

Financial Services Program Guidelines

The Financial Services Program offers a funding grant up to a maximum of \$350 towards specific household accounts of individuals who have a confirmed cancer diagnosis and experiencing significant financial hardship due to their diagnosis and treatment.

Cancer Council SA's Financial Services Program is funded through public donations and receives no government support. This support is a once-off payment, accessible every two years, subject to the client's ability to meet program guidelines at the time of each referral.

Program eligibility/criteria

Eligibility is determined by the Referrer's assessment of financial needs within the context of the individual's financial resources and following assessment of their eligibility for any other available financial supports.

An individual referred to the program **MUST** be a South Australian resident and meet the following **criteria**:

- have a current confirmed diagnosis of cancer within the last 12 months and/or undergoing cancer treatment
- and*
- experiencing financial hardship as a direct result of their cancer diagnosis and treatment and the referrer is satisfied there is or has been:
 - a significant reduction in income (e.g. inability to work, reduced hours of work) and/or
 - additional expenses incurred (e.g. parking, transport, accommodation, medication, treatment, increased utilities usage).

Who is not eligible?

- Individuals whose financial hardship circumstance is not related to a cancer diagnosis.
- Individuals who are deceased at the date of referral.

Qualifying bills

A payment of up to \$350 towards unpaid essential personal household account(s) listed below:

- Ambulance membership
- Car registration
- Council rates
- Electricity
- Emergency services levy
- Gas
- Telephone / Internet
- Water rates

Funding is not available in cash, or for the direct payment of treatment for cancer, medical or pharmaceutical costs, travel, parking, accommodation costs (including rent or mortgage repayments, hotel costs incurred whilst undergoing cancer treatment), insurances (household or health-related), driver's license renewals, school/tertiary fees nor for the provision of household or medical aids or appliances.

Who can make a Referral?

Referrals are accepted from:

- **Cancer Council SA 13 11 20** Information and Support nurses, Social Workers and Counsellors
- Cancer Council SA Outreach Nurse, Flinders Cancer Wellness Centre
- Oncology or treatment centre Social Workers
- Cancer network nurses, McGrath Breast Care Nurses
- Welfare Officers
- Other health professionals

How to make a Referral

Referrals must be made using the Financial Services Program Referral form (available to download from Cancer Council SA's website) in alignment with the Program Guidelines. Incomplete referrals cannot proceed to assessment.

Ensure the following has been completed to avoid any delays in processing:

- all applicant details (name, address, phone/email contacts) and contact preference listed;
- all required information has been included and the referral form has been signed by the applicant;
- good quality copies of the household account including BPay or EFT details are attached to the referral. *(If the bill is recently overdue or nearing payment due date, please encourage the client to seek an extension of payment as Cancer Council SA will not be responsible for any additional fee, disconnection, or debt collection for late payment).*
- all mandatory fields in the Referral form are completed accurately to enable appropriate and prompt assessment.

Each referral will be assessed, and the referrer will be notified of the outcome within 5 working days. If approved, Cancer Council SA will process the payment directly to the biller or service provider. Confirmation of payment will be provided to the applicant.

Financial Services Referrals remain open for 12 months from approval date. If the funding grant is not fully utilised within this time, the referral is closed and remaining balance reallocated to another client.

Email referrals to financialassistance@cancersa.org.au

Further information

- Accounts that have already been paid are not able to be reimbursed.
- More than one account can be submitted with each application as funding can be made in one payment or in a series of smaller payments totaling \$350.
- For accounts exceeding \$350, a payment will be made towards the total amount owed, if feasible. The client is then responsible for paying the remaining balance.
- Once a payment has been processed, it is unable to be rescinded.
- Advance payments are unable to be made.

Cancer Council SA Internal Referrers (additional information)

Internal referrers should inform applicants that they MAY need to provide medical confirmation of their cancer diagnosis or treatment to verify their eligibility for support.

Acceptable forms of confirmation include:

- A recent medical cancer test or scan result
- A letter confirming diagnosis or treatment from their GP or cancer treatment team
- A hospital discharge notice