

## Cork ARC Beneficiary Selection Policy

### 1. Purpose

Cork ARC Cancer Support House CLG ("Cork ARC") is committed to providing a safe and supportive environment for people living with cancer and their families. Cork ARC provides access to information, practical assistance, and emotional support throughout the cancer journey.

This policy sets out Cork ARC's approach to the selection and support of beneficiaries and is intended to provide clarity and transparency regarding the services available.

### 2. Beneficiary Eligibility

Cork ARC is committed to supporting people with a cancer diagnosis and their loved ones throughout Cork City and County.

Services are available to individuals based on their particular needs and the range of support that Cork ARC is appropriately positioned to provide. Trained Cork ARC professionals will work with individuals to identify the appropriate service or services available to meet their needs.

### 3. Services Provided

Cork ARC provides specialist professional supports in the following areas:

- Information services
- Psychological supports
- Exercise and movement
- Mindfulness programmes

In addition, Cork ARC provides specialist support to children and adolescents who are impacted by a cancer diagnosis.

### 4. Availability and Suitability of Services

Cork ARC recognises that, on occasion, individuals may seek a service that is not provided by the organisation or that is not available at that particular time.

Where Cork ARC is not in a position to provide a particular service, this will be explained clearly to the individual. Where appropriate, alternative sources of support may be identified or offered.

The availability and range of Cork ARC's programmes and services may change over time in response to identified needs, available resources, client feedback, and developments in evidence-based practice.

### 5. Review of Services

Cork ARC regularly reviews its programme of services to ensure that they remain appropriate and responsive to the needs of beneficiaries.

In undertaking such reviews, Cork ARC takes into consideration feedback from clients and relevant evidence-based information and guidance, including information from the National Cancer Control Programme (NCCP), among other appropriate sources.

## 6. Complaints and Feedback

Cork ARC is committed to providing its services in a professional, respectful, and appropriate manner.

Where an individual is dissatisfied with any aspect of the services provided or with the manner in which a service has been delivered, Cork ARC has a Complaints Policy, which is available on the Cork ARC website.

Individuals are encouraged to use the Complaints Policy where they wish to raise a concern or make a complaint regarding any aspect of the services or service delivery.

## 7. Policy Commitment

Cork ARC is committed to ensuring that its approach to beneficiary selection and service provision is transparent, appropriate, and responsive to the needs of people living with cancer and their loved ones across Cork City and County.