Macmillan Support Line

We're here to help

- Welfare Rights
- Energy Advice
- Macmillan Grants
- Online Community
- Financial Guidance
- Work Support
- Cancer Information & Support
- Cancer Information & Nurse Specialists

0808 808 0000

7 days 8am-8pm

community@macmillan.org.uk

Who	What	How
Cancer Information & Support Advisors	Offering a listening ear to everyone that needs it. Our advisors provide emotional support, a hugely diverse range of practical information, signposting to other specialist services relevant to an individual's needs, including Macmillan's wider specialist service offer.	• Needs assessment • Emotional support • Practical information • Signposting
Cancer Information & Nurse Specialists	Our Cancer information nurse specialists can talk you through information about your diagnosis and treatment. They will help you understand what to expect from your diagnosis and share key information to help you manage symptoms and side effects. They offer personalised support and answer any questions you might have.	• Understanding diagnosis • Symptoms and side effects • Treatment options • End of life and dying • Explaining medical jargon • Understanding any tests, investigations and results
Welfare Rights Advisors	Provides information on benefits and support that people may be entitled to, ensuring people living with cancer are not missing out on entitlements. Our advisors can check eligibility and offer guidance on making applications, as well as referring on to other specialist services including our Energy Advice team.	• Benefit entitlement checks • Income maximisation • Macmillan Grants • Challenging benefit decisions • Provide evidence to support change

Who	What	How
Financial Guidance	Financial Guidance helps to minimise the financial impact of cancer. By doing an assessment of needs, our team offers personalised guidance and explanations about financial products to help people with managing their finances and future planning.	Provide information on: • Pensions • Insurance • Mortgages • Estate planning • Financial planning The financial guidance team have various referral partnerships i.e. Nationwide, Lloyds Banking Group and Virgin Money.
Energy Advisors	Our energy specialists provide advice and information regarding energy related costs arising from gas, electricity, water, and other sources of fuel. If people are struggling with energy bills, our team can also check entitlement to any additional support.	Provide information on: • Energy company support schemes • Trust Fund support • Boiler schemes • Water company support schemes • Tariff considerations
Work Support Advisors	Provides information and advice to people with cancer and carers on work issues, help with questions or with talking to an employer about various work concerns to support people living with cancer to make the right decisions at work.	Provide information on: • Rights at work (the Equality Act) • Reasonable adjustments • Returning to work • Carers' rights • Disputes and discrimination
Online Community	Macmillan's Online Community is a safe website where people living with cancer can share their experiences and find emotional and practical support from others in a similar situation. People can also get expert advice from Macmillan professionals in the Ask An Expert area. The Online Community is moderated and supported by Macmillan employees, medical experts, and volunteers; it is a safe place where everyone supports each other. Click here to join / view	• Moderate the site to keep it safe • Support members emotionally and help them to navigate the site • Create content for our News Blog • Run projects to promote the community • Continuously develop and improve the community • Manage a team of community Champions (volunteers) • Host specialist 'Ask an Expert' sessions
Chat Online	Click here to view the Chat Online page.	• To chat click the icon on the bottom right of the page

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.

MACMILLAN CANCER SUPPORT