

We hope the information is useful for understanding the assistance available to you from The Cancer Support Group. The Cancer Support Group, our Members, Volunteers, Board of Directors, Sponsors, Supporters and Staff all work hard to provide this assistance to you. It gives us great pleasure and satisfaction to be able to support cancer patients in this way. We do this because we want to know that we have made things just a bit easier for you at this time. Please contact us at your convenience to discuss the assistance or any questions you may have. We are more than eager to help.

[Privacy Policy](#)

All information retained by The Cancer Support Group in relation to a cancer patient is stored in a secure manner. Staff and Administration Volunteers are the only persons permitted to have access to this information without the express permission of the cancer patient or those authorised by the cancer patient. All Staff and Administration Volunteers have a valid Working with Vulnerable People card and have signed a privacy agreement.

[Information Access](#)

The cancer patient or those authorised by the cancer patient may request information about the services provided by The Cancer Support Group to that individual at any time. This information will be provided either verbally or in writing, as per their request. Only that information which directly relates to the cancer patient or services provided to that cancer patient will be provided.

The Cancer Support Group

Ph: (02) 6297 1261 Fax: (02) 6297 1878

Email: info@thecancersupportgroup.org.au

Web: <http://thecancersupportgroup.org.au>

Office: 21 Cooma St, Queanbeyan Open: 8.30am to 5pm Mon to Friday

Post: PO Box 1351, QUEANBEYAN NSW 2620



Support available to Cancer Patients



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[Information about the services available to you](#)

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Important Information for you

If you currently have a diagnosis of cancer, The Cancer Support Group is happy to offer assistance to you; if you are finding the cost of getting treatment to be a burden to you and your family. We have a registration form that must be completed to register and a treatment plan form which may need to be completed, depending on your situation. This booklet will provide information about the support we can provide and the requirements for registration with us.

The Cancer Support Group is a small, local registered charity based in Queanbeyan. We have three staff in the office and we are able to pay their wages due to yearly funding from ACT Health. To provide assistance to cancer patients in Canberra, Queanbeyan and the South Coast of NSW, we hold a variety of fundraisers every year and collect donations from many generous businesses and individuals. The fundraisers are organised by our staff and volunteers. Our volunteers do wonderful work on our behalf. If you are aware of anyone who may be interested in volunteering for The Cancer Support Group, please ask them to contact us via phone, email or social media.

Due to our fundraising and donations, we are able to make the amount of \$2,500 available to you. This amount will be available for the period you are registered with us for assistance as per below.

Six months – from the date that we receive your correctly completed & referred registration form. Once that period is complete, any remaining funds will no longer be available to you. If your treatment or need for funds extends beyond the six month period, you will need to complete a new registration form, with a treatment plan form detailing the length of extra time that you will require assistance.

Palliative – for cancer patients with a terminal diagnosis, we are able to offer financial assistance until the \$2,500 limit of assistance is reached or the patient passes away; whichever comes first. If the cancer patient passes before the limit is reached, we are not able to make any remaining funds available to the patient's family. The assistance we provide is purely for the cancer patient and purely in the ways detailed in this brochure.

Food and/or Petrol e-gift cards

The Cancer Support Group purchase Woolworths e-gift cards for purchasing food and groceries and Woolworths Caltex e-gift cards for purchasing petrol. The e-gift cards are able to be provided to the cancer patients in the following ways;

- We can print out the e-gift cards and post them out to you. It will generally take at least two to three business days for them to be delivered to you by Australia Post. Please be aware that once the e-gift cards are posted, we cannot cancel or stop the cards and they cannot be replaced. If they are lost, we can re-print and re-post; if requested.
- We can email the e-gift cards to you during business hours. Once you receive the link to the cards, they can be
 - Printed on your own printer
 - Downloaded onto your phone, if you have email on your phone
 - Write down the 10 digit card number and PIN for entry at the register of the Woolworths or Woolworths Caltex outlet
 - The Woolworths e-gift cards can be used to purchase food and groceries through Woolworths online

We are able to provide a maximum of \$100 per week of the e-gift cards under the following conditions;

- The e-gift cards will only be given out when requested by the cancer patient or those authorised on their behalf. We will not send them out automatically. They must be requested each time. This is to ensure that we are only sending out the e-gift cards that are needed.
- Each e-gift card has \$50 loaded onto it and can be given out as per below. If the full \$50 amount is not used, the remaining balance will stay on the e-gift card until next used, or until the expiry date (12 months from date of issue by Woolworths).
 - \$50 Woolworths grocery e-gift card & \$50 Woolworths Caltex petrol e-gift card; OR
 - \$100 Woolworths grocery e-gift card; OR
 - \$100 Woolworths Caltex petrol e-gift card

- We are only able to order once per month from the supplier. The suppliers provide one free delivery per month. If more than one delivery per month, there will be an additional delivery fee (approximately \$18 per delivery) which will come from the \$2,500 made available to you.
- Please allow one week for order and delivery of the drinks. To ensure that you do not run out of drinks while waiting for the new delivery, please let us know when you have at least one week's supply still available to you. We do not have any of the supplement drinks available at our office. If there is an instance when you unexpectedly run out, you will need to contact the Nutrition Department of your hospital and find out if they have any available.

Electricity/Gas Account

The Cancer Support Group is able to provide a one-time only amount of \$300 towards your electricity and/or gas accounts under the following conditions.

- We require a copy of the account showing the name of the account holder and the address of electricity/gas supply. The account does not need to be in the name of the cancer patient to which we are supplying assistance, but it does need to show the residential address we have listed as part of their registration.
- Please make sure that the copy of the account includes details on the different methods of payment available and the account numbers. We prefer to make payment online as it can take up to four (4) weeks for the suppliers to process cheque payments.
- We will make the payment at our earliest convenience. However please be aware that we have a monthly budget that we have to keep to and we may not always be able to process by the listed due date. If you have any concerns, please contact us to discuss this. We are also unable to contact you individually to advise when the payments are processed. We process a large number of accounts each month and do not have the staff time available to do individual notifications.

Treatment Plan – with a correctly completed treatment plan form, we are able to offer assistance for the period of time specified in the treatment plan form or until the \$2,500 limit of assistance is reached. This form must be completed and sign by the cancer patient's GP, specialist or other professionals authorised by The Cancer Support Group. If the period of assistance ends before the \$2,500 limit of assistance is reached, the cancer patient is required to fully re-register for assistance to access any of the remaining funds.

The Cancer Support Group has 30 years of experience providing financial assistance to cancer patients. In this time, we have assisted people with all different types of cancer and of every age; from babies to those in their 80's and 90's. If you and your family are experiencing financial hardship due to cancer and the treatment and live within the area we are able to support, we are more than happy to provide assistance to you. Through our experience and through the limitations of funds we are able to attract, we have found the most effective assistance to be those listed below. In 2015, we have managed to provide around \$600,000 in financial support to our cancer patients and we hope to continue to do so for many more years.

Please be assured that our dedication and commitment to assisting cancer patients will always be at the forefront of everything we do.

Pharmacy account

The Cancer Support Group can open an account at the cancer patient's local pharmacy for any medications or other items not provided by the hospital as part of your cancer treatment. We have a general list of items which will be covered by the pharmacy account. If there are items you require as part of your cancer treatment which are not included in this list, it is necessary to get approval from The Cancer Support Group before charging them to the pharmacy account. Any items without the prior approval of The Cancer Support Group will be the responsibility of the cancer patient to pay for. When you signed the registration form, you accepted responsibility for ensuring that only the correct items are charged to the pharmacy account and/or reimbursing the pharmacy if any incorrect items are charged to the account. Failure to comply with this guideline will force us to close the pharmacy account and you will no longer have access to this benefit.

Items which are permitted on the pharmacy account for all cancer patients: vitamins, antibiotics, depression medication, over the counter & prescription pain medication, wound care dressings and bandages, gastric relief medication (reflux, heartburn, diarrhea, constipation), medicated skin creams (for dry skin treatment – no facial moisturisers) and cancer treatment scripts. With over 100 types of cancer, to create a specific list for each cancer patient would be very time consuming and take our staff away from tasks assisting other cancer patients and/or fundraising events, so this list is the one used for all the patients we assist. If there are any medications related to your cancer treatment not included on the list, either you or the pharmacy can contact us and we can give approval to the pharmacy to accept additional items.

Chemotherapy medication

If you are or will be receiving chemotherapy treatment through the hospital, there may be charges for the chemotherapy and other related medication from the hospital or their supplier. Depending on where you receiving your treatment will depend on how the charges are relayed to you.

Canberra Region Cancer Centre at the Canberra Hospital

The Canberra Hospital currently use Pharmatel Oncology Dispensary / Slade Pharmacy to supply most of the chemotherapy and other related medication. Depending on the type of medication you require and your personal circumstances (whether you are a private or public hospital patient, whether you have private health care, whether you have a Health Care card, etc), there may be a charge for the chemotherapy medication. If so, you will be asked to complete a form allowing Pharmatel Oncology Dispensary to send you an account for the medication. Once you receive this account, please check to ensure the dates and charges are correct and then send a copy of the account to The Cancer Support Group. We will then notify Pharmatel Oncology Dispensary that we are paying this account on your behalf and will pay the account at the end of each month. We cannot open an account for you with Pharmatel Oncology Dispensary as we do not know your treatment schedule or medication requirements and we do not have the staffing available to gather and regulate that information.

There also may be other medication provided to you by the Canberra Hospital Oncology Pharmacy. If so, this medication is supplied at the hospital with payment due immediately. The only exception is for cancer patients receiving support from The Cancer Support Group. We are able to open an account with the Oncology Pharmacy for the period that we are providing assistance to you. Please contact us to arrange for this account to be set up.

Calvary Hospital, Bruce

Depending on the type of medication you require and your personal circumstances (whether you are a private or public hospital patient, whether you have private health care, whether you have a Health Care card, etc), there may be a charge for the medication supplied by Calvary Hospital. If you receive an account from the hospital for this medication, please check to ensure the dates and charges are correct and then send a copy of the account to The Cancer Support Group. We will process and pay the account directly to the Calvary Hospital or their designated supplier. We cannot open an account for you with the Calvary Hospital or their supplier as we do not know your treatment schedule or medication requirements and we do not have the staffing available to gather and regulate that information.

Other Hospitals or Treatment Centres

Please contact The Cancer Support Group to discuss the provision of chemotherapy medication at that hospital/treatment centre and how we can provide financial support.

Food/Drink Supplements

If part of your cancer treatment includes supplement drinks prescribed by a Dietician as part of the HENs Program, we are able to purchase and pay for these drinks on your behalf. Once you have registered for assistance with the Group, please advise your Dietician and ask them to send us a copy of your script/order form. When you would like these drinks initially ordered and paid for by us, please let us know the amount and types of drinks you would prefer. We will then order and pay for the drinks and the supplier will arrange for delivery to your preferred address. Please be aware of the following;