

# WORK SUPPORT ROUTE GUIDE

Helping professionals talk to  
people about work and cancer



## Talking about work and cancer

**This booklet is for health and social care professionals. It aims to help you support people living with cancer with work-related concerns and give them useful guidance. The booklet suggests relevant questions you could ask them, recommends responses and lists further sources of support.**

It is estimated that 890,000 people of working age were living with cancer in the UK in 2015. This number is set to increase to 1,150,000 by 2030. These people may need to make many difficult decisions about work. Having discussions about work as soon as possible after a cancer diagnosis can help prevent problems. There is strong evidence that work is good for well-being and helps recovery and rehabilitation.

You do not need to be an employment expert to talk about work, and the conversation does not have to take up a lot of your time. The important thing is that you include work in your conversations with people living with cancer, and encourage them to consider their options.

If you are using a holistic needs assessment (HNA) to find out more about someone's concerns, work may be one of the issues they raise. This booklet will help you direct people to the right information for them.

## Starting a work conversation

To get started, ask the person living with cancer which of these options best describes their employment status:

**A**

**In employment or  
on long-term sick leave**  
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**B**

**Out of work**  
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**C**

**Self-employed**  
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# A

## In employment or on long-term sick leave

This section will help you support someone with cancer who wants to keep working during or after treatment.

Have you spoken to your employer about staying in work during treatment or returning to work after treatment?

Yes

Do you know your legal rights at work following your diagnosis?

Yes

Are you considering a change in career or early retirement?

No

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No

Talking to your employer as soon as possible can help deal with your needs. If you are not sure what to say, you can start by talking with a Macmillan work support adviser, a trade union representative or a family member or friend.

Also think about the best person to speak to at work and if you would prefer to do this by phone or email.

No

A law called the Equality Act 2010 protects you from discrimination (being treated less favourably) at work because you have cancer. If your employer knows you have been diagnosed with cancer, they must make reasonable adjustments to help you do your job.

Examples of reasonable adjustments could include giving you time off for medical appointments, allowing you to work different hours or making changes to your job description to remove tasks that you would find hard to do because of the cancer.

For more information about the Equality Act 2010 and your rights at work, you can order Macmillan's free booklet **Your rights at work when you are affected by cancer**. You can also talk to a Macmillan work support adviser.

Yes

If you would like to change your job or career, Careers Wales can help you update your CV (see page 19). They can also give you tips about interviews and finding work.

Volunteering may also be a good way to learn new skills. For information about volunteering and help finding opportunities, contact Do-it or Volunteering Wales (see page 20).

Early retirement may also be an option if you belong to an occupational pension scheme. You may want to talk to an independent financial adviser or a Macmillan financial guide.

Have you and your employer agreed a return-to-work plan?



Yes



Do you know where to find further information and support?



No



Making a return-to-work plan with your employer can help you agree the best way to support your return to work. The plan may include a phased return, different working hours or adjustments to your workplace or role.

For advice and support, talk to your human resources (HR) or occupational health team, if you have one.

You can talk to a Macmillan work support adviser for guidance on agreeing adjustments with your employer. Macmillan also has online and paper resources that provide further information (see page 19).



No



If cancer affects your ability to do your job, the government Access to Work scheme can offer guidance and funding for practical support in the workplace (see page 19). This could help pay for special equipment, adaptations and transport to and from work.

You can also talk to a work coach at your local Jobcentre Plus (see page 20), a trade union representative or a Macmillan work support adviser.

For a list of all the services mentioned in this section, see pages 18 to 20. Please print or photocopy this list and give it to the person you are helping. There is a Welsh language version on pages 21 to 23.

# B

## Out of work

This section will help you support someone with cancer who is planning to get back into work.





Are you ready to start looking for work?



Are you worried about going back to work?



Would you like to know more about the financial support and benefits you may be able to get?

For a list of all the services mentioned in this section, see pages 18 to 20. Please print or photocopy this list and give it to the person you are helping. There is a Welsh language version on pages 21 to 23.

→ Yes →

For help returning to work, contact your local Jobcentre Plus (see page 20). You will be introduced to a work coach. They can help you search and apply for jobs and prepare for interviews. You can also register with recruitment agencies. You can find them on the high street or online. You can claim Jobseeker's Allowance online at [gov.uk](http://gov.uk) or by phoning Jobcentre Plus.

If you would like to change job or career, Careers Wales can help you update your CV (see page 19). They can give you tips about interviews and finding work. Volunteering may also be a good way to learn new skills. For information about volunteering and help finding opportunities, contact Do-it or Volunteering Wales (see page 20).

→ Yes →

Self-management courses can help you regain your confidence after treatment. Macmillan's How to Overcome Problems Effectively (HOPE) programme is a free, interactive course. It is usually taught face to face as part of a group, over 6 weeks.

Counselling can also help. To find out more, visit a Macmillan information and support centre or speak to your GP.

Macmillan's free **Work and cancer** booklet explains your rights at work under the Equality Act 2010 if you have cancer. This booklet explains recruitment, fair treatment and going back to work. You can also talk to a Macmillan work support adviser.

→ Yes →

You can speak to a Macmillan welfare rights adviser about the support you may be able to get. You can also find information about benefits at [gov.uk/browse/benefits](http://gov.uk/browse/benefits)

Your local Jobcentre Plus can put together a plan to help you slowly come off benefits and get back to work (see page 20).

For guidance about mortgages, insurance and pensions, talk to a Macmillan financial guide. If you have a personal insurance policy, contact your insurers to find out if you could make a claim to support yourself until you get back into work.



# C

## Self-employed

**This section will help you support someone with cancer who is self-employed. They may worry about closing their business or having to start their career all over again. This section explains some of the options and support available.**



Do you want to stay self-employed?



No



Would you like advice on changing your career, volunteering or early retirement?



No



Would you like to know more about the financial support and benefits you may be able to get?

→ Yes →

Managing self-employment with the effects of cancer and its treatment can be challenging. If you are struggling with side effects or symptoms, such as tiredness, there are services that can help. For example, you may want to try occupational therapy or physiotherapy.

Macmillan's free booklet **Self-employment and cancer** has lots of advice about managing your workload and finances. You can also contact Business Wales for free, professional and financial advice on managing your business (see page 19).

→ Yes →

If you would like to change career, Career Wales can help you update your CV (see page 19). They can also give you tips about interviews and finding work.

Volunteering may also be a good way to learn new skills. For information about volunteering and help finding opportunities, contact Do-it or Volunteering Wales (see page 20).

For guidance about early retirement and what this could mean for you financially, talk to a Macmillan financial guide. You can also talk to an independent financial adviser.

→ Yes →

You can speak to a Macmillan welfare rights adviser about what financial help you may be able to get. If cancer affects your ability to do your job, the government Access to Work scheme may provide support and funding (see page 19).

For guidance about mortgages, loans, insurance and pensions, talk to a Macmillan financial guide.

If you have a personal insurance policy, contact your insurers to find out if you could make a claim to support yourself while you get back into work.

For a list of all the services mentioned in this section, see pages 18 to 20. Please print or photocopy this list and give it to the person you are helping. There is a Welsh language version on pages 21 to 23.

## Useful services

### Support from Macmillan

#### Macmillan Support Line

**0808 808 00 00** (7 days a week, 8am to 8pm)

The Macmillan Support Line has trained experts who can give people with cancer and their loved ones emotional, practical, clinical, financial and work support.

#### Financial guidance

**0808 808 00 00**

(Mon to Fri, 8am to 6pm)

**[www.macmillan.org.uk/information-and-support/organising/your-finances](http://www.macmillan.org.uk/information-and-support/organising/your-finances)**

You can talk to a Macmillan financial guide for help with managing your finances. They can give you information about mortgages, insurance, pensions, planning ahead and more.

#### Welfare rights

**0808 808 00 00**

(Mon to Fri, 8am to 8pm)

**[www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support](http://www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support)**

You can talk to a Macmillan welfare rights adviser about the benefits and grants that you may be able to claim.

#### Work support

**0808 808 00 00**

(Mon to Fri, 8am to 6pm)

**[www.macmillan.org.uk/workandcancer](http://www.macmillan.org.uk/workandcancer)**

Macmillan has a range of information about work and cancer. You can also talk to a Macmillan work support adviser, who can help you understand your rights at work. They can give you information and guidance on talking to your employer and agreeing adjustments at work. They can also answer questions about sick pay or taking time off. If you have more complex needs, they can refer you to one-off legal advice.

#### Free booklets and leaflets

**0808 808 00 00**

(7 days a week, 8am to 8pm)

**[be.macmillan.org.uk/work](http://be.macmillan.org.uk/work)**

Macmillan has free booklets about work and cancer, including **Work and cancer**, **Questions to ask about work and cancer**, **Working while caring for someone with cancer**, **Your rights at work when you are affected by cancer** and **Self-employment and cancer**.

You can order these online or by calling us. We can also provide information in audio, eBook, easy read, Braille, large print and translations at **[www.macmillan.org.uk/otherformats](http://www.macmillan.org.uk/otherformats)** or by phone.

#### Information and support centres

**[www.macmillan.org.uk/informationcentres](http://www.macmillan.org.uk/informationcentres)**

You can visit your local information and support centre with questions about cancer, or just for a chat. The trained experts and volunteers at the centre can also tell you about other local support services, such as counselling.

#### Self-management courses

**[www.learnzone.org.uk](http://www.learnzone.org.uk)**

Macmillan has free courses to help people affected by cancer manage everyday concerns. For example, our Help to Overcome Problems Effectively (HOPE) course focuses on rebuilding confidence after cancer treatment.

### Other services

#### Access to Work

**[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)**

This government programme can help you if your health affects the way you do your job. You may be offered a grant to help pay for practical support at work

#### Benefits and financial support

**[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**

This website can help you find out which benefits you may be able to get, and if you can claim tax credits.

#### Business Wales

**[www.business.wales.gov.uk](http://www.business.wales.gov.uk)**

This service provides free professional and financial advice to people running a business in Wales.

#### Careers Wales

**0800 028 4844**

**[www.careerswales.com](http://www.careerswales.com)**

This organisation has tools and advice to help you make decisions about work and plan your next career step.

#### Find a Job

**[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**

This free online government service allows you to search and apply for full or part-time jobs in England, Scotland and Wales.

**Tip: It may help to write down any local services that could help you.**

**Jobcentre Plus**

**0800 055 6688**

(Mon to Fri, 8am to 6pm)

**0800 012 1888** (Welsh language)

**www.gov.uk/contact-jobcentre-plus**

This organisation gives information about finding and contacting your local Jobcentre Plus. You can also use their online 'Find a job' service.

**Jobseeker's Allowance**

**www.gov.uk/jobseekers-allowance**

This website tells you about Jobseeker's Allowance and explains how you can apply for this benefit online or over the phone.

**Volunteering**

**www.do-it.org.uk**

**www.volunteering-wales.net**

These organisations can give you information about volunteering. You can also find opportunities near you.

# Further notes

You might find it helpful to use this space to write down any further notes or local services.

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# Gwasanaethau defnyddiol

## Cymorth oddi wrth Macmillan

**Llinell Gymorth Macmillan**

**0808 808 00 00** (7 diwrnod yr wythnos, 8am tan 8pm)

**www.macmillan.org.uk/about-us/contact-us/ask-macmillan-form.html**

Mae gan Llinell Gymorth Macmillan arbenigwyr hyfforddedig a all roi cymorth ymarferol, clinigol, ariannol ac emosïynol i bobl gyda chanser a'u hanwyliaid.

**Canllaw ariannol**

**0808 808 00 00**

(Llun - Gwe, 8am tan 6pm)

**www.macmillan.org.uk/information-and-support/organising/your-finances**

Gall arbenigwyr ariannol Macmillan eich helpu i reoli'ch arian. Gallant ddarparu gwybodaeth am forgeisi, yswiriant, pensiynau, cynllunio ar gyfer y dyfodol a mwy.

**Hawliau lles**

**0808 808 00 00**

(Llun - Gwener, 8am tan 8pm)

**www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support**

Gallwch siarad â thîm lles Macmillan am y budd-daliadau a'r grantiau y gallech eu hawlio.

**Cymorth gwaith**

**0808 808 00 00**

(Llun - Gwener, 8am tan 6pm)

**www.macmillan.org.uk/workandcancer**

Mae gan Macmillan ystod o wybodaeth ynghylch gwaith a chanser. Mae ganddynt hefyd dîm ymroddedig o gynghorwyr cymorth gwaith a all eich helpu i ddeall eich hawliau yn y gwaith. Gall y cynghorwyr ddarparu gwybodaeth a chanllaw ynghylch siarad â'ch cyflogwr a chytuno ar addasiadau yn y gwaith. Gallant hefyd ateb cwestiynau ynghylch tâl salwch neu gymryd amser i ffwrdd. Gall y tîm atgyfeirio pobl sydd ag anghenion mwy cymhleth i gael cyngor cyfreithiol untro.

**Awgrym: Fe allai fod o gymorth i wneud nodyn o unrhyw wasanaethau lleol a allai fod o gymorth i chi.**

**Llyfrynnau a thafenni am ddim****0808 808 00 00** (7 diwrnod

yr wythnos, 8am tan 8pm)

**[www.be.macmillan.org.uk/work](http://www.be.macmillan.org.uk/work)**

Mae gan Macmillan ystod o adnoddau am ddim ynghylch gwaith a chanser, gan gynnwys **Work and cancer, Questions to ask about work and cancer, Working while caring for someone with cancer, Your rights at work when you are affected by cancer a Self-employment and cancer.**

Gallwch archebu'r rhain ar-lein neu trwy ein ffonio. Gallwn hefyd ddarparu gwybodaeth ar ffurf glywedol, eLyfr, hawdd ei ddarllen, Braille, print bras a chyfieithiadau yn **[www.macmillan.org.uk/otherformats](http://www.macmillan.org.uk/otherformats)** neu dros y ffôn..

**Canolfannau gwybodaeth a chefnogaeth****[www.macmillan.org.uk/informationcentres](http://www.macmillan.org.uk/informationcentres)**

Gallwch ymweld â'ch canolfan wybodaeth a chymorth lleol gyda chwestiynau ynghylch canser, neu dim ond am sgwrs. Gallant hefyd eich cyfeirio at wasanaethau cefnogi lleol eraill, megis cwnsela

**Cyrsiau hunan-reolaeth****[www.learnzone.org.uk](http://www.learnzone.org.uk)**

Mae Macmillan yn cynnig ystod o gyrsiau am ddim i helpu pobl sydd wedi eu heffeithio gan ganser i reoli pryderon beunyddiol. Er enghraifft, mae ein cwrs Help to Overcome Problems Effectively (HOPE) yn canolbwyntio ar ail-fagu hyder ar ôl triniaeth canser.

**Gwasanaethau eraill****Mynediad i Waith****[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)**

Gall y rhaglen hon gan y llywodraeth eich helpu os yw eich iechyd yn effeithio ar sut y gwnewch eich gwaith. Efallai y cewch gynnig grant i helpu talu am gost cymorth ymarferol yn y gwaith.

**Budd-daliadau a chymorth ariannol****[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**

Gall y wefan hon eich helpu i ddarganfod am eich cymhwysedd i hawlio budd-daliadau a chredydau treth.

**Busnes Cymru****[www.business.wales.gov.uk](http://www.business.wales.gov.uk)**

Mae'r gwasanaeth hwn yn darparu cyngor proffesiynol ac ariannol i bobl sy'n rhedeg busnes yng Nghymru.

**Gyrfa Cymru****0800 028 4844****[www.careerswales.com](http://www.careerswales.com)**

Mae gan y sefydliad hwn gyfarpar a chyngor i'ch helpu i wneud penderfyniadau am waith a chynllunio eich camau gyrfaol nesaf.

**Dod o hyd i swydd****[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**

Mae'r gwasanaeth llywodraeth ar-lein am ddim hwn yn caniatáu i chi chwilio a gwneud cais am swyddi llawn amser neu ran-amser yng Nghymru, Lloegr a'r Alban.

**Canolfan Byd Gwaith****0800 055 6688** (Llun - Gwener, 8am tan 6pm)**0800 012 1888** (Cymraeg)**[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)**

Mae'r sefydliad hwn yn darparu gwybodaeth ynghylch dod o hyd a chysylltu â'ch Canolfan Byd Gwaith lleol. Gallwch hefyd ddefnyddio eu gwasanaeth 'Dod o hyd i swydd' ar-lein.

**Lwfans Ceisio Gwaith****[www.gov.uk/jobseekers-allowance](http://www.gov.uk/jobseekers-allowance)**

Mae'r wefan hon yn dweud popeth wrthyfych am y Lwfans Ceisio Gwaith ac yn egluro sut gallwch wneud cais am y budd-dal hwn ar-lein neu dros y ffôn.

**Gwirfoddoli****[www.do-it.org.uk](http://www.do-it.org.uk)****[www.volunteering-wales.net](http://www.volunteering-wales.net)**

Gall y sefydliadau hyn ddarparu gwybodaeth i chi am wirfoddoli a dangos y cyfleoedd sydd ar gael gerllaw.

**This booklet is for health and social care professionals. It aims to help you support people living with cancer with concerns about work. It includes questions you can ask, recommended responses and further sources of support.**

We're here to help people with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws their way, we're right there with them.

People living with cancer can get help through our support line, our information and support centres, our information booklets and our Online Community.

We also work together with healthcare professionals like you to offer opportunities to develop and learn, so you can keep providing the best treatment and support. For more information, visit **[macmillan.org.uk/patientsupport](https://macmillan.org.uk/patientsupport)**

**MACMILLAN**  
**CANCER SUPPORT**  
**RIGHT THERE WITH YOU**

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