



Who requires assistance: Patient Carer Bereaved carer

Details of patient:

Title: _____ First Name: _____ Surname: _____

Male Female Date of birth: ___/___/___ Treating hospital: _____

Cancer type: _____ Stage of disease: Early Advanced Survivor Deceased

Street address: _____ Suburb: _____ Postcode: _____

Home #: (_____) _____ Mobile #: _____ Leave msg on: Home Mobile

ATSI: Yes No Country of birth: _____ Interpreter language required: _____

Details of Carer:

Title: _____ First Name: _____ Surname: _____ Male Female

Date of birth (if requesting pro bono support): ___/___/___ Relationship to patient: _____

Street address: _____ Suburb: _____ Postcode: _____

Home #: (_____) _____ Mobile #: _____ Leave msg on: Home Mobile

ATSI: Yes No Country of birth: _____ Interpreter language required: _____

Referrer details:

Name: _____ Organisation: _____ Date of referral: ___/___/___

Phone/Pager/Mobile: _____ Email: _____

What assistance does client need?

If this referral is urgent* please tell us why:

Please also call us on 1300 882 173 if referral is urgent so we can contact the client to start the referral process as soon as possible.

Can the client travel to the service provider's office to meet? Yes No If no, meet at: Home Hospital

Are you satisfied that this client cannot afford to pay for advice? Yes No Unsure

Have you received the client's consent to send through this referral? Yes No

In order for us to contact a client they must consent to the referral to the Pro Bono Program.



About the Cancer Council Pro Bono Program

The Cancer Council Pro Bono Program can help cancer patients, carers and bereaved carers who need workplace, financial or legal advice.

We can assist with:

- Legal issues
- Financial planning
- Small business accounting
- Workplace advice

We assist by connecting clients with a professional who volunteers their time. Professionals include lawyers, financial planners, small business accountants and human resources professionals. 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.

Criteria and Exclusions

Some general rules apply:

- Issue must be connected to cancer diagnosis
- Client cannot already be receiving advice on the issue
- Client must be unable to afford the cost of advice (see 'Means test eligibility' section over the page)
- Client can be referred to the service once only per issue

To be eligible for assistance, client must:

- Have been diagnosed with cancer, or be currently caring for a person diagnosed with cancer. Bereaved carers of people who have died from cancer may apply up to 12 months after the bereavement

We can provide assistance with:

- Basic wills, powers of attorney and enduring guardianships (patients only)
- Employment and workplace issues
- Accessing superannuation and insurance
- Managing credit and debt issues
- Insurance claims and disputes
- Small business issues
- Immigration law (in limited circumstances)

We may be able to assist with other issues connected to the cancer diagnosis on a case by case basis.

Exclusions:

We will never be able to assist with:

- Criminal law matters
- Divorce and separation
- Property issues
- Administering an estate
- Bankruptcy and taxation issues
- Advanced Health Care Directives

If a patient already has a will:

- Generally, if the will has been prepared recently (the past 5 years) and the client only wants to make minor amendments, we will ask the client to return to the previous lawyer who drafted the will to make changes
- If they cannot go back to the previous lawyer (either because of a change in their financial circumstances or some other reason), we will refer them for assistance with preparing a new will

Please note that lawyers will not make changes to or check existing wills (including will kits). They are only able to prepare new wills.

If you are unsure whether the Pro Bono Program can assist a client, please phone the Pro Bono Case Manager on 1300 882 173 before referring.



Means test eligibility

Please inform your client we will ask them some financial questions because the service is means tested.

We will ask the client questions about their:

- Employment status
- Household income
- Centrelink payments
- Assets and debts

We do not have a set assets/income threshold amount as the means test takes into account the whole of the client's circumstances to see if they should qualify for pro bono assistance. We also take into account the likely cost of obtaining the relevant advice on a commercial basis (if they are available commercially).

Referral process

How to refer clients:

1. Complete the referral form
2. Email to probono@cancercouncil.org.au or fax to 1300 240 622

A client must consent to being referred. If they are not ready or unsure about a referral when you meet with them, you can always let them know that they can self-refer by contacting Cancer Council on 13 11 20.

What happens next?

We will do our best to contact the client within 3 business days of receiving a completed referral form. We will generally call the client at least twice:

1st call

During this call we will explain the service to the client and ask some financial questions in order to conduct the means test.

2nd call*

We will confirm with the client their eligibility for pro bono assistance, and whether their issues are within the scope of the program.

If the client is eligible, we will discuss the details of their issue further (this call can take between 15-30 mins depending on the complexity of the issue), so we can pass those instructions on to a service provider. Sometimes this will require more than one phone call, eg, if the client does not have all of the relevant information at the time of the call.

If client is not eligible for pro bono assistance:

- We will contact you to let you know
- Depending on why they do not qualify, they may be referred to a professional on a paid basis if they wish

**Typically the 2nd call is made the same day as the 1st call, however, if this is not possible, we will attempt to call the client back on the next working day.*

Once we refer the client to a service provider, the service provider will call the client directly to arrange an appointment.

Feedback

The Pro Bono team welcomes feedback. Please email to probono@cancercouncil.org.au or call 1300 882 173 to provide feedback, follow up on a client's referral or ask questions about the program generally.