

Practical Support Program Guidelines

What is the Practical Support Program?

Practical support is intended as short-term practical relief, where the treatment for cancer is having a serious direct effect on the functional capacity of the family or the person's capacity to remain independent at home.

As of 1/7/2017, the assistance is for the delivery of basic practical support services (listed below) up to a **maximum value of \$350**. Cancer Council WA pays this directly to the service provider on invoice. This is not an entitlement and eligibility is determined by assessment of practical needs within the context of the family's social and financial resources. The fact that a cancer patient is undergoing treatment is not grounds for automatic approval of applications.

CCWA's Practical Support Program is funded through public donations and fund-raising events and receives no government support. As such, referrers are required to be discerning when applying for practical support so that our limited funding is able to assist those who require it most.

The Practical Support Program is not an emergency service, and services can take up to 3 weeks to commence. CCWA is unable to assist the patient and his/her family with ongoing/long-term practical support.

What is the process for referral into the Practical Support Program?

Cancer Council WA (CCWA) relies on the referrer to make a complete assessment of the applicant's eligibility for existing community social support resources and to approach these services prior to referring to the CCWA Practical Support Program. The referrer is also asked to assess the applicant's familial and social support networks as well as the capacity for the applicant to afford similar services privately. CCWA should be approached as an agency of last resort.

The CCWA does not have access to full information about clients and/or their situation. It is the responsibility of external agencies to provide a detailed referral into our program. Any calls received by Cancer Council 13 11 20, from clients interested in accessing the program, will be referred back to external agencies or regional CCWA staff to complete the assessment and determine whether or not an application is eligible.

Who can make a referral?

Applications are made by:

- CCWA Regional Cancer Support Coordinators;
- Oncology or treatment centre Social Workers;
- GPs;
- Relevant nursing and allied health care staff; and
- Welfare Officers and other health professionals.

Please note that ALL sections of the referral form MUST be completed. Incomplete referral forms cannot be processed and will be returned to the referrer.

Who is eligible?

A person who is undergoing active treatment or management for a confirmed cancer diagnosis, or has completed active cancer treatment within the last six months and is experiencing hardship as a result of a significant lack of social resources.

A referral should only be made for people who request help and are in need of it at the time of referral. Referrals are not to be made for people to access at a later date.

CCWA must be notified if the client's circumstances change during the provision of these services.

Who is not eligible?

- Those who do not have a cancer diagnosis or those who finished active treatment more than 6 months ago. It is the responsibility of the referrer to ensure that the client has a confirmed, current, cancer diagnosis.
- Those who are in receipt of a HACC funded service or other care package.
- Those who have family or friends who are able to provide support.
- Those who have previously accessed CCWA's Practical Support Program.
- People who have the capacity and means to fund the required service.

What services are covered?

Cancer patients can receive the following practical support services. These services can only be provided if preferred providers are available in the location requested. Patients may access ONE of the following services to a total maximum value of \$350.

- Domestic Assistance (home help)

Light housekeeping/home cleaning services for basic home maintenance, up to a maximum of \$350. This includes duties such as mopping, vacuuming and cleaning of wet areas.

Not accessible: window/blinds cleaning, vacate/exit cleans, carpet cleaning, one-off/spring cleans.

- Gardening

Basic gardening services, up to a maximum of \$350. Services are limited to pruning, weeding, lawn mowing (where available) and general garden tidy.

Not accessible: heavy duty garden services, tree lopping, mulching, reticulation.

- Family Assistance

Short-term in-home child care for the purposes of assisting with attendance at cancer treatment or medical appointments, up to a maximum of \$350. This will be serviced through the child care providers listed on the Practical Support Program panel only.

Access to this service should be discussed with Practical Support Program Officer prior to application.

Are there exceptional circumstances?

The program can only provide funding for services that fall within the program guidelines and exceptional circumstances for assistance or support outside the parameters above will not be considered. This includes a further request for a client who has previously accessed the program.

How to make an application?

Applications must be made using the CCWA Practical Support Application Form, in alignment with the Program Guidelines. Referrers should ensure that they have the current application form before applying. This is available through the Cancer Council WA website (<https://www.cancerwa.asn.au/professionals/>).

A flow chart is provided overleaf. Referrers should call CCWA on 08 6389 7809 for any enquiries relating to the application process.

The application form MUST be correctly completed for an application to progress. Incomplete forms or illegible will be returned to the referrer for amendment prior to any processing occurring.

Please ensure your client is aware that the total application process may take up to 3 weeks from receipt of referral by Practical Support Program Officer to implementation by service provider. It is the referrer's responsibility to ensure that the client is aware of the program guidelines and has consented to take part in the program.

Once completed, the application should be emailed to the program officer at Practicalsupport@cancerwa.asn.au or faxed to (08) 6389 7821.

PRACTICAL SUPPORT APPLICATION PROCESS

