

## 12. REGIONAL REFERRAL INDEX

REFERRAL SERVICE	SECTION
Cancer Council of Victoria (CCV).	12.1.1
Breast Care Nurse (BCN)	12.1.2; 12.2.1
Breast Cancer Action Group (Victoria)	12.3.5(a)
Breast Prosthesis & Supplies	12.3.3(a), 12.3.3.(b)
Breast Support Groups	12.3.5(b); 12.3.5(b)
Coloplast Prosthetic Supplies	12.3.3(b)
Complimentary Therapies	12.3.1(e)
Counselling Services	12.2.2
Interpreting Services	12.3.2(a)
Lymphoedema Services	12.3.1(d)
Oncology Services	12.3.1(a)
Palliative Care Services	12.2.6; 12.3.1(c)
Psychiatric Support Services	12.2.5
Psychological Support Services	12.2.4
Radiotherapy Services	12.3.1(b)
Social Work Support Services	12.2.3
Self Help Groups	12.3.5
Treatment Services	12.3.1
Wigs	12.3.4



**12.2. PSYCHOSOCIAL SUPPORT & COUNSELLING SERVICES**

<b>SERVICE</b>	<b>CONTACT</b>
<p><b>12.2.1 BREAST CARE NURSE (BCN)</b></p> <p><b>Highly recommended for enhancing support &amp; overall coordination of care for women with breast disease .</b></p> <p>Services include:</p> <ul style="list-style-type: none"> <li>➤ information</li> <li>➤ support</li> <li>➤ counselling</li> <li>➤ referral to trained volunteer</li> <li>➤ assistance with social &amp; practical concerns, &amp;</li> <li>➤ coordination of ongoing care.</li> </ul>	<p><b>Local BCN:</b></p> <p>Ph: _____</p> <p>If local BCN is unknown contact:</p> <p><b>Bendigo Regional Breast Screen Centre:</b></p> <p><b>Ph: 03 5441 6850</b>            Fax: 03 5441 6852            Email: mbilling@bendigo.breastscreen.org.au</p> <p><b>Cancer Information &amp; Support Service</b>  <b>Cancer Council Vic</b>  <b>Ph: 13 11 20 (toll free)</b></p>
<p><b>12.2.2 COUNSELLING SERVICES</b></p> <p>For initial concerns this can be the role of the:</p> <ul style="list-style-type: none"> <li>➤ Breast Care Nurse (BCN), or</li> <li>➤ Social Worker (SW).</li> </ul> <p>Assistance may also be available from:</p> <ul style="list-style-type: none"> <li>➤ Community Health Services (CHS), &amp;/or</li> <li>➤ Women’s Health Services.</li> </ul> <p>For more complex psychological problems (as described in section 6) refer to:</p> <ul style="list-style-type: none"> <li>➤ Psychologist, or</li> <li>➤ Psychiatrist (contacts listed in 12.2.4; 12.2.5).</li> </ul>	<p><b>Complete local list</b></p> <p>Ph: _____ (BCN)            Ph: _____ (SW)            Ph: _____ (CHS)</p> <p><b>Loddon Mallee Women’s Health Service</b></p> <p><b>Bendigo Ph: 03 5443 0233</b>  <b>Ouyen Ph: 03 5092 1686</b></p>

SERVICE	CONTACT
<p><b>12.2.3 SOCIAL WORK SUPPORT SERVICES</b></p> <p>Social Workers are clinicians who assist in addressing issues of a social &amp; practical nature, including:</p> <ul style="list-style-type: none"> <li>➤ counselling</li> <li>➤ family assistance</li> <li>➤ travel/accommodation</li> <li>➤ financial assistance, &amp;</li> <li>➤ eligibility for services.</li> </ul>	<p><b>Complete local list:</b> <b>Local hospital:</b> Ph: _____ or <b>Community Health Service</b> Ph: _____ or <b>Loddon Mallee Department of Human Services</b> Ph: 03 5430 2333</p>
<p><b>12.2.4 PSYCHOLOGICAL SUPPORT SERVICES</b></p> <p>Psychologists are clinicians who specialise in:</p> <ul style="list-style-type: none"> <li>➤ counselling, &amp;</li> <li>➤ coping strategies.</li> </ul> <p>Refer the woman to a psychologist if she presents with signs &amp; symptoms that indicate the need for professional support (refer to section 11).</p>	<p><b>Australian Psychological Society,</b> <i>(can refer you to a Psychologist in your area):</i> Ph: 1800 333 497 (toll free) or Ph: 03 9663 6166</p> <p><b>Complete local list:</b> Ph: _____ Ph: _____</p>
<p><b>12.2.5 PSYCHIATRIC SUPPORT SERVICES</b></p> <p>Psychiatrists are specialised medical professionals who provide:</p> <ul style="list-style-type: none"> <li>➤ counselling</li> <li>➤ coping strategies, &amp;</li> <li>➤ medications (if needed).</li> </ul> <p>Refer the woman to psychiatric services if she presents with signs &amp; symptoms that indicate the need for professional support (refer to section 11).</p>	<p><b>Regional:</b> <b>Women's Mental Health &amp; Psychiatric Service:</b> Ph: 1300 366 375 (toll free)</p> <p><b>Mildura area:</b> Ph: 03 5022 3500</p> <p><b>Royal Australian &amp; New Zealand College of Psychiatrists:</b> <i>(Health care professionals resource only)</i> Ph: 03 9640 0646</p>
<p><b>12.2.6 PALLIATIVE CARE SERVICES</b></p> <p>For information regarding services contact the Loddon Mallee Palliative Care Regional Clinical Nurse Consultant or your local:</p> <ul style="list-style-type: none"> <li>➤ Breast Care Nurse (BCN), or</li> <li>➤ Hospital (HOSP)</li> <li>➤ Community Health Service (CHS)</li> </ul>	<p><b>Loddon Mallee Community Palliative Care</b> Ph: 03 5442 4588</p> <p><b>Complete local list:</b> Ph: _____ (BCN) Ph: _____ (HOSP) Ph: _____ (CHS)</p>

**OTHER KEY CONTACTS:**

- 
- 
- 
- 
- 

**Complete local list:**

Ph: \_\_\_\_\_

Ph: \_\_\_\_\_

Ph: \_\_\_\_\_

Ph: \_\_\_\_\_

Ph: \_\_\_\_\_



12.3.2 INTERPRETING SERVICES	CONTACT
<p><b>(a) INTERPRETING SERVICES</b></p> <ul style="list-style-type: none"> <li>• Vic. Interpreting Translating Services (VITS): <ul style="list-style-type: none"> <li>➤ assistance in translation for women with poor understanding of English</li> <li>➤ telephone &amp; on site service.</li> </ul> </li> <li>• Translating Interpreting Services (TIS): <ul style="list-style-type: none"> <li>➤ assistance in translation for women with poor understanding of English</li> <li>➤ telephone &amp; on site service.</li> </ul> </li> <li>• VicDeaf: <ul style="list-style-type: none"> <li>➤ assistance in translation for women with hearing impediments.</li> </ul> </li> </ul>	<p><b>VITS:</b> Ph: 03 9280 1907</p> <p><b>TIS:</b> Ph: 13 14 50 (phone consult) Ph: 1300 655 082 (on site)</p> <p><b>VicDeaf:</b> Ph: 03 9657 8117/8 Fax: 03 9650 5402</p>
12.3.3 PROSTHETIC SUPPLIES	CONTACT
<p><b>(a) BREAST PROSTHESIS</b></p> <p>For information regarding breast prosthesis contact your local:</p> <ul style="list-style-type: none"> <li>➤ Breast Care Nurse (BCN), or</li> <li>➤ Hospital (HOSP)</li> <li>➤ Aids &amp; Equipment Program (A&amp;EP), Bendigo</li> <li>➤ Cancer Council (CCV)</li> </ul> <p><b>(b) COLOPLAST PROSTHETIC SUPPLIES:</b></p> <ul style="list-style-type: none"> <li>➤ Breast Care Division located in Queensland</li> </ul>	<p><b>Breast Prosthesis:</b> <b>Complete local list:</b> Ph: _____ (BCN) Ph: _____ (HOSP) Ph: 03 5454 8750 (A&amp;EP)</p> <p><b>Cancer Information &amp; Support Service</b> <b>Cancer Council Victoria</b> Ph: 13 11 20 (CCV) - toll free</p> <p><b>Coloplast</b> Ph: 1800 773 285 (toll free)</p>
12.3.4 WIGS	CONTACT
<p>For information regarding wigs contact your:</p> <ul style="list-style-type: none"> <li>➤ Breast Care Nurse (BCN) or</li> <li>➤ Cancer Council Vic (CCV)</li> </ul>	<p><b>Complete local list:</b> Ph: _____ (BCN) Ph: _____ (CCV)</p>
12.3.5 SELF HELP & SUPPORT GROUPS	CONTACT
<p><b>(a) BREAST CANCER ACTION GROUP (BCAG)</b></p> <p>A Victorian based group of women who aim to improve the standards of care &amp; choices for women with breast disease.</p>	<p><b>BCAG</b> PO Box 281, Fairfield, Vic 3078 Ph: 03 9878 0736</p>
<p><b>(b) BREAST CANCER NETWORK AUSTRALIA (BCNA)</b></p> <p>An Australian organisation producing and publishing the Beacon Newsletter.</p>	<p><b>BCNA</b> Ph: 03 9805 2500 Fax: 03 9805 2599 Email; beacon@bcna.org.au</p>
<p><b>(c) BREAST SUPPORT GROUPS</b></p> <p>Groups meet regularly to share support &amp; information &amp; provide practical advice &amp; assistance.</p> <p>For information regarding Breast Support Groups available in your area contact Cancer Council Vic (CCV) or the Breast Care Nurse.</p>	<p><b>CCV</b> Ph: 13 11 20 (toll free)</p> <p><b>Complete local list:</b> Ph: _____ Ph: _____</p>

<b>OTHER KEY CONTACTS:</b> <ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li><li>•</li></ul>	<b>Complete local list:</b> Ph: _____ Ph: _____ Ph: _____ Ph: _____
--	---