

CanCare Navigation Program

“Together Caring Together Curing”

The CanCare Navigation Program is a new program where volunteers are trained to provide one-on-one, non-medical, support to an adult with any type of cancer. The program is funded entirely through the Prostate and Breast Cancer Foundation and the support provided by our volunteers is available for FREE to people with cancer in the St George and Sutherland Shire.

Following a cancer diagnosis, a person with cancer has many new challenges that can include understanding a cancer diagnosis, treatment options, the health care system and how best to manage at the end of their cancer treatment. It is important a person establishes a support network of family and friends to help manage the many unknowns and access the community services and support they may need.

There is evidence that a person with cancer who is well supported and has their needs identified and addressed has lower rates of anxiety, mood disorders, nausea, vomiting, pain, and a significantly greater knowledge about their cancer, their treatment and better outcomes. With one in four people living on their own many people don't have the support they need.

A CanCare Navigator is a trained volunteer who can provide some much-needed back-up and support to these people. A navigator assists a person with cancer in a mentoring, peer support capacity by *“walking alongside”* them to support them as they face new challenges. The logistic and practical help a navigator can provide allows a person to take time to process information, make sense of what is happening and focus on their treatment. Our volunteer navigators are a great resource for people who do not have a support network or feel like they need some additional support during this challenging time.

The support a volunteer CanCare Navigator provides can include anything from:

- finding information regarding treatment;
- organising home help;
- identifying transport options;
- organising medications and medical equipment;
- completing complex forms;
- linking a person to a support service or group; or
- just being there when someone needs a friend or a person to talk to about how they are feeling.

The customised support provided by our dedicated volunteers can be for as little as 1-2 hours per week for each person or longer if required. A CanCare Navigator is monitored and supported by the Program Manager, has access to the further training opportunities offered through the Prostate and Breast Cancer Foundation and access to a peer support network of other volunteers.

Volunteer CanCare Navigator



“As Kirsten’s navigator I was able to help her organise her unit to be cleaned regularly, obtain paperwork she found a challenge to source through different organisations, organised medications to be delivered to her home and organise parking fees and taxi’s when required to get to appointments. However, I believe one of the most important things I was able to do for Kirsten was just sit and chat about her treatment and the challenges she faced”, Heather – CanCare Navigator.

To ensure a person has the skills required to be a CanCare Navigator volunteers will be invited to attend a FREE 2-day training program where they:

- learn more about the health system;
- understand the disease process;
- further develop their communication skills;
- develop skills to manage difficult conversations;
- develop a better understanding of the many challenges a person with cancer faces; and
- learn how to access services and credible information so they can support a person with cancer.

Following the training a volunteer CanCare Navigator uses their knowledge of the disease process, the health care system, the professionals working in the health care system and the different services and resources available in the community to support a person with cancer.

The training program does not provide navigators with the skills to be counsellors, offer counselling support or help a person make treatment decisions or provide medical advice.

Volunteer navigators register their interest with CanCare (www.cancare.org.au). Following this a volunteer is interviewed, and if successful invited to attend the training program. During the training program a Volunteer Contract is issued and must be signed prior to commencing navigation. Once trained a Criminal Record Check and Working with Children Check (if required) is conducted.

Person with Cancer

A person with cancer, who does not have the support they need, can register for a **FREE** CanCare Navigator online at <https://www.pbcf.org.au/how-we-help/cancare-program/cancare-patient-navigators/> or over the phone on 8058 9060, or they can be referred by a health professional who has identified a person's need for additional support. Once registered we conduct an over the phone assessment then match the person with the CanCare Navigator we think can best support their needs.

A meeting is arranged with the person requesting the navigator, a volunteer CanCare Navigator and the CanCare Program Manager at a location suitable. Our CanCare Navigators then provide customised support that can

continue for up to two years or longer if required. Our navigators meet people in their home or at an agreed location. A Home Assessment is conducted if a navigator is visiting a person in their to identify any hazards.

CanCare Navigator support people with cancer



“Noi my navigator is an attentive, warm and lovely lady and her companionship brightens up my chemo days”,
Wendy – CanCare user.

“Getting the news that I had Prostate Cancer left me wondering what was happening, how was I going to get by and where do I turn. I contacted CanCare and was matched with a volunteer called a navigator, a person who had gone through it and could help me understand what was happening and what to expect. That was the best contact I made” Bruce – former CanCare user now a CanCare Navigator.