

## CHANGES TO:

# Cancer Council's Legal, Financial and Workplace Referral Services

*(formerly Pro Bono Program)*

## From September 2024, the following changes will apply:

### New service name

Patients, carers and healthcare professionals reported that the name 'Pro Bono Program' is confusing and requires explanation of the support available. To address this, we are renaming this service to individual services, to better reflect the offerings available and make it easier to explain to patients.

This will include:

- **Legal Referral Service**
- **Financial Planning Referral Service**
- **Workplace Referral Service**

### New service scope

These services will concentrate on the most common legal and workplace issues experienced by patients and carers. This will allow us to provide faster, more specialised support for patients and carers and prevent duplication across community support services.

### We will no longer support with the following:

- Small business issues (e.g. bookkeeping or managing the disruption to a business in light of a cancer diagnosis);
- Tenancy law (e.g. eviction due to unpaid rent or other tenancy dispute);
- Immigration law (visa advice for patient or overseas family member); and
- Social security / welfare rights (e.g. Centrelink disputes).

Please see table with list of alternative services you can refer patients and carers to for this support.

| Alternative Services  |
|---|
| <b>Immigration law</b> <ul style="list-style-type: none"> <li>▶ Immigration Advice and Rights Centre</li> <li>▶ Refugee Advice and Casework Service (RACS)</li> </ul>   |
| <b>Small business support</b> <ul style="list-style-type: none"> <li>▶ Small Business Debt Helpline</li> </ul>  |
| <b>Social security / welfare rights</b> <ul style="list-style-type: none"> <li>▶ Economic Justice Australia</li> <li>▶ Welfare Rights Centre</li> <li>▶ Financial Rights Legal Centre</li> <li>▶ Intellectual Disability Rights Service</li> </ul>                  |
| <b>Tenancy law</b> <ul style="list-style-type: none"> <li>▶ Homeless Persons' Legal Service (PIAC)</li> <li>▶ Eastern Areas Tenants Service</li> <li>▶ Tenants Union of NSW</li> <li>▶ Kingsford Legal Centre</li> <li>▶ Far West Community Legal Centre</li> </ul> |

# About our Legal, Financial and Workplace Referral Services



Cancer Council connects people affected by cancer with volunteer professionals who provide advice and support to patients and their carers. Professionals include lawyers, financial advisers, HR and recruitment professionals.

Cancer Council staff do not provide advice directly to clients.

## Who we can help

Cancer patients, carers and bereaved carers who are experiencing cancer-related legal, financial or workplace issues and are unable to afford professional advice.

## Financial eligibility criteria

Our referral services are means tested and patients and carers will be asked financial questions about:

- Employment status,
- Household income,
- Housing situation and dependents, and
- Asset and debts.

## How to 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.

## What we can help with

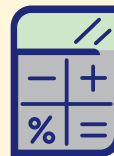
### Legal Referral Service:

Legal issues connected to a cancer diagnosis, including:



- Simple Wills, Power of Attorney and Enduring Guardian documents (patients only)
- Employment and discrimination matters
- Superannuation and insurance disputes
- Credit and debt matters

### Financial Planning Referral Service:



- Early access to superannuation
- Insurance claims (e.g. income protection, TPD and life insurance)
- Help with Centrelink
- Asset and debt management options
- Retirement and estate planning

### Workplace Referral Service:



- Guidance around disclosing a cancer diagnosis
- Support managing work while receiving treatment or caring responsibilities, including leave entitlements and flexible working arrangements
- Support returning to work, including reviewing CV and interview techniques