

Need help?

All Queenslanders can call 13 11 20 for information and to access our support services.

No matter where you live, the type of cancer, or whether you or someone you know has been diagnosed, we're here for you.

Who will I speak to?

We'll connect you with a health professional who is trained to provide you with information, emotional and practical support.

What can I ask?

We're here to help you navigate every stage of the cancer journey. You can talk to us about prevention, early detection, diagnosis, treatment, emotional impacts, practical needs and the support services available to you, your family and friends.

Is it confidential?

Yes. Your personal information is managed in line with our privacy policy.



Whatever your situation,
we'll listen and support.



13 11 20



cancerqld.org.au/chat



131120@cancerqld.org.au

Monday – Friday • 9am – 5pm
Closed public holidays

For cancer information and support
in a language other than English, call
our free interpreter service on **13 14 50**.

If you are deaf or have a hearing or speech
impairment, contact us through the National
Relay Service, relayservice.gov.au



cancerqld.org.au

Cancer information
& support services

You don't have to face cancer alone.



 13 11 20 | cancerqld.org.au

Cancer Council Queensland

Support services



Cancer counselling

Our nurse counsellors and psychologists provide cancer specific counselling to anyone over the age of 18 who is distressed by cancer, at no cost.



Peer support

Volunteers with lived experience of cancer are able to provide information and support in facilities across Queensland.



Cancer Connect

This phone service matches patients, carers and loved ones with trained volunteers who have lived experiences with cancer.



Cancer support groups

We can connect you with a range of cancer support groups operating across Queensland, including online, face to face and phone groups.



Accommodation

Our Support Hubs in Brisbane, Cairns, Rockhampton, Toowoomba and Townsville are a home away from home for those who need to travel to access treatment. We offer comfortable self-contained units and studio-style apartments close to major hospitals and treatment facilities.



Transport

When you need help getting to and from hospital or treatment facilities, we provide a range of transport services at no cost to you.



Resources & information

Access trusted, evidence-based cancer information on our website, at our facilities and via our 13 11 20 information and support line.



Financial support

We provide financial counselling and access to support for anyone experiencing financial hardship due to a cancer diagnosis.



Wigs & headwear

Our trained volunteers can help you choose from a range of wigs and items of headwear and fit them for free in a private, supportive environment. Face to face and virtual appointments available.

"13 11 20 was amazing, especially when I needed reliable information or to chat to someone outside of my friends or family."