

Helpful Helplines for Carers

Sometimes, having someone to talk to can make a big difference. You might need information about practical matters, help with a concern about a specific disease, or you might need urgent emotional support. Knowing who to call matters.

Remember that the palliative care service and your health care team should always be considered when seeking information. However, the helplines below may also be useful sources of trustworthy information.

Need Help Now?

CALL 000 for emergency services if you are experiencing an emergency and require urgent assistance

Lifeline [13 11 14] offers 24-hour crisis support and suicide prevention services

Helpful Helplines

- **Beyondblue [1300 224 636]** provides 24/7 telephone support with a mental health professional
- **Cancer Council [13 11 20]**; Monday to Friday, 9am to 5pm] provides a telephone counselling service free of charge for support and information; this is available to cancer patients, their families, friends and carers
- **Carer Gateway [1800 422 737]**, an initiative of the Australian Government, has a helpline for carers to access support and advice; you can also request a call back through an online portal from Monday to Friday, between 8am and 6pm
- **Carers Australia's Carer Advisory Service [1800 242 636]**; Monday to Friday, excluding public holidays] offers information, support and counselling to carers; translation services are also available



Helpful Helplines

- **Commonwealth Respite and Carelink Centres** [1800 052 222 during business hours or 1800 059 059 for emergency respite support outside standard business hours] can give you information and access to respite care
- **The Contenance Helpline** [1800 330 066; Monday to Friday, 8am to 8pm AEST] has continence nurse advisors available to provide information and advice about bladder and bowel problems
- **Dementia Australia's National Dementia Helpline** [1800 100 500; Monday to Friday, 9am to 5pm, excluding public holidays] is a confidential information and support service you can access by phone or email
- **The Dementia Behaviour Management Advisory Service** [1800 699 799] is available 24 hours a day and can give clinical support to carers of a person with dementia who exhibits behavioural and psychological symptoms
- **Department of Human Services** – financial assistance for carers & people with disability [132 717; Monday to Friday, 8am to 5pm]; call to find out more about whether you or the person you care for are eligible for any financial assistance from the Department of Human Services
- **Department of Veterans Affairs** [1800 555 254; Monday to Friday, 8am to 5pm] assists carers of veterans and carers who are veterans; call them to find out more about any assistance that may be available to you
- **GriefLine** [(03) 9935 7400, or 1300 845 745 by landline] offers both telephone and online counselling for persons experiencing loss and grief
- **MyAgedCare** [1800 200 422] can give you information about and assistance with accessing aged care services if you are caring for an elderly person
- **The National Relay Service** has several options for assisting you to make calls if you are deaf or have a hearing or speech impediment [Speak and Listen number 1300 555 727; Teletypewriter calls number 133 677; SMS Relay number 0423 677 767]
- **The Translating and Interpreting Service** [13 14 50] offers immediate telephone interpreting in a range of languages
- **Wellways Helpline** [1300 111 500; Monday to Friday, 9am to 9pm AEST, excluding public holidays] supports people experiencing mental health struggles, as well as their carers, family and friends