




PROSTATE & BREAST
CANCER FOUNDATION

ANNUAL REPORT 2021

A person wearing a brown cardigan over a white shirt is standing in a field of evergreen trees. The background shows a sunset with a warm orange glow over a line of trees. The foreground is a green field. A large, light blue, wavy graphic element is on the left side of the image, partially overlapping the text.

“
I AM SO THANKFUL FOR
ALL THE HELP THAT
HEIDI AND JANE HAVE
PROVIDED TO ME

”

XIANG (PATIENT)



WELCOME

Throughout 2020–21, a year of many challenges, the work of the Foundation and our CanCare Navigation service continued to grow, focusing on those cancer patients most in need and most alone.

In the wake of the COVID-19 pandemic, local, regional and national services in health and social support were stretched beyond anything ever imaginable. Like many other agencies dedicated to delivering outstanding social support with in-person contact, COVID presented an exceptionally high risk, in both transmissibility, mortality and the long-term health consequences for the community – and especially the elderly and marginalised, and those already health-compromised.

For over half the year CanCare volunteer Navigators did their best to maintain contact with

telephone and text support, and while limited as this naturally is, the feedback from patients and referring hospitals was overwhelmingly positive and grateful.

Throughout this report, the comments and feedback from our patients are testament to the commitment, compassion and dedication of our volunteers and what they bring to those in need by gifting their time and presence.

Financial outcomes for the year saw a small reported loss, setting the stage for stronger returns in 2022 and reflected in the growth in lottery and overall income this year. Planned fundraising events this year were deferred, along with earlier plans for educational workshops and community outreach projects.

On behalf of the Board, we sincerely thank our wonderful volunteers, staff and donors for their support.

Reg Woodleigh *Director*





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A photograph showing a woman wearing a white headscarf and a light-colored top, smiling broadly while holding a young girl in a pink shirt. The girl is also smiling and looking towards the camera. In the foreground, the back of another woman wearing a white lab coat is visible, with her hands reaching towards the woman and child. The background is a bright, indoor setting with a window and some greenery.

**TOGETHER CARING,
TOGETHER CURING**

MISSION

TO IMPROVE THE
QUALITY OF LIFE
FOR PEOPLE WITH
CANCER, WITH
PRIORITY TO THOSE
SOCIALY OR
CULTURALLY
ISOLATED, LONELY
OR ALONE.

VALUES

- * **Compassion**
Engaging with empathy, understanding and practical support
- * **Wholistic**
Committed to whole-person care, personal growth and empowerment
- * **Transparent**
Showing integrity through evidence-based practice and measurable, patient-centred outcomes

CANCARE NAVIGATION SUPPORT

Improving Quality of Life

From the side effects of treatment and the emotional roller-coasters, to the practical problems of getting to hospital for treatment - anyone who has or knows someone with cancer knows the challenges they face.

With one in four people living on their own, many have to face these challenges alone and without support.

Program Report 2021

As COVID-19 impacted the whole of this year, many challenges arose that had never been faced before. From the time of the first lockdown in July 2020 there was a decrease in the interest and enrolments in volunteering. As well, the type of support we could deliver changed. For patients who were in hospital, it meant they were no longer able to be visited by friends or family.

Later in the year as lockdowns accelerated, movement between suburbs and restrictions on meeting numbers and lack of vaccination, all made in-person support even more complex. For many months, similar community services also cancelled their in-person support. With some changes in strategy, we continued to successfully support more cancer patients as we moved to text and telephone support.

Our training programs also moved online to Zoom as we recruited a new and culturally diverse cohort of 20 volunteers. Of these, 80% joined the program and provided one-to-one support. With a new volunteer team ready to go, we visited all referring hospitals and their social workers, breast care nurses and nurse co-ordinators. This resulted in many referrals for new patients, and we successfully matched all the newly recruited volunteers.

Most of the tasks our volunteers performed this year were predominantly concerned with social

connectedness but many required assistance with transport arrangements, accessing financial support, organising paperwork, and going shopping. One volunteer organised a ramp to be built at an elderly patient's house so she could safely get in and out with her walker. Until this, she had been in many ways trapped in her house as she was unable to manoeuvre the stairs. In another case, a male patient with advanced brain cancer who was initially quite reluctant to participate now looks forward to his Tuesday's when they walk and have a coffee and toasted sandwich together in Cronulla.

Our volunteers always seem to go above and beyond their role of just 'being there'. In adapting to the challenges of COVID-19 we have been able to ensure our patients continue to be cared for throughout this most difficult time.

Heidi Elms
Support & Training Manager



NAVIGATION IN ACTION

Patient

Philip

A delightful 84-year-old gentleman with prostate and bowel cancer. He is becoming less mobile and his days are spent mainly confined to a chair. Often a bit lonely, he loves nothing more than a good chat to brighten his day.

Volunteer

Daniel

One of our younger volunteers, Daniel is a psychology student and wants to give back to the community after some family experiences with cancer.

Andrew

Has been with us for some time and provides much needed phone support to several patients.

Experience

Daniel calls Phil weekly to catch up and see if there is anything he needs help with. He has escorted him many times in community transport to appointments.

Andrew calls Phil weekly to have a long chat, they enjoy each other's company and Andrew helps alleviate the boredom that Phil suffers.



Patient

John

A retired music teacher, John has recurrent non-Hodgkins lymphoma. He has struggled with early retirement and his treatment. He needed someone to help him organise his paperwork, music and instruments and really appreciates having a little more company and someone to talk to.

Volunteer

Paul

Is a retired teacher and through his own personal experiences with cancer wants to support and help someone else.

Neil

Another younger volunteer who works full-time and is keen to make the cancer experience easier on patients in any way he can.

Experience

Paul visits John once a week and they spend time organising and filing John's paperwork. They also go for walks along the beach front.

Neil provides much needed phone support to John, catching up with him regularly. Neil is enjoying the experience and with his new car, he is now able to visit John.

Patient

Xiang

A single lady with cervical cancer. Very socially isolated, no transport and needed help connecting to support services and accessing financial help.

Volunteer

Jane

A mother of two, Jane has a background in community services and understands how difficult it can be for some to navigate the health and community support systems, and is committed to helping those in need.

Experience

Jane takes her shopping every week and has connected her to a financial planner using an interpreter, who has been able to assist her in accessing some financial help. Despite an occasional language barrier, Jane provides great company and support.

VOLUNTEER NAVIGATORS

During the COVID-19 lockdowns staying in touch was never so important. With regular contact by phone, text, email or in-person, CanCare Navigators have been there for patients, providing support, companionship and practical help to keep medical appointments and treatment on-track. Our help finding other types of support, such as community services, legal or financial advice or connecting to advice on exercise, nutrition, or counselling has also been critical for many, at a time when little things mean a lot.

Patient referrals also continued to grow, from:

- * St George Public Hospital
- * St George Private Hospital
- * The Sutherland Hospital
- * GenesisCare Hurstville
- * Gymea Medical Practice
- * St George Cancer Clinic
- * Anglicare Home Nursing

Examples of tasks performed by Navigators:

- * Organised a mobile phone, home cleaning and gardening
- * Helped access early superannuation funds
- * Connected to interpreter service
- * Accompanied client to physiotherapy appointments
- * Assisted with My Aged Care applications for personal care and home cleaning
- * Organised food & shopping when too sick to leave home
- * Encouraged a client visit psychologist to manage their anxiety
- * Assisted with Centrelink applications for financial support



“
THANK YOU HEIDI
FOR THE RELATIONSHIP
THAT YOU FORMED
WITH MY DAD,
HE ALWAYS TALKED
ABOUT YOU IN THE
HIGHEST REGARD

”
DARYL







“

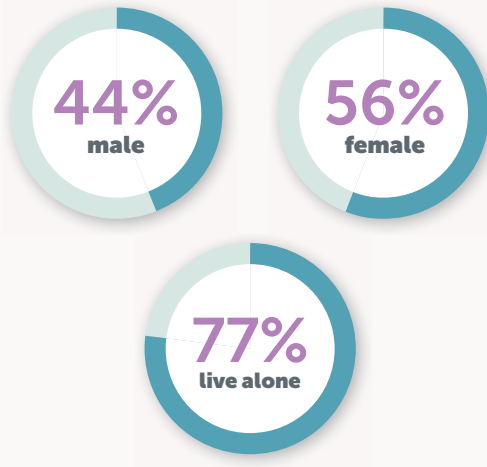
EVIDENCE SHOWS
THAT A PERSON WITH
CANCER WHO IS WELL
SUPPORTED AND
HAS THEIR NEEDS
ADDRESSED WILL HAVE
A HIGHER QUALITY OF
LIFE AND BETTER
HEALTH OUTCOMES

”

PROFILE OF CANCARE CLIENTS

Overview 2020-2021

Of those referred in 2020-21:



One-to-One contact time:

892 hours 

Regions: St George, Sutherland and Sydney's south-west regions

Supporting people with cancer – types:

- * Breast cancer
- * Non-Hodgkin's lymphoma
- * Prostate cancer
- * Cervical cancer
- * Liver cancer
- * Lung cancer
- * Glioblastoma
- * Bowel cancer
- * Rectal cancer

Age range: from 38 to 92



TRAINING & DEVELOPMENT

The success of CanCare Navigation relies on how well we recruit, train and support our volunteers. Adapting to COVID-19 required new working protocols around social distancing and restrictions, so the Navigation Training was rewritten and tailored to run as a series of interactive online sessions.

Complementing the online class sessions, an online digital learning platform was used to provide additional resources and reading, allowing us to continue to attract and train volunteers successfully throughout the whole year.

This year's "Top Up" training included:

*** Nursing insights from St George Hospital.**

Linda's extensive oncology nursing experience and in-depth presentation on the stages of cancer, treatments, side effects and survivorship. This was a valuable addition to our online training package which gave the new volunteers a useful insight into the experiences of many cancer patients;

- * Social Work insights** – Hannah, a Social Worker specialising in oncology delivered a highly informative session on which community and government services are available for cancer patients. She advised how best connect to them

in this well-attended workshop. Being live-streamed to a number of online participants, the workshop anticipated the high impact of COVID and enabled much greater participation;

- * Mindfulness Workshop**, run as a group session to show volunteers how to incorporate mindfulness techniques into their day to day lives. The benefits of mindfulness can bring improvement in both physical and psychological health and wellbeing. Facilitator Stephen's warm and confident delivery was exceptional and the feedback from the volunteers on the session was that these were an 'empowering experience'.

MEASURING & IMPROVING

Surveys and training feedback continues to be exceptionally positive. In future, further use of specialist speakers, recorded live sessions and Zoom will further develop our volunteers' skills.

Training Feedback

MINDFULNESS



SIMPLY EMPOWERING
– THANK YOU.



TRAINING



THANK YOU FOR THE
TRAINING – IT
BROUGHT BACK SOME
PERSONAL MEMORIES
AND I THOROUGHLY
ENJOYED THE
PRESENTATIONS.



TRAINING



THE ONCOLOGY
NURSE WAS EASY TO
UNDERSTAND,
EXTREMELY INFORMED
AND VERY HELPFUL.





“

DEAR HEIDI & HANNAH,
THANK YOU FOR
ORGANISING TODAY'S EVENT,
IT WAS SO HELPFUL AND
USEFUL AND I AM SURE THAT
I SHALL FIND IT BENEFICIAL
WHEN WE ASSIST OUR
CLIENTS. THANKS AGAIN.

”

JANE (VOLUNTEER)

“

EMILY IS SUCH A
WONDERFUL, KIND,
CARING PERSON,
SHE REALLY LOOKS
AFTER ME

”

ANNE-MARIE (PATIENT)





“

IT MEANS THAT PATIENTS WHO ARE ISOLATED IN HOSPITAL CAN CONNECT WITH LOVED ONES REGARDLESS OF WHERE THEY ARE. THANK YOU.

”



CANCARE IN-HOSPITAL SUPPORT

New Patient gift packs

Following on earlier success, the New Patient gift packs continue to be provided to new cancer patients at no cost. With many patients admitted to hospital on short notice, things like toiletries can go amiss. The quality CanCare gift-packs include lotions, toothpaste, brush, shaving cream, moisturiser, sleep-mask and a small soft towel, in a convenient travel bag.

Christmas gift packs

Being stuck in a hospital over Christmas is the last place anyone wants to be. As well as missing all your family and friends, many cancer treatments like chemotherapy or radiation can have terrible side-effects. For those patients in hospital over Christmas, CanCare's Christmas gift-packs include a blanket, water bottle, a sleep mask, and personal toiletries (toothpaste, after-shave, oils, ointments)

Special thanks to Kingswood Compounding Pharmacy for their generous support.

'Stay in Touch' – Video Tablets

Throughout the lockdown, CanCare continued to supply and support the 'Stay in Touch' video-tablets in the St George & Sutherland Hospitals. The laptops, configured to connect using Facetime or video the laptops allow patients from their bed to connect to their friends, family and loved ones. Anyone who might otherwise not be able to visit them while under COVID lockdown on a hospital ward. Social workers have also used these to enable video-connection for patients in end-of-life care, in isolation on hospital wards, for families unable to travel and for video links into a family meeting.



CANCARE RESEARCH - ST GEORGE CANCER CENTRE

Work at the St George Cancer Centre aims to develop targeted treatments, identifying chemo and radio-resistance in tumours and work to identify biomarkers that can find cancer early. In all this work, success will mean patients will be diagnosed earlier, treated more effectively and live longer with fewer side effects.





NAVKIDS2 – HOW EFFECTIVE IS NAVIGATION SUPPORT?

The NavKids2 study aims to identify how effective navigation and one-to-one support is in improving the health outcomes of children with chronic kidney disease. Funded by the National Medical Health & Research Council (NMHRC), the study runs over 5 sites:

- * The Children's Hospital at Westmead
- * Sydney Children's Hospital, Randwick
- * Queensland Children's Hospital, Brisbane
- * Royal Children's Hospital, Melbourne
- * Perth Children's Hospital

For CanCare, the NavKids2 findings will help fill a critical global gap in knowledge around the impact of a social intervention (Navigator) on population health, and provide a solid economic analysis of the cost-benefit of the Navigator support role. The Foundations' role has been in training and support. The contribution of the CanCare Program Manager has been highly valued by the Navigators and the research team as a central point of support. CanCare also arranged for a number of key allied-health specialists in social work, counselling and occupational therapy to join and strengthen the support framework for the project.





DIRECTORS



Reg John Woodleigh

B. Comm (UNSW), AMI, CPM

With a background in corporate and non-government sectors, Reg has extensive experience in marketing, IT, finance, fundraising & community development in the environment, wildlife, health and youth services sectors.



Samantha Connor

B. Human Movement,
B. Education, Dip. Business
& Sports

With over 20 years' experience in the sport, recreation and fitness industries, Samantha brings expertise in project management, the management of fitness and recreation centres and working with volunteers & local communities to achieve positive social outcomes.



Philip Brunner

Legal Director

Phil is an experienced advisor to employees on workplace relations issues including the development of management contracts, collective agreements, discrimination and disciplinary issues.



Warren Johnson
BA, GAICD

For most of his career Warren has operated at CEO level in the not-for-profit sector. As a chief executive, he has driven growth through the development of innovative, evidence-based programs and revenue streams across government grants, corporate partnerships and fundraising.



Patron: Prof. Ian Webster AO
Physician and Emeritus Professor of Public Health and Community Medicine, UNSW

With a deep commitment to social justice, Ian was foundation Professor of Public Health and Community Medicine at the University of NSW and has held senior appointments at Monash, Sheffield and Sydney University. He has played a key role in developing new clinics and community health services for the homeless, indigenous, poor and drug or alcohol affected. Ian's research and publications have been in medicine, community health, drug and alcohol, mental health, homelessness and issues of social justice. In June 1995, he was appointed as an Officer to the Order of Australia.

ANNUAL PERFORMANCE

PROFIT & LOSS 2020–2021

INCOME	2020-2021		2019-2020	
Lottery Sales	\$414,549	71%	\$353,323	73%
Donations	\$31,808	5%	\$37,696	8%
Other income	\$142,215	24%	\$91,876	19%
Total Income	\$588,572	100%	\$488,295	100%
EXPENSES				
Income generation	\$173,894	29%	\$120,001	26%
Administration & governance	\$29,617	5%	\$31,453	7%
Programs & services	\$379,020	62%	\$289,917	63%
Other expenses	\$22,393	4%	\$17,185	4%
Total	\$604,924	100%	\$458,556	100%
PROFIT/LOSS	\$ (16,352)		\$24,339	

BASIS OF EXPENSES

Income generation:

The costs essential to the day-to-day running of projects that raise funds such as the National Cancer lottery or finding new donors and supporters so our work can continue.

Administration:

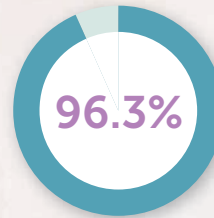
The costs that support our operations, such as banking donation payments (bank fees), receipting and insurance that looks after our volunteers. Other items include auditing and compliance fees, that ensure transparency and good governance.

Programs and services:

Funds that pay for the services to directly benefit patients. They include all the costs of training, supervising and supporting our volunteers, and initiatives like the gifts-in-hospital, COVID-19 tablets, and any costs our volunteers incur while they are providing one-to-one support.



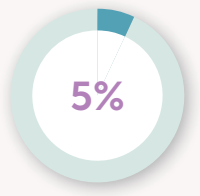
Aside from Covid-19 support the Foundation received no corporate or government grants. Our work for cancer patients is 100% paid by donors and committed individuals, so patients in need of social support are more supported as they face what lies ahead.



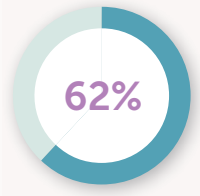
**CanCare Donor Guarantee
Gift Fund Donations
allocated to research &
patient support**

KEY PERFORMANCE INDICATORS

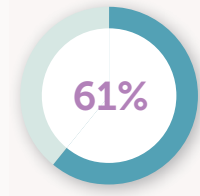
Efficiency



**Administration
(as % costs)**



**Programs
& Services
(as % costs)**



**Net fundraising
surplus (as %
income)**

Effectiveness (Impact)

One-to-One contact:



892

hours



87%

**Volunteer Navigator
retention
(>1 year)**



82

**Navigator Satisfaction
(NPS)**



53

**Christmas and
in-hospital gifts**

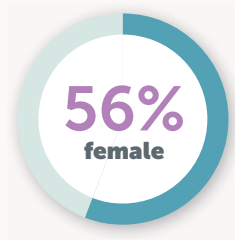
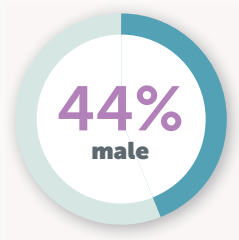
Example of tasks completed:

- * Provided transport, accompanied and supported a female patient with metastatic lung cancer undergoing 14 days of radiation to the brain
- * Arranged My Aged Services for elderly man with prostate cancer, for personal care services and cleaning
- * Assisted a gentleman with brain cancer to apply for a disability pension
- * Assisted with Centrelink applications for financial support
- * Organised food & shopping when too sick to leave home

STATISTICAL INSIGHTS

Patient splits

Sex



Age range: 38 to 92

1%
18-30

2%
30-39

14%
40-49

12%
50-59

23%
60-69

28%
70-79

16%
80-89

4%
90+

St George & Sutherland Region:

- * George River Council
- * Bayside Council
- * Sutherland Shire Council
- * Southeast Sydney Local Health District (SESLHD)

Cancer types:

Breast cancer, non-Hodgkin's lymphoma, prostate cancer, cervical cancer, liver cancer, lung cancer, glioblastoma (brain), bowel and rectal cancer



“

FAY HELPS WITH
MUM'S GROCERY
SHOPPING AND
DROPS TO HER DOOR
EVERY TUESDAY,
THANK YOU SO
MUCH FOR
YOUR HELP

”

NICKI





WITH THANKS TO

Sponsors & Business Partners

- * FB Rice
- * The Honda Foundation
- * Word Gym
- * Kingswood Compounding Pharmacy

Clinical Partners

- * St George Hospital, Kogarah
- * St George Cancer Centre & UNSW
- * St George Private Hospital
- * The Sutherland Hospital
- * GenesisCare, Hurstville

Keep up with CanCare at:

www.cancare.org.au

www.facebook.com/cancareaustralia





Prostate & Breast Cancer Foundation

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