

# 2022 ANNUAL REPORT

*Impact and Outcomes*



**PROSTATE & BREAST  
CANCER FOUNDATION**



*The support from CanCare has been a lifeline.  
It has made such a difference to have them in my life this past year.*

**John  
Patient**





**TOGETHER**CARING  
*Together*CURING

## MISSION

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

## VALUES

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- \* **COMPASSION**  
Engaging with understanding, empathy and practical support
- \* **WHOLISTIC**  
Committed to whole-person care, personal growth and empowerment
- \* **INTEGRITY**  
Using evidence-based practice and measurable, patient-centred outcomes



# CANCARE NAVIGATION SUPPORT

Emerging from the impact of COVID-19 and returning to a new kind of 'normal', this year's program grew to a new high, almost doubling last year's support activity. This success was achieved through building quality relationships within the local health district and the work of our exceptionally conscientious and committed volunteers, who are so valued by family, carers and their health-care teams.

## IMPROVING QUALITY OF LIFE SERVICES & SUPPORT

The tasks that our volunteers have performed this year have been predominantly about social connectedness, but we have also seen more activity around accessing services such as MyAgedCare and NDIS.

Our volunteers have been assisting patients with hospital and GP appointments, shopping, outings and collecting medications. A new area for us has been the ability to provide

additional support to carers, and the effects of this have been very rewarding to both patients, carers and the CanCare support team.

One volunteer Navigator who is supporting a lady with advanced metastatic breast cancer helped organise additional support for her child at school by inviting a grief and bereavement social worker to visit and educate the teaching staff on grief, and what the child will experience when her mum passes. This offered valuable support for the family in their grieving process, and a long-term benefit to the school, staff and children in future.

Another volunteer helped connect a patient with advanced brain cancer to NDIS to enable her to reside close to her husband and children. She is currently receiving 24 hour care in her final stages of life, with her family close at hand.

We have also seen an increase in palliative care patients being referred, at a time when other local services are suspended. As these patients have substantial needs, an additional member of staff has been retained to help provide the support they need and further assist the wonderful work provided by our volunteers.



**Heidi Elms**  
Support & Training Manager



# NAVIGATION IN ACTION

## PATIENT

### LENNARD

Diagnosed with an advanced glioblastoma, he lives alone with only one family member, who is overseas. Being partially sighted due to the tumour, he struggled getting to his hospital appointments and was very anxious around his diagnosis. Being so alone and isolated, companionship was most vital.

During his treatment Lennard's sister Deb came to stay to help but faced many challenges such as applying for NDIS, finding legal and financial help, and transport.

## VOLUNTEER & EXPERIENCE

### MAXINE

A single mum working in AgedCare, Maxine picked up Lennard to take him to hospital for his treatments. She also took Lennard's sister Deb to visit him when she came to stay. Maxine visited him weekly when he entered a hospice and continues to support his sister.

### HELEN

Living locally and now retired, Helen visited Lennard most afternoons to see he was ok and if he needed anything. She caught up regularly with his sister Deb, to provide her with some support, enjoying walks and coffee together.

## BENEFITS & OUTCOMES

Lennard had a lot of anxiety around getting to and from his appointments, but was alleviated by Maxine as he knew he could depend on her to get him there. She also took him bananas while in hospital - which he loved!

Helen's welfare checks in the afternoon meant that Deb didn't have to get back to his unit to check he was ok. Deb was also quite alone and living in a motel, and Helen provided her with friendly company.



## PATIENT

### HENRY

An elderly gentleman with liver cancer who lived alone and had no immediate family. Henry was incredibly independent but as his disease progressed he struggled to manage everyday tasks. After a stay in hospital he was informed he needed to enter a nursing home.

## VOLUNTEER & EXPERIENCE

### KELLIE

An energetic passionate volunteer, Kellie visited Henry regularly and discussed the nursing home options with him. She researched homes in the area and visited a few on his behalf. She explained the financial side of them, helping him understand his options.

## BENEFITS & OUTCOMES

At first Henry was incredibly anxious about leaving his home to go into a nursing home, but after realising what it meant, was excited and looked forward to having some company. Kellie helped make sure the home was suitable for his needs. Sadly, he died in hospital.

## PATIENT

### ROBYN

An elderly lady with myelofibrosis, who at first was quite reluctant to receive support. Robyn gets very tired and weak and needs regular blood transfusions. With her illness she struggles to get her shopping, go to the post office or attend appointments.

## VOLUNTEER & EXPERIENCE

### KIM

A mum of three, was introduced to Robyn and they immediately hit it off. Kim ensures that Robyn is able to get to wherever she needs to be and communicates any concerns about her health with Robyn's family.

## BENEFITS & OUTCOMES

Robyn was struggling to remain independent and was finding herself getting into unmanageable predicaments. Kim has taken away any difficulties that she was having with transport. She escorts her shopping, takes her to appointments and generally looks out for her.

# VOLUNTEER NAVIGATORS 2022



For those living alone or in need of some support, CanCare Navigators provide support, companionship and practical help to keep 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

- \* St George Public Hospital
- \* St George Private Hospital
- \* The Sutherland Hospital
- \* GenesisCare Hurstville
- \* St George Cancer Clinic
- \* Calvary Hospital

## EXAMPLES OF TASKS PERFORMED BY NAVIGATORS

- \* Assisted in re-admission of a client discharged too early
- \* Provided companionship to patient living alone
- \* Provided a washing machine and heater
- \* Helped arrange early release of superannuation funds
- \* Assisted in multiple cases with connecting to NDIS support
- \* Connected family to 'Canteen'
- \* Accompanied client's to appointments
- \* Helped client with weekly shopping
- \* Collected clients' medications
- \* Assisted with My Aged Care applications for personal care and home cleaning
- \* Provided support to family and carers
- \* Assisted with Centrelink applications for financial support
- \* Arranged for family support in grief and bereavement
- \* Organised home cleaning services and gardening
- \* Arranged a dog walker for a client unable to leave the house

# INSIGHTS IN SUPPORT

*"I enjoyed working but in the end I decided it was time for me to have more time for family and to focus on other things. These days I am happy going to aqua-aerobics, walking the dog and volunteering with CanCare. After my friend was diagnosed with pancreatic cancer I saw an ad for the CanCare navigator program. We had known each other for more than thirty years and I thought the program might help me learn how to better support my friend."*

*"I've had the opportunity to support a few people as a Navigator. My first was Lorraine who was receiving treatment for lung cancer. Another beautiful person I supported was Maya. Almost 20 years ago after having breast cancer she was diagnosed with brain*

*After a career in IT and going into retirement, Sue decided to start 'giving back', and while she wasn't quite sure what to expect, it was through the experience of a close friend that she knew why.*

*cancer. She was having a lot of different treatments - we discovered that we both loved eating cake so it became our tradition. I would bring cake for us to enjoy morning tea together. More recently I have been supporting John during treatment for prostate cancer. As he is legally blind he finds it helpful to have someone go with him to medical appointments and I've helped with ordering meals and some of the paperwork for government support.*

*"I enjoy talking to people and it feels good to help others. That is something I have tried to teach my children. Find something to do that allows you to concentrate on other people - it helps to keep life in perspective.*

*Having someone who will just listen and be an ear with no judgement can be really helpful.*

*Sue*

Volunteer Navigator

**Maia**

**Breast/ Brain Cancer**

In treatment with radiotherapy and supported by her family, Sue visits to help when others can't be there.



**Jon**

**Liver Cancer**

After intense radiation treatment, Sue has been there for companionship and family support.



**John**

**Prostate Cancer**

Sue accompanies John to visits with specialists and helps organise a new bank account and food deliveries.





*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*

# WHO WE HELP SUPPORTING PEOPLE WITH CANCER

PROFILE OF  
REFERRALS  
2021-2022



FEMALE  
56%



MALE  
44%



LIVE ALONE  
72%

Age Range  
**49-93**

One-to-One Contact time:  
**959 HOURS**

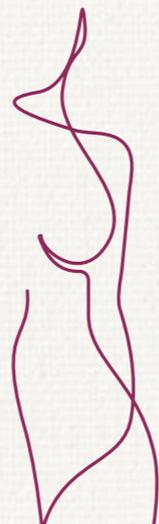
PATIENTS SUPPORTED:

Program  
**32**

In-Hospital  
**55**

## TYPE OF CANCER

- \* Breast cancer
- \* Prostate cancer
- \* Ovarian cancer
- \* Liver cancer
- \* Lung cancer
- \* Glioblastoma
- \* Bowel & rectal cancer
- \* Pancreatic cancer





## TRAINING & DEVELOPMENT

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As a year of COVID restrictions were eased, our recruitment of new volunteers ramped up with new volunteers from a range of ages, skills and cultural backgrounds joining in our training. Of those enrolled, just over 70% fulfilled the requirements and moved on to join the program as a Navigator. During the year, training was conducted both in-person and online.



An addition this year was an in-class training for new volunteers. This overview of oncology and palliative care needs, conducted by Palliative Care nurse Linda Magann, was thoroughly enjoyed by all. Her extensive oncology experience continues to be a valuable addition our online training, giving new volunteers a useful insight into the experiences of many cancer patients

We also ran a series of specialised training sessions for volunteer Navigators, including mindfulness, grief and bereavement counselling, nutrition and supportive care around end-of-life.



*Thank you for always supporting me during my difficult times. I always look forward to seeing you.*

**Fouad  
Patient**

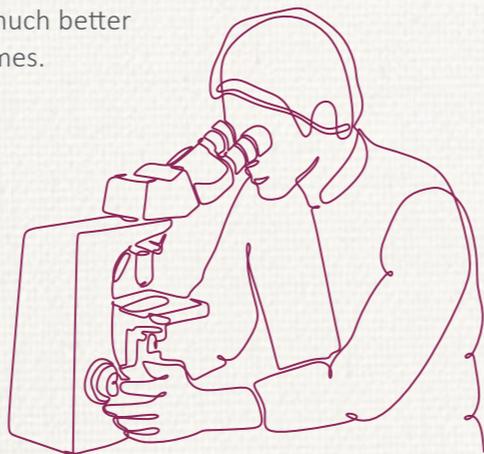
# CANCER RESEARCH ST GEORGE CANCER CENTRE

**Support for medical research in cancer has never been so critical. While some, such as breast cancer have achieved higher life expectancy over the last 20 years, many cancers still see high mortality and poor health outcomes.**

At the St George Cancer Centre, medical research under A/Prof. Yong Li investigates the development of new targeted treatments, the nature of chemo and radio-resistance in tumours, and the development of innovative biomarkers. One of the centre's senior researchers, Dr Julia Beretov aims to take research results from 'labside to bedside', as she and her colleagues pursue the detailed mapping of the biological mechanisms of breast and prostate cancer.

This work aims to develop new and more targeted cancer therapies to control prostate, breast, ovarian and other cancers.

New therapies mean patients are more likely to live longer and with fewer side effects, as new treatments have a more significant impact on cancer or deliver less distressing or less debilitating side-effects. New methods to identify bio-markers mean that cancer in the body that may otherwise go undetected can be found and treated earlier – leading to much better health outcomes.





## HOW EFFECTIVE IS NAVIGATION?

### RESEARCH - NAVKIDS2 PROJECT

As the year comes to an end, the Navkids2 research project is now moving into analysis, reporting and publication of the findings. Funded by the National Health & Medical Research Council (NHMRC), the 2-year study ran across 5 Australian sites. The aim of the work was to determine the clinical and economic impact (and possible benefits) that a navigator ‘intervention’ might have.

Over the duration of the project a number of allied-health specialists in social work, counselling and occupational therapy were engaged to support and enhance the skills of the Navigator team, while our Service & Support Manager trained and supported each of the Navigator positions.

Support also has included regular individual debriefings and ongoing group meetings, within which trusting relationships ensured that the Navigators were well supported in their roles.

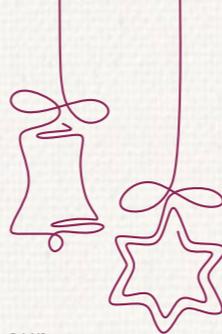
### STUDY SITES

- \* 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

# COMMUNITY SUPPORT



## In Hospital Support



### CHRISTMAS GIFT PACKS

For those patients in hospital over Christmas, our volunteers deliver Christmas gift-packs, including items such as a blanket, water bottle, a sleep mask, and personal toiletries (toothpaste, after-shave, oils, ointments). Special thanks for this initiative go to Kingswood Compounding Pharmacy and staff for such generous support.

### 'STAY IN TOUCH' WITH FACE-TO-FACE VIDEO

Designed to help patients connect using Facetime or video, our 'Stay in Touch' laptops give bed-bound patients the chance to connect to their friends, family and loved ones, face to face. These devices are also used to enable video-connection for patients in end-of-life care, or in isolation on hospital wards or for families unable to travel and for video links into a family meeting.

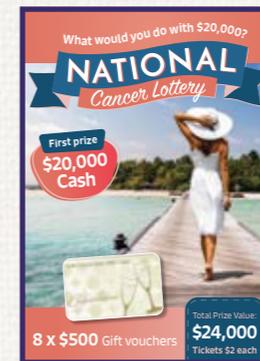
*"It means that patients who are isolated in hospital can connect with loved ones regardless of where they are."*



### MEMORIAL TREE PROGRAM

This year saw the launch of CanCare's Memorial Tree program. Run with the support of Georges River Council the first plantings this year were held with two ceremonies in Carr's Park, each in memory of beloved patients. Together with family, friends and their volunteer Navigator, the plantings were a mark of celebration of their lives, and the time we were privileged to know and support them.

### COMMUNITY PROMOTIONS



National Cancer Lottery



Brochures



Crunches2Cure Social Challenge



Newsletters



Special Appeals



# DIRECTORS REPORT

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**As the world emerged from the long shadow of the pandemic, 2022 saw the Foundation continue to forge ahead with our flagship CanCare Navigation support service, while building financial sustainability and deepening community partnerships.**

As our active volunteer and patient numbers returned to pre-Covid levels, many referrals continue for people with cancer who find themselves alone and in need of support and companionship in the face of an uncertain future.

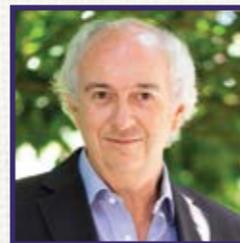
In the coming year we anticipate further growth in our patient and carer support programs, such as those in nutrition, exercise and

mindfulness, and improving support for patients and carers facing palliative and end-of-life care.

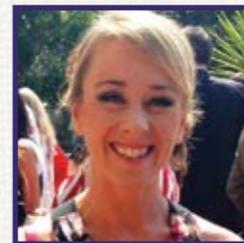
A part of the success of CanCare is our seeking and listening to feedback from patients and volunteers, and a commitment to measure, review and constantly improve the service. Aside from the raw numbers, presented here, many of the comments are testament to the presence, compassion and character of our volunteer Navigators, and what they selflessly bring to others in need.

This year's financial position sees a strong improvement that will be allocated to further improving sustainability and delivering for cancer patients and their carers key CanCare support projects, for improved quality of life.

On behalf of the Board, we sincerely thank our wonderful volunteers, staff, hospital and NSW Health partners and our amazing donors and supporters who help us make possible a better quality of life to those in need.



**Reg Woodleigh**  
Executive Director



**Samantha Connor**  
Director/Secretary



# ANNUAL PERFORMANCE

INCOME	2021-2022		2020-2021	
Customer sales (lottery, events)	\$662,582	44%	\$414,549	71%
Donations	\$809,315	53%	\$31,808	5%
Other income	\$47,965	3%	\$142,215	24%
<b>Total income</b>	<b>\$1,519,862</b>	<b>100%</b>	<b>\$588,572</b>	<b>100%</b>
EXPENSES				
Income generation	\$183,699	24%	\$173,894	29%
Administration and governance	\$130,074	17%	\$29,617	5%
Programs and services	\$362,634	49%	\$379,020	62%
Other expenses	\$77,959	10%	\$22,393	4%
<b>Total expenses</b>	<b>\$754,366</b>	<b>100%</b>	<b>\$604,924</b>	<b>100%</b>
<b>PROFIT/ LOSS</b>	<b>\$765,496</b>		<b>\$(16,352)</b>	

## INCOME GENERATION

The costs needed to run projects that raise funds, such as the National Cancer lottery, events or finding new donors and supporters to help us continue our work.

## ADMINISTRATION

Costs supporting our operations, such as banking donation payments (bank fees), sending receipts or costs of training and insurance to ensure our staff & volunteers are safe in their work. Also includes audit and regulatory fees, for transparency and good governance.

## PROGRAMS AND SERVICES

Funds that pay for the work and services that help patients and carers, such as training, supervising and supporting volunteers and initiatives like the gifts-in-hospital, COVID-19 laptops and all costs staff or volunteers incur in providing one-to-one support.



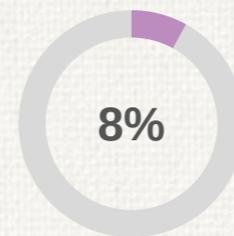


# KEY PERFORMANCE INDICATORS

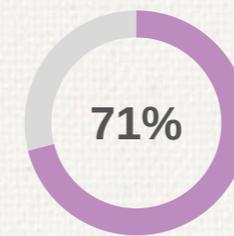
## EXAMPLE OF TASKS PERFORMED

- \* Accompanied and supported a female patient with metastatic lung cancer who needed 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

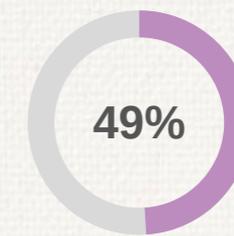
## EFFICIENCY



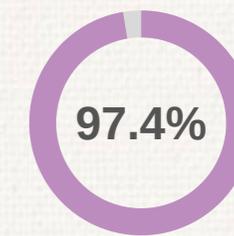
ADMINISTRATION (% INCOME)



NET FUNDRAISING SURPLUS (% INCOME)



PROGRAMS & SERVICES (% COSTS)



CANCARE GIFT FUND DONOR GUARANTEE (RESEARCH & SUPPORT)

## EFFECTIVENESS (IMPACT)



One-to-one contact time:

**959 HOURS**

**78 %** Volunteer Navigator retention (>1 year)

**84** Navigator Satisfaction (NPS)



# INSIGHTS IN SUPPORT

*“When I was a five the family moved to Bundeena at the edge of the Royal National Park to run a local shop. The national park was my backyard. I used to ride horses with my dad and sisters. My father passed away when I was only 14, however my mother stayed in the same house until she died, aged 95.*

*My family had a grand piano which my father played very well and I started picking out tunes by ear when I was about five. By the time I started lessons at 12, I had already worked out a lot. We also had horses when I and my two sisters were young teenagers. That’s how I spent my time growing up – playing piano, riding my horse, and exploring in the bush.”*

An accomplished pianist, John dedicated his life to teaching and playing music. His piano, and CanCare volunteers Paul and Neil have been by his side over the course of treatment.

*“I started teaching piano at seventeen, so I’ve now been doing it for 55 years! I ran a music school in Caringbah and taught piano, violin, guitar and singing. We had to close in 2020 just as Covid began. Then in early 2020 my life changed completely. I had been diagnosed with a low-grade non-Hodgkin’s lymphoma about 25 years ago – but nothing came of it until about a year ago. Then the cancer had mutated to the more aggressive form, and I was told I needed chemotherapy.”*

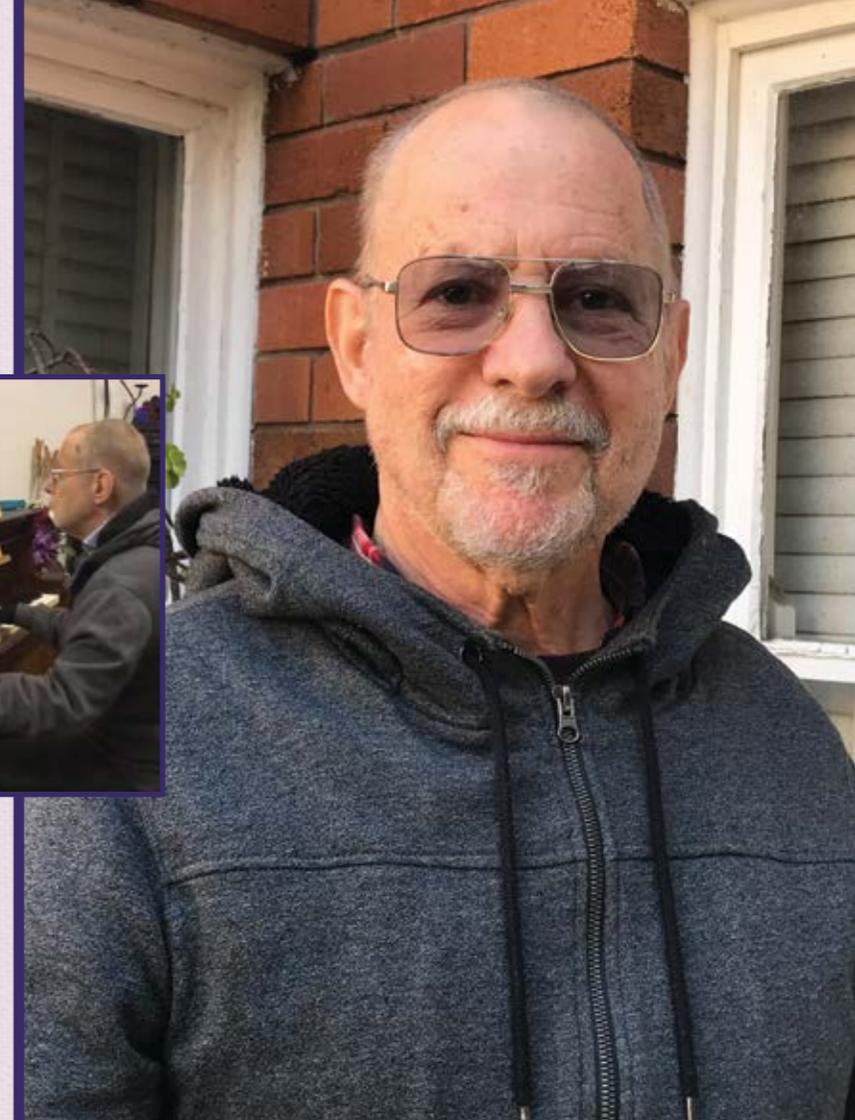
*“The support from CanCare has been a lifeline. I was matched with two volunteers, Paul and Neil. It has made such a difference to have them in my life. Paul has been a great help with practical things.”*

*John*

Patient

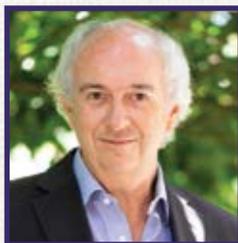


*“Like many I found the Covid lockdown to be a lonely time. Even after three vaxes I am immune compromised, so staying home is my life at this time. A perfect day would be playing piano, working on my books, doing some exercise like a walk or if I’m feeling well, a visit to Gunnamatta Bay baths for a swim.”*



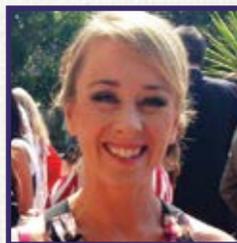
*The support from CanCare has been a lifeline. It has made such a difference to have them in my life.*

# DIRECTORS



**Reg Woodleigh**  
**BCom (UNSW)**  
**FAMI**

With a background in corporate and non-government sectors, Reg has extensive experience in marketing, IT, finance, and 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 and 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.

# WITH THANKS TO



## PARTNERS & SUPPORTERS

- \* FB Rice
- \* Georges River Council
- \* Sutherland Shire Council
- \* World Gym Chullora
- \* Kingswood Pharmacy

## REFERRAL CENTRES

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

## FIND CANCARE AT:

[www.cancare.org.au](http://www.cancare.org.au)  
[www.facebook.com/cancareaustralia](https://www.facebook.com/cancareaustralia)

## PROSTATE & BREAST CANCER FOUNDATION LTD

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ABN: 80 150590006

[www.pbcf.org.au](http://www.pbcf.org.au)  
[www.cancare.org.au](http://www.cancare.org.au)

Donations over \$2 are tax deductible



*Thank you*

*Over every mountain there is a path,  
though it may not be seen from the valley*

**Theodore Roethke**



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