

Cancer Council NSW's Financial Navigation Service



Cancer Council NSW is introducing a new Financial Navigation Service.

What is the Financial Navigation Service?

A telephone-based service that provides tailored financial guidance and information to help patients and carers understand their financial rights and options and empower them to make informed financial decisions.

Who can access this service?

This service is available for all patients, carers and bereaved carers with cancer-related financial concerns. It is not means tested.

Can I refer clients to other CCNSW Financial Support Services?

Direct requests for Cancer Council NSW's Financial Counselling Service, Financial Planning Referral Service (formerly called Pro Bono Program), and Financial Assistance Service will no longer be available.

Financial Navigators will triage eligible clients into these services as needed, and, in limited circumstances, provide temporary financial relief via our Financial Assistance Service.

How can this service support patients and carers?

Cancer Council NSW's qualified financial capability workers (called Financial Navigators) will contact all patients and carers requiring financial support to unpack their financial concerns and determine the most appropriate support, information or advice required.

This includes:

- Discussing financial rights and options, including how to manage everyday expenses and debts, and accessing Centrelink, superannuation and insurances
- Preparing a budget
- Providing guidance and navigation of bill relief schemes, concessions and rebates
- Connecting eligible patients and carers who require intensive financial advice and/or advocacy with internal Financial Counsellors and/or external volunteer Financial Planners
- In limited circumstances, providing temporary financial relief (up to \$350 towards utility bills or food or fuel vouchers), limited to patients and carers in critical financial hardship who meet a strict means test.

How do I request this support?



Submit a request for support via our **online portal** and select 'financial' as the type of support.



Call **13 11 20** or speak to a **Cancer Council Liaison**, if there is one based at your hospital.



If you have any questions about this new service offering, please email **clientservices@nswcc.org.au** or call 1300 360 541.