A Simple guide to the service and how to use it

The Service
The Macmillan Fife Welfare Benefits Partnership is a service provided by existing public and voluntary sector agencies supported by, and working in collaboration with, Macmillan Cancer Support. It provides information and advice about welfare benefits and other financial entitlements to help people living in Fife cope with the cost of living with cancer. Where beneficial the service will also introduce clients to other agencies that can offer more specialist help and advice.

Who Is The Service For?
The service is open to all cancer patients, their families and/or their carers who live in Fife; it applies equally to those whose treatment is delivered out-with Fife.

What Can Clients Using The Service Expect?
Clients should expect:
- to meet with an experienced welfare benefits adviser
- to be given help in assessing their financial situation and needs
- to be offered information and advice about their rights and entitlements
- to receive guidance and assistance in completing benefit and other claim forms

Where appropriate clients may also be:
- given help to deal with appeal tribunals
- introduced to other agencies that might offer more specialist help and advice

How Is The Service Accessed?
The service can be accessed by:

Telephone: 0345 1400 091

Direct referral from another support or advice agency using Fife On-line Referral Tracking System (FORT)

What Role Can Health And Other Professionals Play?
As a healthcare or other professional working with people affected by cancer you can play an important role in raising the awareness of the service at an early stage in the patient’s journey. Reducing the additional stress of coping with the financial cost of cancer can be a major benefit to patients and their families/carers.