

citizens
advice

How to access the Macmillan Benefits Service at Birmingham Citizens Advice

Ask your Macmillan or specialist nurse to make a referral to us and we will get in contact with you.

On receipt of a referral we will get in contact to arrange a convenient time and location for an appointment at Queen Elizabeth, Heartlands, City or Good Hope Hospitals.

Telephone appointments are made if you are unable to attend the appointment.

We also provide telephone advice Monday to Friday, 10am-1.30pm, on 0121 683 5601.

Our address is:

Birmingham Citizens Advice, Ground Floor, Gazette Buildings,
168 Corporation Street, Birmingham B4 6TF

WE'RE HERE FOR YOU

If you have any questions about cancer, need support, or just want to chat – even if there's something on your mind not mentioned in this leaflet – please don't hesitate to get in touch.



Call the Macmillan Support Line free on
0808 808 00 00 (Monday to Friday, 9am-8pm)
or visit macmillan.org.uk

You can also join our online community at **community.macmillan.org.uk** to chat online with people who are going through similar experiences.

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NEED ADVICE
ABOUT
BENEFITS?

WE CAN
HELP

WE ARE
MACMILLAN.
CANCER SUPPORT

Macmillan Benefits Service at Birmingham Citizens Advice

A benefits advice service for people affected by cancer

Do you need help with the cost of cancer?

When you or someone close to you has been diagnosed with cancer, money might not be one of the first things you think about. But having cancer can be expensive. Your income may go down and your spending may go up. You may have to pay for a special diet, child care, higher heating costs or travel to a hospital. If you are struggling to cope with the financial impact of cancer, remember that there is help available.

The Macmillan Benefits Service at Birmingham Citizens Advice offers a free, confidential benefits advice service to people living with cancer across Birmingham and their carers and relatives.

The Macmillan Welfare Rights Officers can...

- provide advice on what benefits you could claim
 - if you cannot work
 - if you are experiencing health problems as a result of illness or treatment, or have a poor prognosis
 - if you have a low or reduced income
- help you with applications for benefit – making calls, form filling, etc
- help you apply for one-off grants eg to help with fuel costs, to pay for a convalescent holiday or a new household item
- assist you with appealing against decisions on your benefit entitlement

Some of the questions we're asked:

- I am struggling to pay my bills as a result of my cancer diagnosis – is there any help I can get?
 - I have received a very complicated form about my benefits – can you help me with it?
 - My employer wants to sack me because I am sick – can they do that?
 - The cost of travel to my treatment and car parking is very high – where do I get help?
 - We are behind with the mortgage – what shall we do?
- We can help with questions like these and many more.

HOW TO CONTACT US



telephone us on **0121 683 5601**



email **macmillan@bcabs.org.uk** and a member of the team will get in touch with you



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By letter to **Birmingham Citizens Advice, Ground Floor, Gazette Buildings, 168 Corporation Street, Birmingham B4 6TF**