

Abridged Support Crew Guided Script: Verbal/Phone Call

Thanks to Shaun & Francis for their input.

This is the shortened version – please refer to Support Crew AMP Script Final for more detail

1. Starting the conversation:

“If it’s ok with you, I also want to check in to see how you are managing with getting the practical help and support that you and your family need at the moment?”

Some questions to ask:

- How are you doing today? **OR** How are you and your family doing?
- Have you had some treatment already? **OR** Do you have any treatment coming up?
- How has it been for you?
- Is there anything in particular you’re really struggling with right now that you need help with? Maybe it’s meals? Transport? Cleaning? Child care? Companionship?

“The reason I ask is because we know that when dealing with something big like you are, that you’ll need more than just financial assistance. So, we’ve partnered with Support Crew so we can offer you a FREE SERVICE to help you get not only the financial, but the practical AND emotional support you need from your friends and family.”

2. Leading into Support Crew:

“Support Crew is a FREE online support platform designed to help anyone dealing with a life event, as you are with....(customers life event).

Often at times like this everyone close to you wants to help, but they don’t always know how. You may have people dropping off food, which is great and well-meaning, but what you may really need is transport to an appointment or someone to look after the kids.

So what Support Crew does is make it easy to ask for the help you really need – and shows your loved ones exactly how they can help. Now that might be:

- meals, transport or cleaning
- walking the dog, picking the kids up or mowing the lawn
- transport to and from the hospital
- someone to sit with you during chemo.”

3. Ask:

“Is Support Crew something you’d like to know more about?”

- Explain how it works: create a Support Page, invite your Crew, ask for help, share updates
- Offer to either 1) set up a Support Page for them or 2) send them more information
- Explain how it may be helpful for a spouse or a best friend to manage the page for them.



Try and stress the practical use of Support Crew for everyday people

Link back to: AMP understands at times like these you need more than just financial assistance.