

Use this information to determine if your client meets the requirements to receive emotional and practical support. If you are unsure if your client meets Cancer Council NSW's eligibility criteria, call **13 11 20** to discuss.

## Emotional Support Services

### 13 11 20 Information & Support

You can request for your client and their family to speak with a health professional for cancer-related information, psychosocial support and navigation to appropriate services. This service is available for people who have a cancer diagnosis, their family and friends, the general public, and health professionals. It is a free and confidential service, accessible via phone or email, available Monday to Friday, 9am to 5pm.

### Cancer Connect

One-to-one telephone peer support with someone who has had a similar cancer experience.

#### To be eligible the client must:

- have early-stage cancer or be undertaking cancer treatment for early-stage cancer
- be encountering cancer survivorship issues.

### Counselling

Clients will be matched with a professional counsellor for face-to-face, phone or online sessions. Once matched, clients can book up to six sessions directly with the counsellor. Each session costs \$100. Some clients may be eligible for a financial subsidy to cover the cost of the sessions.

#### To be eligible the client must:

- speak English
- if requesting a financial subsidy, be unable to afford the service (see Part D on page 4)
- have a need for professional emotional support for a cancer-related concern.

### Telephone Support Groups

Connect with others who are going through a similar cancer experience.

#### To be eligible the client must:

- speak English
- have advanced cancer or a difficult to treat cancer
- be a carer or bereaved carer (of someone with advanced cancer or a difficult to treat cancer).

## Practical Support Services

### Accommodation

Eligible clients will have their accommodation booked and paid for when travelling away from home for cancer treatment.

#### To be eligible the client must:

- meet the financial eligibility criteria (see Part D on page 4)
- be attending active cancer treatment
- not be enrolled in a clinical trial
- be eligible and registered for the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS).



## Financial Assistance

The financial assistance service provides patients in acute financial hardship with a once-off financial support towards everyday expenses up to a total of \$350. Payments are made towards clients' bills, or in the form of grocery, fuel or CabCharge vouchers. The service does not provide payment directly to clients.

### Eligible Items:

- household bills including telephone, insurance, gas, electricity and water; council rates; car registration; car/other repairs; transport costs from a community transport provider; wigs.
- clients can also access grocery, fuel or Cabcharge vouchers. Grocery vouchers are for Coles supermarkets and they are available for clients in physical or digital form. Digital vouchers are up to the value of \$350 and will be emailed to clients. They cannot be used online. Fuel vouchers are for BP service stations only.

### To be eligible the client must:

- meet the financial eligibility criteria (see Part D on page 4)
- have a cancer diagnosis
- have not accessed the service before.

**Process:** The request will be assessed and approval will be communicated to referrers via email. If approved, payments are made direct to creditors. Physical food, fuel and CabCharge vouchers are sent via Express Post. Digital food vouchers will be sent to client via email.

**Exclusions:** Bond, credit card bills, flights, rent, household modifications, medical expenses, 'gap fees', medical equipment, breast prostheses, pharmacy bills, diagnostic tests, pay TV, school fees, bills for other non-essential services.

## Financial Counselling

Our financial counsellors provide free, independent financial advice to people affected by cancer. Financial counsellors can provide advice and information on: financial rights and options, support to prepare a budget, how to manage debts and negotiation with creditors on behalf of clients. Support is provided by telephone or face-to-face in limited locations.

### To be eligible the client must:

- have a cancer diagnosis, or be caring for someone with a cancer diagnosis and be seeking support, advice or options regarding their financial situation.

## Home Help Payment Assistance

The Home Help service is a once-off financial assistance service (up to a total of \$350) towards cleaning or gardening for patients who are experiencing financial hardship. Payments will be made directly to the provider and the provider must hold an ABN. Clients cannot be reimbursed.

### To be eligible the client must:

- meet the financial eligibility criteria (see Part D on page 4)
- have a cancer diagnosis
- have not accessed the service before
- be able to find a home help supplier with an ABN.

**Process:** The request will be assessed and approval will be communicated to referrers via email. If approved, client is to arrange their own cleaner or gardener who has an ABN and is willing to invoice Cancer Council NSW. Home help supplier invoices are to be sent to Cancer Council NSW and payments are made directly to the home help supplier up to the value of \$350.

**Exclusions:** This service assists with cleaning and gardening only. It does not assist with personal care.



## Pro Bono Program – legal, financial, workplace or small business support

This service connects cancer patients, carers and bereaved carers who are unable to afford the cost of advice with professionals who volunteer their time and expertise. Professionals include lawyers, financial planners, human resources professionals and small business accountants.

### The service can help with:

- basic wills, testamentary guardianships, powers of attorney and enduring guardianships (patients only)
- employment and workplace rights
- accessing superannuation and insurance
- managing credit and debt issues
- insurance claims and disputes
- small business accounting
- immigration law (in limited circumstances)

The service may be able to assist with other issues related to the cancer diagnosis on a case-by-case basis.

Cancer Council staff do not provide advice directly to clients. The service is means-tested and is free for people who cannot afford the cost of advice.

### To be eligible the client must:

- need support with an issue related to a cancer diagnosis
- not already be receiving advice on the issue
- not have accessed the service for the same issue in the past, except under exceptional circumstances (please call 1300 360 541 to discuss).

**Process:** Clients will be contacted twice to complete the process. The first call is to determine eligibility and if deemed eligible the following call will be to collect further information needed to make the referral to the relevant service provider. We will then connect the client with the closest service provider possible who has the expertise and availability to assist. The process can take up to three weeks to complete. If the client is not eligible due to their financial means, we will offer the details of a service provider who may be able to assist the client on a paid basis.

**Exclusions:** Criminal law matters, family law e.g. divorce and separation, property issues, estate administration, bankruptcy and taxation issues, medical negligence and workers compensation, or Advanced Health Care Directives.

## Transport to Treatment

The Cancer Council NSW Transport to Treatment program complements existing Community Transport Services in your community by providing eligible patients with transport to treatment free of charge.

### Services:

- |                 |                        |                                 |                      |
|-----------------|------------------------|---------------------------------|----------------------|
| • Albury        | • Eurobodalla          | • Newcastle                     | • Southern Highlands |
| • Armidale      | • Griffith             | • Orange                        | • Tamworth Regional  |
| • Ballina       | • Illawarra            | • Port Macquarie                | • Taree              |
| • Cessnock      | • Inala House/Tamworth | • Shoalhaven                    | • Wagga Wagga        |
| • Coffs Harbour | • Lismore              | • Shoalhaven Bay<br>& Basin Bus | • Other              |
| • Dubbo         | • Namoi Valley         |                                 |                      |

Trips are made by a dedicated team of trained volunteers, using Cancer Council NSW vehicles, to ensure patients reach their treatment.



## To be eligible the client must:

- be over 18 years of age and have a cancer diagnosis that is impacting their ability to travel to/from cancer treatment (surgery, chemotherapy, immunotherapy, radiation or targeted therapy and clinical trials);
- unable to drive at present or unable to use or access community transport options or family/friends;
- have a cancer-related appointment between 9am and 4pm, Monday to Friday;
- able to walk unassisted for at least 20 metres, able to get in and out of the vehicle unassisted, and does not have an oxygen device;
- does not hold a DVA Gold card and/or is not using My Aged Care for transport

## Information

### Resources

Clients can order our publications or get more information about a cancer topic (e.g. resources, webinars, multilingual information, podcasts) by calling **13 11 20** or via our website [www.cancercouncil.com.au/publications/](http://www.cancercouncil.com.au/publications/)

### **Part D: Financial Eligibility: Financial Assistance, Home Help Payment, Accommodation hardship & Counselling (100% subsidy only)**

These hardship services aim to support people affected by cancer experiencing acute financial hardship. Acute financial hardship indicators include but are not limited to: where the client is unable to afford their everyday expenses; they have experienced a reduction in income or are unable to work; they are experiencing an increase in expenses and associated debts. Please see the list below for a guide to the financial eligibility criteria for these services. If you feel that your client is in financial hardship but does not fall within the below financial eligibility criteria or exceptional circumstances should be applied, please phone us to discuss their specific circumstances, or provide additional information in relation to their acute financial hardship on the Online Request Form.

#### **Clients will be financially eligible for the services in the following circumstances:**

- client receives a Centrelink payment; OR
- client has been approved for Centrelink payments but is waiting on payments; OR
- client resides in Department of Housing; OR
- client receives less than \$45,000 gross per year, or if the client has a partner/spouse, their combined income is less than \$67,000 gross per year. Please note that if the client has financially dependent children, an additional \$13,000 allowance per child is applied; AND
- client does not have an investment property

