payments. The financial counsellors will act as a negotiator and advocate for people who are at financial risk and provide a free service to their clients (they are not allowed to charge fees or commissions). Financial counselling is offered over the phone or face-to-face in limited locations. Patients can receive a once-off financial support towards everyday expenses up to a total of \$350 (If eligible).



**13 11 20**



**Translator service 13 14 50**

2. **Can ASSIST:** Your local Can Assist branch will tailor financial assistance to meet your individual needs. Can Assist provides financial aid with no means testing, in a variety of ways, including:
  - Accommodation expenses
  - Accommodation at Lilier Lodge
  - Medical expenses such as pharmaceutical costs
  - Travel expenses
  - Eligible household expenses for example utility bills, rates, or groceries

To apply for financial assistance through Can Assist:

- Complete the request form online
- Attach a letter from your health care professional (i.e. local doctor, oncology social worker or oncology nurse).
- Attach a copy of the unpaid bill (or a note requesting food or petrol vouchers).
- Send the request for financial assistance and your supporting documents to your local branch. If you don't know your local branch, please select Sydney (Head Office) and the team will forward it to the correct branch.



**[canassist.org.au/cancer-assistance/financial-assistance](https://canassist.org.au/cancer-assistance/financial-assistance)**



**1300 226 277**

3. **Intereach NSW:** No Interest Loan Scheme loans can be used for the purchase of essential goods and services up to \$2,000, or up to \$3,000 for housing related expenses such as bond or rent in advance, or for recovery from a natural disaster. Repayments are set at an affordable amount over 12 to 18 months. An Intereach staff member will meet with you to explain the process and gather the information required. It is then submitted for assessment. Intereach delivers NILS loans in partnership with Good Shepherd Microfinance. Please complete the form online. An Intereach staff member will review your request and contact you directly. Alternatively, you can call into one of the NSW offices, call or email for more information or if you require assistance.



[intereach.com.au/no-interest-loan-scheme-eligibility-form](https://intereach.com.au/no-interest-loan-scheme-eligibility-form)



1300 488 226



[nils@intereach.com.au](mailto:nils@intereach.com.au)

4. **Early release of superannuation:** You can access your super early in very limited circumstances, including to pay certain expenses on compassionate grounds, as well as terminal illness, incapacity, and severe financial hardship.

You may be able to access your super if you have a terminal medical condition and all these conditions are met:

- Two registered medical practitioners have certified, jointly or separately, that you suffer from an illness or injury that is likely to result in death within 24 months of the date of signing the certificate.
- At least one of the registered medical practitioners is a specialist practising in an area related to your illness or injury.
- The 24-month certification period has not ended.

Contact your super fund to request access to your super due to a terminal medical condition. Your fund must pay your super as a lump sum. For the payment to be tax-free you must have a terminal medical condition either:

- at the time of the payment
- within 90 days of receiving the payment.

If you have a terminal medical condition and you have super held by the ATO, you can claim it through your super fund or directly from the ATO.



[ato.gov.au/individuals/super/withdrawing-and-using-your-super/early-access-to-super/when-you-can-access-your-super-early](https://ato.gov.au/individuals/super/withdrawing-and-using-your-super/early-access-to-super/when-you-can-access-your-super-early)

5. **The Department of Veterans' Affairs:** Provides support to current and former serving members and their families through a range of benefits.

Financial support includes:

- Economic Support Payments
- Compensation claims
- Income support
- Discount and concessions
- Help with your vehicle costs



**1800 838 372**



**dva.gov.au**

6. **Centrelink benefits:** Carer Allowance is a supplementary payment if you care for someone who needs daily support.

This fortnightly payment is for you if you give support and care to someone either:

- with disability
- with a medical condition
- who's frail aged.

This payment is for you if the person you care for needs ongoing daily care for at least 12 months or has a terminal medical condition.

As the carer, you'll need to:

- meet residence rules
- provide daily care and attention to someone who needs it in their home, or your home.

To claim Carer Allowance you need to first check your eligibility. To claim online go to your myGov account, alternatively call the Disability, sickness, and carers line, or attend your local service centre in person.



**servicesaustralia.gov.au/how-to-claim-carer-allowance**



**132 717**

7. **Leukaemia Foundation:** Offer subsidised or free (where possible) accommodation to regional and rural patients with a blood cancer diagnosis, and their families when travelling to a major city hospital such as Sydney and Newcastle. This is achieved through the government subsidy scheme where available and donations to the Leukaemia Foundation. To request accommodation, submit an online accommodation form via the link on the accommodation webpage or contact the Access and Navigation team.



**leukaemia.org.au/our-services/accommodation-services**



**leukaemia.org.au/how-we-can-help/accommodation-services/about-accommodation-services**



**1800 555 021**

8. **Anglicare NSW West:** The financial counselling service offers support to people who are having difficulty managing their finances.

The service can:

- Assist you in assessing your current financial situation
- Provide you with options and their implications
- Negotiate on your behalf with your creditors
- Provide ongoing support and refer you to other welfare services
- Assist you with insolvency options
- Provide money management education and workshops
- Advocate for you and your legal right to get relief from debt

Free financial counselling in Wagga Wagga and surrounding Riverina.



**02 6937 1555**



**referralsfc@anglicare.com.au**

9. **Dreams2Live4:** Dreams2Live4 makes dreams come true for patients who are living with metastatic cancer (meaning any cancer which has spread), relapsed lymphoma, relapsed leukaemia, and high-grade brain tumours.



**02 8914 9997**



**dreams2live4.org.au**

10. **Country Hope:** Riverina based, provides emotional and financial support to country families who have a child diagnosed with cancer or other life-threatening illnesses.



**countryhope.com.au**



**02 6971 8955 or 1800 007 880**



**admin@countryhope.com.au**

11. **Peace of Mind Foundation:** Together with The Superheroes Foundation, Peace of Mind fund small financial grants for brain cancer patients and their families that are experiencing financial difficulty. These grants could be used, for example, to cover the cost of medications, hospital parking or an electricity bill. Eligibility to apply for financial assistance includes:

- Diagnosis of malignant brain tumour (higher grades prioritised)
- Experiencing financial hardship
- Signed referral by a GP, oncologist or social worker outlining the diagnosis and current treatment plan (must be on official letterhead)

To apply, complete the 'Register for Support Services' form online.



**peaceofmindfoundation.org.au/request-for-support-services**



**0411 382 457**



**info@peaceofmindfoundation.org.au**



## FOOD AND MEALS SUPPORT OPTIONS

1. **Meals on Wheels:** Available across the Riverina, Meals on Wheels provides 'nutritious meals, wellness checks and peace of mind'. Wagga Wagga Meals on Wheels supports people who wish to remain living in their own homes. Frail aged, younger people with disabilities and carers may be able to receive this service.

For Commonwealth Home Support Program:

- Your choice of food for breakfast, lunch, or dinner
- Free delivery
- Regular or casual
- Heat2eat
- Hot meal

For those who don't qualify for CHSP:

- **EASY LIFESTYLE FOOD** - Easy meals ready to heat for the times that you would prefer not to cook. A great alternative to fast food and supermarket meals. You can ring through your order or complete the form and email it to Wagga Meals on Wheels directly. They will pack your meals and have them ready for you to collect when it suits you. All proceeds from Easy Lifestyle Food are used to improve their service to the community.

Please check with Meals on Wheels NSW for your nearest local Meals on Wheels  
Office Hours 7.30am to 4.00pm Monday to Friday.



**1300 679 669**



**nswmealsonwheels.org.au**



**waggamow@bigpond.com**

2. **Carevan Wagga Inc.:** The Carevan Wagga Incorporated project seeks to address current community concerns about the level of homelessness, disadvantage, social isolation, and food insecurity in Australia, and especially in the community of Wagga Wagga. People, both individuals and in families, need to feel connected, valued and included, to be respected and given a sense of dignity and worth. Sharing a meal is a great way to do this.

No Cost Carevan Night Meals

- Wesely Uniting Church – 6PM fortnightly Wednesdays
- Ngurra Hub, Ashmont – 6PM fortnightly Wednesdays
- St Albans Church Hall – 6PM fortnightly Tuesdays
- Neighbourhood Hub, Tolland – 6PM fortnightly Thursdays



**0444 554 588 or 02 5971 1400**



**facebook.com/carevanwaggainc**



**carevanwagga@gmail.com**



3. **St Vincent de Paul Society Wagga Wagga – Micah Hub:** Provides immediate support with food, groceries, clothing, and other everyday essentials. This includes food parcels and Christmas hampers (with application).



**Micah Hub 02 6923 1904**



**53 Gurwood St, Wagga (corner of Gurwood and Trail St) 9:30am - 4:00pm**



**svdpwagga@vinnies.org.au**



**St Vincent de Paul Society 13 18 12**

4. **Wagga Salvos – Connect Site (Family Store):** Low-cost pantry items available, component of Doorways Program, free items that have been donated and low-cost items bought by the Salvos for resale.



**02 6931 0271**



**180 Forsyth St, Wagga**

**PRIVATE PROVIDERS – this is not an exhaustive list:**

5. **My Chef:** My Chef is a family run kitchen in the heart of the Riverina Food Bowl, 10 minutes from Wagga Wagga, NSW. Frozen meals available in Wagga by visiting your closest stockist listed on the website. Order a home delivery through the website.



**mychefcuisine.com.au**

6. **Lite n' Easy:** Delivers healthy meals. Can select menus for weight loss but can also be used just for the convenience. NDIS pricing and home care packages (government funded) are available on all meal packs. Order online or visit selected IGA retail stores for the retail range.



**liteneasy.com.au**

7. **youfoodz:** Provides you with prepared meals delivered straight to your door by online subscription. Please check if delivery is available in your area via the website.



**youfoodz.com**




## HOME HELP SUPPORT

You may be eligible for Australian Government funded aged care services, including help at home, if you're an older person and finding it harder to do the things you used to do. You will need to have a face-to-face assessment of your care needs to find out if you are eligible. See Aged Care Assessment and Respite Options section of this booklet to find out how to register for an assessment.

For people who have been assessed as eligible for aged care home help, you may be able to access the following:




### Commonwealth Home Support Programme (CHSP)

Ongoing or short-term care and support services, for low level needs (up to one or two services) including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support, and planned respite (giving a carer a break).

 [myagedcare.gov.au](https://myagedcare.gov.au)  
 **1800 200 422**  
 [myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)


### Home Care Packages (HCP) Program

Support for older people with complex care needs, there are four levels of consumer directed coordinated packages that you can be assessed for through an Aged Care Assessment (by My Aged Care). Services are personalised and may include personal care, support services and nursing, allied health, and clinical services. There are a number of different providers that deliver Home Care Packages.

 [myagedcare.gov.au](https://myagedcare.gov.au)  
 **1800 200 422**  
 [myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)

### Private In-Home Support

Home Care services can be arranged privately through any provider that has capability for a fee for service.

 [myagedcare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)

### National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) provides support for people with disability, their families, and carers in Australia. The NDIS will provide all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. This may include personal care and support, access to the community, therapy services and essential equipment.

### **The Intereach Commonwealth Respite and Carelink Center (CRCC)**

Provides short term support for NSW carers, so that family members can stay at home. There is no set fee to access general advice and support. Depending on your needs, and the person you are caring for, a carer contribution will be discussed. Your ability to contribute will be determined by you. Carers are allocated a support coordinator who will match their needs with services in the local area. They broker local service providers to then provide the service you need, for example, Australian Unity.

Practical support can include:

- information and resources
- counselling
- education
- planning (both long term and for an emergency)
- connecting with other carers
- respite (emergency or short-term)



**intereach.com.au**



**20 Peter St, Wagga**



**02 6932 8300**



## HOME MODIFICATIONS, AIDS AND EQUIPMENT

1. **MLHD Community Health Service Occupational Therapy:** Occupational therapists provide care to people in hospital, multipurpose residential care and in a person's home. They may provide education to groups or individually. Services are available for people with complex needs such as those with significant disability reliant on a wheelchair for mobility through to people living independently in the community who are at risk of being admitted to hospital. Please call to book an appointment with an OT or for information on how to get in touch with your local OT.

Service also includes:

- Prescribing equipment aids and therapy tools to help you with everyday tasks such as to mobilise in a wheelchair, shower and get dressed
- Home environmental modifications such as ramps and rails
- Aids and re-training to assist with getting in and out/on or off chairs, bed, toilets and shower



**1800 654 324**

2. **Motor Neurone Disease NSW:** FlexEquip is a service of the Motor Neurone Disease Association of NSW Motor Neurone Disease NSW (MND NSW). They assist adults with progressive neurological conditions get assistive technology (aids and equipment) to meet short to medium term needs.



**02 8877 0999**



**[flexequip@mndnsw.org.au](mailto:flexequip@mndnsw.org.au)**

3. **MLHD Specialist Palliative Care:** Have the ability to access equipment for palliative care registered patients. Speak to the team about your support needs. Contact Murrumbidgee Local Health District Central Intake to enquire about palliative care services.



**1800 654 324**

4. **Private Providers:** There are numerous private providers of equipment in the local area. Equipment can be purchased or hired. Search the local yellow pages or the internet.





5. **My Aged Care:** can include aids to stay independent such as walking aids and mechanical devices for lifting in and out of bed. This is dependent on your eligibility via My Aged Care assessment and can be provided either on its own through CHSP, or with other services as part of an HCP. Similarly, home modifications, where eligible and assessed, can be part of a CHSP or accessed through other services as part of an HCP. Modification care can include installing easy access taps, installing a ramp, or accessing technical assistance for major home modification (that are not included in My Aged Care services). To be assessed for HCP or CHSP contact My Aged Care.



**1800 200 422**



**[myagedcare.gov.au](https://myagedcare.gov.au)**

6. **Enable NSW:** provides assistive technology and related services to people in NSW with specific, short term or ongoing health needs to assist them to live safely at home. Enable NSW do have an eligibility requirement which can be assessed through the website.



**[enable.health.nsw.gov.au/for\\_individuals/eligibility-indicator](https://enable.health.nsw.gov.au/for_individuals/eligibility-indicator)**



**[enable.health.nsw.gov.au/services](https://enable.health.nsw.gov.au/services)**



**1800 362 253**

# PHARMACY AND MEDICATIONS

## Pharmaceutical Benefits Scheme (PBS)

The PBS Schedule lists all of the medicines available to be dispensed to patients at a Government-subsidised price. The Schedule is part of the wider Pharmaceutical Benefits Scheme managed by the Department of Health and Aged Care and administered by Services Australia. The full cost of your medicine can be found on [pbs.gov.au](https://pbs.gov.au) by searching for the medicine and is also shown on the dispensing label. The co-payment is the amount you pay towards the cost of your PBS subsidised medicine. Many PBS medicines cost significantly more than the co-payment amount.

From 1 January 2023, you may pay up to \$30.00 for most PBS medicines, or \$7.30 if you have a concession card. The Australian Government pays the remaining cost (with the exception of brand premiums and certain other allowable charges).

From 1 January 2023, pharmacists will have the option to provide a discretionary discount to general patients for specific eligible medicines. This is not mandatory, and it is the pharmacist's choice to provide a discount.

### Eligibility for PBS:

- Australian residents who hold a current Medicare card.
- Overseas visitors from countries with which Australia has a [Reciprocal Health Care Agreement \(RHCA\)](#) are also eligible to access the Scheme. Australia currently has RHCAs with the United Kingdom, Ireland, New Zealand, Malta, Italy, Sweden, the Netherlands, Finland, Norway, Belgium, and Slovenia. Residents of these countries must show their passports when lodging a prescription to prove their eligibility or they can contact [Services Australia](#) and get a Reciprocal Health Care Agreement Card to prove their eligibility. Some overseas visitors may not be eligible for this card.

Only those eligible for the PBS will receive subsidised medication and every time you present your script to the pharmacist, you will need to provide your Medicare card. Eligible veterans may need to present their DVA card in addition to their Medicare card.

### Eligible for Concessions:

- Pensioner Concession Card;
- Commonwealth Seniors Health Card;
- Health Care Card; or
- DVA White, Gold, or Orange Card.

## The PBS Safety Net Threshold

From 1 January 2023, the PBS Safety Net threshold for patients with a concession card will be \$262.80 and for other eligible patients it will be \$1,563.50.

The same general or concessional Safety Net threshold is applied to a family unit regardless of whether the unit consists of an individual, a couple or a family with dependent children. To be included in the same Safety Net family, the partners of a couple may be married or de facto, and of the same or opposite sex. A couple must be living together on a permanent basis, unless living separately due to illness.

After reaching the Safety Net threshold, general patients pay for further PBS prescriptions at the concessional co-payment rate and concession card holders are dispensed PBS prescriptions at no further charge for the remainder of that calendar year. In order to access the Safety Net arrangements, you need to maintain records of your PBS expenditure on a Prescription Record Form (PRF). These are available from all pharmacies. The value of the actual amount paid will be recorded on your PRF: that is, the general or concessional co-payment amount; the amount paid for under co-payment prescriptions or those who have had an eligible discretionary increased discount applied; and since 1 January 2016, less any allowable discount, up to a maximum of \$1.00.

A Safety Net Entitlement card or Safety Net Concession Card can be issued by the pharmacist once the threshold is reached.

For further information about the PBS and Safety Net arrangements, ask your pharmacist, contact the PBS Information Line or visit the website.



[servicesaustralia.gov.au/when-you-spend-lot-pbs-medicines](https://servicesaustralia.gov.au/when-you-spend-lot-pbs-medicines)

1800 020 613 (free call)

## Local Pharmacies

It is helpful to find out which pharmacies in your local area provide a home delivery service. Be sure to enquire about their delivery times and delivery fees. It is also good to know which pharmacies are open evenings, Sundays, and public holidays. This will help you plan ahead when needing to fill scripts.

## Pharmacy Prepaid Blister Packs

Under the Dose Administration Aids Program, pharmacies provide medicines to their patients in a well-sealed, tamper-proof device. This helps patients organise and time their medicines, so that they take them at the right dose and time. An example of a Dose Administration Aid is Webstercare's Webster-pak Medication Pack. Ask your pharmacist about the DAA options available to you and any related fees.




[health.gov.au/our-work/dose-administration-aids-program](https://health.gov.au/our-work/dose-administration-aids-program)



## Home Medicines Review (HMR)

Under the Home Medicines Review, a pharmacist visits patients' homes to help them understand all the medicines they take and make recommendations to help health practitioners and patients develop medicine management plans. This helps to increase quality use of medicines and decrease adverse events.

 [health.gov.au/our-work/home-medicines-review](https://health.gov.au/our-work/home-medicines-review)



## SAFETY CALL SYSTEMS

**Personal Alarms for in The Home:** A personal alarm is an emergency call system that allows a person to call for help 24 hours a day, 7 days a week. The purpose of a personal alarm is to help people stay safe at home. They are useful for people living home alone, who have a chronic health condition, and/or are at risk of having a fall and not being able to get up. There are two types of personal alarms available: monitored and non-monitored.

**Monitored personal alarms:** If the device is pressed, staff at the monitoring centre will check whether the alarm was accidentally activated. If they do not hear a reply, they then act upon previously agreed upon instructions (e.g. telephone a friend, family member, or emergency services, 000). Medical information can be passed onto ambulance staff, if needed.

**Non-Monitored personal alarms:** These are similar to monitored personal alarms, except they rely upon someone who can assist being close-by or easily contactable. A telephone system dials pre-set numbers and delivers a pre-recorded message. The system continues to call the programmed numbers until the call is answered. In most systems, there is a feature that allows the system to know the call was received by somebody (not an answering machine or voicemail).

There are a number of service providers and those listed below are a small selection. These are listed in no particular order and this booklet is not able to make recommendations regarding which system is best for you. Most providers charge an establishment fee and then ongoing payments, often monthly. Please seek professional medical advice and assistance on the best option for you.

Some providers:

1. INS Lifeguard



**1800 636 226**



**[theinsgroup.com.au](http://theinsgroup.com.au)**

2. Safety Link



**1800 813 617**



**[safetylink.org.au](http://safetylink.org.au)**

3. Vitalcall



**1300 360 808**



**[vitalcall.com.au](http://vitalcall.com.au)**

4. Baptist CareCall



**1300 599 532**



**[baptistcare.org.au/our-services/carecall](http://baptistcare.org.au/our-services/carecall)**

## SOCIAL WORK SUPPORT

1. **MLHD Palliative Care Service:** The MLHD Palliative Care Service is made up of specialist nurses and allied health clinicians (Social Work, Occupational Therapy, Speech Pathology, Dietitian and Aboriginal Health Support Worker).

Palliative Care clinicians work with you to identify and assist you and your family to manage symptoms and problems which may be physical, emotional, spiritual, or social. They work with other health professionals to make sure the care you receive is tailored to your needs and well-coordinated.



**1800 654 324**

2. **Wagga Wagga Health Service:** A range of services available including Oncology Social Worker



**02 5943 1000**



**Edward Street, Wagga**

3. **Calvary Riverina Hospital:** Mary Potter Palliative Care Unit inpatient palliative care services include social work consultation and support.



**02 6923 2200**



**26-36 Hardy Ave, Wagga**

4. **MLHD Kidney and Renal Services:** Renal Support Care in the MLHD is provided by a multidisciplinary team and included Renal Nurse Practitioner, Dietitian and Social Worker support. The Renal Social Worker assists renal patients throughout the course of their illness and treatment.

The Social Worker will provide the following to the patient and family:

- Psychosocial assessment and case management to optimise patient quality of life;
- Counselling around decision to initiate dialysis, conservatory supportive treatment or withdraw from dialysis
- Management of patient, family, and carer distress,
- Access and referral to relevant social supports and patient advocacy,
- Care planning with the multidisciplinary team;
- Advice and assistance with advance care planning; and
- Bereavement counselling.

Referral to the Renal Stream Service can be made by calling the Community Care Intake Service.



**1800 654 324**



**MLHD-CCIS@health.nsw.gov.au**

5. **Multiple Sclerosis Plus (MS Plus):** The ACT/NSW/VIC/TAS state-based MS organisation. MS Plus Social Work Advisors provide meaningful advice and practical support services. It is a free short-term confidential service available by Telehealth, social work advisors do not provide case management but offer short-term emotional and practical support to help you plan the next step forward. Book a free consultation via Plus Connect Team: phone 1800 042 138, email [connect@msplus.org.au](mailto:connect@msplus.org.au).



1800 042 138



[connect@msplus.org.au](mailto:connect@msplus.org.au)

**There are a number of private support providers in the local area. Speak to your doctor or palliative care clinician for further information.**





## TRANSPORT AND TRAVEL SUPPORT

### 1. **The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS):**

IPTAAS provides financial assistance from the NSW Government towards your travel and accommodation costs when you need to travel long distances for specialised health treatment that is not available locally. To be eligible for IPTAAS, you must:

- be a resident of NSW including Lord Howe Island
- be enrolled with Medicare
- not be receiving, or eligible for, financial assistance for travel and accommodation from third party insurance or other Australian government services
- be referred for treatment at their nearest health service
- receive treatment at an approved health service
- travel from their residence for treatment at least 100km (one way), or at least 200kms in a week by making multiple trips to and from treatment

Lodge a claim online or download IPTAAS Application forms and submit these to the local IPTAAS office or via email.

 [iptaas.enable.health.nsw.gov.au](https://iptaas.enable.health.nsw.gov.au)

 [IPTAAS@health.nsw.gov.au](mailto:IPTAAS@health.nsw.gov.au)

- ### 2. **Country Care Link:** a free transfer service for those living in regional or rural NSW who need to come to Sydney for medical appointments or hospital stays. You can get transfers in Sydney between public transport hubs, medical facilities and where you are staying. To book the service, fill in the 'Book Transport' form online at least 72 hours prior to your arrival in Sydney. If your transport request is more urgent, please call (02) 8382 6434 during office hours. Please note that bookings at short notice may not be able to be accommodated.

Booking office hours are Monday to Friday 10:00am – 1:00pm. Once this form is received a staff member will be in contact. You must speak to them to confirm booking details prior to pick up.

 [opensupport.org.au/our-programs/country-care-link/get-help](https://opensupport.org.au/our-programs/country-care-link/get-help)

- ### 3. **Patient Transport Service:** NSW Health service for people who require transport to, or from, a health facility such as a hospital or rehabilitation unit but do not need a time-critical emergency ambulance. A person must be assessed by a medical practitioner or registered nurse as medically unsuitable for community, public or private transport before being eligible for PTS. Should you meet the eligibility criteria for the service, transport can only be booked by a nurse or medical practitioner on your behalf. Only a health professional and staff in hospitals, aged care facilities, private hospitals, nursing homes and medical practices can make bookings with PTS.

 [health.nsw.gov.au/pts/Pages/info-for-patients.aspx](https://health.nsw.gov.au/pts/Pages/info-for-patients.aspx)

4. **Community Transport Wagga:** Specialised community transport is available for the frail aged, people with disabilities and people who are transport-disadvantaged through Valmar.



**1300 VALMAR (1300 825 627)**



**Wagga 02 6925 0601**

5. **Taxi Transport Subsidy Scheme (TTSS):** supports NSW residents who are unable to use public transport because of a severe and permanent disability. If you're eligible, you could receive a subsidy of 50% of a taxi fare, up to a maximum subsidy of \$60, and only pay the remaining fare. This includes travel in wheelchair-accessible taxis.

To apply for the TTSS, you must:

- be a permanent resident of Australia
- normally reside in NSW
- not be a member of a similar scheme in another Australian state or territory
- be over school age (preschool-aged children, regardless of disability, are not eligible)
- have a severe and permanent disability in one of the following categories:
  - ambulatory, mobility or functional
  - visual impairment
  - epilepsy
  - intellectual disability (cognitive impairment)
  - speech and/or hearing.

What you need

- the PDF form – 'Taxi Transport Subsidy Scheme Application Form'
- your doctor or specialist to complete the relevant sections in Parts B and C of the application form.
- your photo in JPEG format if you are submitting online or two personal photos if you are posting your application.



**[service.nsw.gov.au/transaction/apply-for-the-taxi-transport-subsidy-scheme](https://service.nsw.gov.au/transaction/apply-for-the-taxi-transport-subsidy-scheme)**



- 6. Mobility Parking Scheme (MPS):** If you have a medical condition or disability that affects your mobility or vision, you may be eligible for a Mobility Parking Scheme (MPS) permit.

The permit lets you park in disability parking spaces. You can also park at no charge and for longer time periods in some parking areas.

There are 2 types of permits issued by Transport for NSW (TfNSW):

- individual (blue card) – issued for 5 years if you have a permanent disability
- temporary (red card) – issued for up to 6 months if you have a temporary disability.

You may be eligible to apply for, replace or renew online if:

- you have a photo exemption, or
- TfNSW has your photo on file (for example, driver licence photo). The photo must have been taken within 10.5 years of when your new permit will expire.

You'll need to visit a service centre if any of the following applies:

- you need your application processed straight away
- you do not have a TfNSW customer number
- the photo on file with TfNSW is too old, or you're unsure how old it is
- there is no photo on file, and you do not have an exemption.

You may be eligible for a permit if any of the following applies:

- you cannot walk because of permanent or temporary loss of use of one or both legs, or other permanent medical or physical condition
- your physical condition is detrimentally affected as a result of walking 100 metres
- you need to use crutches, a walking frame, callipers, scooter, wheelchair or other similar mobility aid
- you are permanently blind.



[service.nsw.gov.au/transaction/apply-for-replace-or-renew-a-mobility-parking-scheme-permit-individual](https://service.nsw.gov.au/transaction/apply-for-replace-or-renew-a-mobility-parking-scheme-permit-individual)



7. **DVA Transport:** Travel for Treatment support can include arranging pre booked transport under the Booked Car with Driver (BCWD) service for travel to approved treatment locations. The BCWD service provides additional transport assistance for more aged and frail VEA clients to attend approved medical appointments. The BCWD service utilises contracted transport providers with a focus on a quality and reliable service by arranging a suitable vehicle to transport entitled persons to their appointment on time.

To request a Booked Car with Driver, or to discuss your eligibility for the service, call 1800 550 455.

A NSW country General Practitioner (GP) may, when medically necessary or at the request of DVA, issue taxi vouchers to entitled persons residing in NSW country areas who require assistance when travelling for treatment purposes. This Scheme does not operate in the metropolitan areas of Sydney, Canberra, or Wollongong, or for travel across the borders into Victoria and Queensland. For a list of NSW country DVA contracted transport providers visit the travel treatment DVA webpage.

DVA accept financial responsibility for ambulance transport in a medical emergency for Veteran Gold Card or Veteran White Card holders in relation to an accepted disability. DVA will pay for non-emergency ambulance transport only in certain circumstances.

Under the Military Rehabilitation and Compensation Act 2004 (MRCA) and the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 (DRCA), you can claim reimbursement for the cost of reasonable travel expenses for treatment of an accepted condition if:

- the journey exceeds 50km of a return journey when travelling by private vehicle; or
- any length of a journey by public transport or ambulance where the accepted condition requires the use of this form of transport.
- Travel by private vehicle is reimbursed based on a set rate per kilometre travelled.



[dva.gov.au/get-support/health-support/local-or-overseas-medical-care/travel-treatment](https://dva.gov.au/get-support/health-support/local-or-overseas-medical-care/travel-treatment)



## LEGAL ASSISTANCE

1. **Cancer Council NSW Pro Bono Program:** The Pro Bono Program helps people affected by cancer access free legal, financial, small business accounting and workplace assistance, where they would be otherwise unable to do so due to cost, illness, or other barriers.

Lawyers involved in the Cancer Council Pro Bono Program may be able to assist with:

- wills, powers of attorney and enduring guardianship
- superannuation and insurance disputes
- employment law and discrimination
- credit and debt matters
- Centrelink disputes
- tenancy law.



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[cancercouncil.com.au/get-support/pro-bono-program](https://cancercouncil.com.au/get-support/pro-bono-program)

2. **Legal Aid NSW:** Anyone in NSW can contact the team at LawAccess NSW. Information officers can provide you with legal information and identify services in your area which can help you. You can speak to them using the website's webchat feature by clicking the 'Chat with us' button or call them on 1300 888 529 from 9am–5pm, Monday to Friday (excluding public holidays).

If you need a lawyer and don't have enough money to pay, you may be able to get help from one of the Legal Aid NSW lawyers. LawAccess NSW can tell you if you are eligible. The lawyers can support you with criminal matters or civil matters where you are having trouble with a fundamental need like housing, income support or access to health and disability supports.



Ground Floor, 74-76 Fitzmaurice St, Wagga



02 6921 6588



02 6921 7106



[wagga@legalaid.nsw.gov.au](mailto:wagga@legalaid.nsw.gov.au)



[legalaid.nsw.gov.au](https://legalaid.nsw.gov.au)

3. **Free Legal Clinic Wagga:** A community initiative offering free legal clinics to the public. Commins Hendricks law firm conduct free legal clinics each Saturday morning, 9am to 11am (Except January and public holiday long weekends) throughout the year.





1800 643 779




[comminshendricks.com.au/free-legal-clinics](https://comminshendricks.com.au/free-legal-clinics)

4. **NSW Trustee and Guardian:** NSW Trustee and Guardian protects, promotes, and supports the rights, dignity, choices and wishes of the people of NSW. The agency supports the Chief Executive Officer and the Public Guardian to provide customer-centred services to the people of NSW, including some of the state's most vulnerable. This is done by providing a range of multidisciplinary services including Will-making, trustee, financial management and guardianship services. Visit the website for fee listing. Phone Monday to Friday, 9am - 5pm.

 **176 Baylis St, Wagga**

 **Wagga 1300 102 030**

 **1300 109 290**

 **tag.nsw.gov.au**

5. **Advance Care Directive:** An Advance Care Directive is a way to say what healthcare treatments you would like to have or refuse, should you be in a position where you are seriously ill or injured and unable to make or communicate decisions about your care and treatment.

In your Advance Care Directive, you can write:

- an instructional directive with legally binding instructions about future medical treatment you consent to or refuse
- a values directive which documents your values and preferences for your substitute decision-maker to consider when making decisions for you
- details of your enduring guardian(s) or Person(s) Responsible

(Note: if you intend to live or visit other States or Territories you should check their Advance Directive requirements)

 **[health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx](https://health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx)**



## PLANNING AHEAD CHECKLIST

To assist your family, you may wish to consider the following items:

- ☐ Does your family know your preferences regarding burial or cremation and the form of service?
- ☐ Do you have an Advance Care Directive and have you appointed an Enduring Guardian/ Power of Attorney? (See Legal information for assistance). Does your family know your wishes contained within the directive?
- ☐ Do you have a copy of your advance directive on your fridge for ambulance or support services to follow and inform the Emergency Department if required?
- ☐ Has a Will been written and has an executor been appointed? There may be significant superannuation taxation implications after death. Seek advice on how to best manage these implications (see Legal information for assistance).
- ☐ In our everyday life most of us have multiple passwords that cover our everyday requirements. It is imperative you make a list of all passwords and provide it to a trusted confidant. The lack of passwords can be an enormous burden on finalising your wishes. The most important passwords are the ones to gain access to your computer, MyGov account and online banking. Other subscriptions and account passwords to consider are Wi-Fi, Netflix, Apple, Google, health insurance, Norton security, etc. Your travel case may even have a pin. You may also want to consider using password management apps to keep an electronic and secured list.

### PASSWORDS TO CONSIDER PASSING TO LOVED ONES:

- Computer and phone passwords (what are your iPhone access Pin and your Apple ID)
  - Banking passwords
  - Centrelink/MyGov access
  - Social media accounts
  - Mobile and internet plans.
  - Share broking/investments
  - Cryptocurrency Wallets and any cold storage
  - Streaming services (Netflix/Apple/etc)
  - Password managers
- 
- ☐ Be aware that bank accounts in your name will be frozen after death and therefore cannot be accessed by your partner or family, for a period of time. Consider making arrangements to deal with this issue of access to funds.
  - ☐ A final tax return will need to be filed after death, as well as a separate tax return for the estate.
  - ☐ Review any life insurance policies to ensure nominated beneficiaries are still correct.

- ☐ Unpaid Debts. Make a list of current outstanding debts and the associated lender details e.g. mortgage.
- ☐ Is someone else's name listed as an additional contact person on utility providers? E.g. electricity and telephone. This ensures that someone else can access the account if need be.
- ☐ Compile a list of documents and where they are kept. Documents include: birth certificate, marriage certificate, Will, Enduring Power of Attorney, insurance policies, property deeds / real estate details, bank account details, superannuation papers, Medicare card, Veteran Affairs card, medical insurance details, concession cards and any pre-paid funeral investments.

Information Sources to keep/document:

- A copy of your Will and superannuation Binding Death Benefit Nomination (BDBN) and the location of the original Will/BDBN.
  - A copy of your Enduring Power of Attorney and Appointment of Enduring Guardian and the location of the original documents.
  - A copy of your Advanced Care Directive and the location of the original document.
  - Contact details for your treating GP and other medical professionals, your accountant, solicitor/lawyer, financial adviser, and religious leaders.
  - A list of your current prescriptions.
  - Your original Birth's Death and Marriages birth certificate and marriage certificate (if applicable). If there are any discrepancy in the names you use, information about the different names.
  - Your driver's license and passport.
  - Car, boat, and trailer registration papers.
  - A list of your bank accounts, shares, superannuation, investments, and other assets. Include a copy of a recent statement if possible. Cost of assets/shares/investments and details of financial advisor.
  - A list of your personal and general insurance documents (e.g. life insurance, income protection insurance, house and contents insurance, car insurance). Include a copy of a recent statement if possible.
  - A list of anyone you owe money to (e.g. credit card, utilities providers, pharmacy) and particularly details of any direct debit arrangements in place on your bank accounts.
  - Safe combinations or location of safety deposit box key
  - Details of any arrangement you have with family members/children (for example loans).
- ☐ Social Media Considerations. If you wish someone to have access to your email accounts at a later date, they will need the account information. Because of privacy laws, Gmail etc. will not provide passwords, although they can assist to close down an account. To close all google related accounts, go to [support.google.com/accounts](https://support.google.com/accounts); to close Facebook accounts, open the Help Tab in Facebook and request an account be closed.



## HANDY QUESTIONS TO ASK

Often, people can feel overwhelmed when a referral to palliative care is considered. Palliative care is not just about end-of-life care. Palliative care assists with symptom management and support. The palliative care team can also support your family and carer as well.

Below are some questions that can assist you to get the information you may need. You might like to have someone with you when you ask your doctor or specialist some of these questions. Not all the questions may be relevant to you and remember there is no such thing as a silly question.

### SOME QUESTIONS TO CONSIDER:

1. I am not approaching the last days of my life, so why are you referring me to palliative care now?
2. How long do you think I have to organise my personal affairs?
3. How will palliative care help me?
4. What treatments will I continue to have? What is the purpose of those treatments?
5. What can I expect in the last months, weeks, and days of my life?
6. What symptoms can I expect and how will this be managed? How can pain be managed?
7. How do I tell others what is happening to me?
8. Can I be cared for at home? Can I die at home if that is what I want? What are my options?
9. What if I need medical assistance during the night?
10. Who can I speak to about my spiritual and emotional needs?
11. How can I still maintain my sense of hope?

### QUESTIONS FOR THE CARER TO CONSIDER:

1. Being a carer can be stressful at times. Who can I contact if I am worried or concerned?
2. If I am exhausted, who can I speak to?
3. How can I talk about dying with my loved one?
4. Who can support me in my grief? (bereavement)

## HELPFUL MEDICAL TERMS

**Advance Care Directive:** A written document intended to apply to a point in the future when you don't have the capacity to make decisions. It provides a legal means for a competent adult to appoint a substitute decision-maker and/or record their choices for future medical and personal care.

**Advance Care Planning:** When an individual thinks about their future health care and discusses their wishes with their family, friends, and health care team. The written record of these wishes may be called an advance care directive, advanced personal plan, advance health directive or living will.

**Allied health professional:** A tertiary-trained professional who works with others in a health care team to support a person's medical care. Examples include psychologists, social workers, occupational therapists, physiotherapists, and dietitians.

**Analgesic:** A medicine used to relieve pain

**Anorexia:** Loss of appetite

**Anti-emetic:** A drug that helps to control nausea and vomiting.

**Ascites:** Collection of fluid in the abdomen, making it swollen and bloated.

**Barium enema:** An examination of the bowel area using a white contrast liquid called barium. The barium is inserted into the rectum and x-rays are taken.

**Barium swallow:** A diagnostic test. The patient drinks liquid (barium) that coats the pharynx and oesophagus to show any abnormalities in x-rays.

**Benign:** Not cancerous or malignant. Benign lumps are not able to spread to other parts of the body.

**Biopsy:** The removal of a sample of tissue from the body for examination under a microscope to help diagnose a disease.

**Bone scan:** A technique to create images of bones on a computer screen. A small amount of radioactive dye is injected into a vein. It collects in the bones and is detected by a scanning machine.

**Candida:** A common fungal infection.

**Carcinoma:** A cancer in the tissue lining the skin and internal organs of the body. Also called a flat tumour.

**Catheter:** A hollow, flexible tube through which fluids can be passed into the body or drained from it.

**Cellulitis:** An infection of the skin that can occur after lymph glands have been removed.

**Chemotherapy:** A cancer treatment that uses drugs to kill cancer cells or slow their growth. May be given alone or in combination with other treatments.

**Congestive heart failure:** a condition in which the heart muscle is weakened and can't pump as well as it usually does. The main pumping chambers of the heart (the ventricles) can change size and thickness, and either can't contract (squeeze) or can't relax (fill) as well as they should.



**CT scan (CAT scan):** A computerised tomography scan. This scan uses x-rays to create a detailed, cross-sectional picture of the inside of the body.

**Diuretic:** A medicine that helps reduce the amount of water in the body.

**Drug resistance:** The ability of bacteria and other microorganisms to withstand a drug that once stalled them or killed them.

**Dysphagia:** Difficulty swallowing.

**Dyspnoea:** The medical term for difficulty breathing. Also called breathlessness.

**Dysuria:** Difficult or painful urination.

**Electrocardiogram (ECG):** A test that takes recordings of the electrical activity of the heart.

**Electrolyte:** A substance in the body that conducts electricity.

**Haemorrhage:** An escape of blood from a ruptured blood vessel.

**Immunosuppressant:** A medication that reduces the actions of the immune system.

**Immunotherapy:** Treatment that stimulates the body's immune system to fight cancer

**Intramuscular injection:** An injection into a muscle.

**Intravenous (IV):** Injected into a vein.

**Lesion:** An area of abnormal tissue.

**Leukocytes:** White blood cells.

**Lymphoedema:** Swelling caused by a build-up of lymph fluid. This happens when lymph vessels or nodes can't drain properly because they have been removed or damaged.

**Melena:** Bleeding higher up in the digestive tract, such as from the oesophagus or stomach, can cause the faeces to appear black (melena).

**MRI (magnetic resonance imaging):** A magnetic resonance imaging scan. It uses magnetism and radio waves to take detailed cross-sectional pictures of the body.

**Neutropenia:** A drop in the number of normal, healthy granulocytes (a type of white blood cell in the myeloid family).

**Oedema:** Excessive amount of fluid around the cells or tissues of the body.

**Palliative Care:** The holistic care of people who have a life-limiting illness, their families, and carers. It aims to improve quality of life by addressing physical, practical, emotional, spiritual, and social needs. Also known as supportive care. It is not just for people who are about to die, although it does include end-of-life care.

**PET scan:** Positron emission tomography scan. A scan in which a person is injected with a small amount of radioactive glucose solution to find cancerous areas. Cancerous areas show up brighter in the scan because they take up more of the glucose.

**PICC line:** peripherally inserted central venous catheter.

**Placebo:** A dummy pill, injection or other treatment that looks like the new treatment being tested but doesn't contain the active ingredient.

**Port – implant:** A catheter connected to a quarter-sized disc that is surgically placed just below the skin in the chest or abdomen. The tube is inserted into a large vein or artery directly into the bloodstream. Fluids, drugs, or blood products can be infused, and blood can be drawn through a needle that it stuck into the disc.

**Prognosis:** The predicted outcome of a person's disease.

**Radiotherapy:** Energy in the form of waves or particles, including gamma rays, x-rays and ultraviolet (UV) rays. This energy is harmful to cells and is used in radiation therapy to destroy cancer cells.

**Renal:** Relating to the kidneys.

**Resistant or Refractory Disease:** Disease or condition which does not respond to attempted forms of treatment. A cancer is said to be refractory when it does not respond to (or is resistant to) cancer treatment.

**Subcutaneous injection:** Injection under the skin.

**Syringe driver:** A syringe driver is a small device used to give continuous medications subcutaneously when a person is no longer able to swallow. A single drug, or more often a combination of drugs, is given via a slow continuous subcutaneous infusion to help control symptoms.

**Terminal:** When a person who has an incurable disease is showing signs and symptoms that suggest their death is imminent.

**Ventilator:** Is a machine designed to move air into and out of the lungs, to provide breathing for a patient who is physically unable to breathe or breathing insufficiently.

**X-ray:** A type of high energy radiation that shows solid areas in the body such as bone. It is used to diagnose different conditions.

For more terms visit Cancer Glossary: what does this word mean on Cancer Council NSW website: [cancercouncil.com.au](http://cancercouncil.com.au).

## NOTES

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## NOTES

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