

Notes on Referral Process

Step 1

Member requests help or almoner recognises need. This may be a brother reaching out or the almoner may notice that a brother is in need (for instance, attendance is poor or hear during a meeting a brother is struggling).

The almoner would contact the brother and assess whether there is a *need* of help.

Step 2

Is the need financial or it is of a pastoral nature?

- If the need is **pastoral**, the almoner may feel confident to deal it with himself. If not, he can contact the group almoner if one is assigned (all almoners involved in the pilot initiative will have been contacted by e mail). Alternatively, he can ask for support from the Provincial Almoner
- If the need requires **financial** assistance, there are options:
- If almoner is not confident of the process, contact the Provincial Care Officer through the Provincial Helpline or Helpmail
- If almoner is confident of process, he can either:
 - Ring the Provincial Helpline or use the the Helpmail for small grants or short-term assistance. This will be picked up by the Provincial Care Officer and referred on as appropriate.
 - Direct the brother to MCF for larger grants/ long term assistance/ medical assistance/counselling. [Get Support - The Masonic Charitable Foundation](#) This is via the MCF helpline number. This is a self-referral system; the brother should be aware some benefits are means tested

In all cases, the more detail that is provided, the quicker the services can act.

Minimal Details

- Name /address/ DOB of Mason and lodge number.
- Name of person who claim is for.
- Relationship to the Mason.
- Reason for referral and an indication of the need.

This is both for the helpline and helpmail.