



更生會 癌症支援服務



Executive Committee Annual Report July 2018 - June 2019

Our vision

No one should face cancer alone

Our mission

To provide direct relief of stress and sufferings of cancer patients and their carers by offering emotional support and information services

Our aim

The name CanRevive in Chinese means “making-over of oneself”.

We encourage our members to manage their illness by understanding themselves, the cancer they are afflicted with and the treatment they are being given.

We want to provide an environment whereby cancer patients can share their experience with other survivors and learn new skills on the way.

We want to provide our members a sanctuary where they can express their fears and hopes; joys and sorrow without indulging in unrealistic hopes.







Our organisation

CanRevive Inc. is a public benevolent institution, established in 1995 at Haymarket Sydney, by two cancer survivors and one carer to support Chinese speaking people through their cancer journey. Its aim is to help to minimise the impact of cancer on patients and their families by providing information and emotional support to cater for their cultural and linguistic needs.

In 2008, a branch centre was set up in Hurstville. The use of this premises was donated, and services are being offered to clients living in the Southern suburbs.

In June 2011, the CanRevive Cancer Foundation was established. Its main purpose is to raise funds to secure the continuation of CanRevive Inc. services and to raise the level of financial accountability and transparency.

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Executive Summary

2018/19 was a busy, challenging as well as fulfilling year for CanRevive (CR). Apart from continuous provision of the much-needed regular support services, the past twelve months also saw the completion of a number of meaningful new projects, such as “Light in the Darkness – Information and Resources for Palliative Care Cancer Patients of Chinese Background and their Families”. We also embarked on a 2-year project on “Improving the chemotherapy experience for Chinese-speaking patients through culturally-sensitive communication”. Both projects were made possible with funding from Cancer Institute NSW (CINSW). In addition, the Southern Office received a Community Grant from Georges River Council to implement the 'Self-Management on Diet and Exercise' program for Chinese cancer survivors and carers. Our ‘Living with Cancer’ program continued to receive sponsorship from the Australian Chinese Charity Foundation (ACCF).

Through the expansion of its outreach programme, CR currently delivers a range of quality information and support services not only from its City and Southern offices, but is extending also to the Chinese community in the South Western Sydney Local Health District (LHD) and Northern Sydney LHD. We are looking forward to the new partnership project with Western Sydney LHD and aim to, in time, extend our outreach service to that region as well.

We wish to express, once again, our appreciation to our many sponsors, donors and supporters who offered their services and financial assistance to CR in the course of the year. Special mention must be made of our dedicated staff and volunteers, who have had to endure an especially challenging twelve months. They have had to work under difficult conditions, especially when the City Office was closed due to flooding in November 2018. All staff from the City Office moved to operate from the Southern Office and used external venues to conduct various support programs. We sincerely thank all of you for your diligence and commitment.

1. Services and Programs

398

new clients

registered for CR
services during
the year

281 patients

117 carers

These figures did not include people who attended the public information sessions and chose only to obtain information without joining CR activities.

There was a total of

15,825

occasions of service

- 1.1 Information Sessions
- 1.2 Living with Cancer Program
- 1.3 Support Groups
- 1.4 Hospital Visits
- 1.5 Home Visits
- 1.6 Telephone Support
- 1.7 Special Programs & Projects
- 1.8 Outreach Services
- 1.9 Interest/Exercise Groups & Complementary Therapy Programs
- 1.10 Newsletter

1.1 Public Information Sessions

$$\begin{array}{rcccl} & 8 & & 2 & \\ & \text{information} & + & \text{"Cancer Awareness"} & \\ & \text{sessions} & & \text{Info days} & \\ & & & & = \\ & & & & \text{a total} \\ & & & & \text{attendance of} \\ & & & & \text{644} \\ & & & & \text{participants} \end{array}$$

Simultaneous interpretation was available for both Cantonese and Mandarin-speaking participants. The information sessions were recorded, transcribed into Chinese and published in CR newsletters. With the consent of the guest speakers, the recorded information sessions were uploaded onto CR website.

What information sessions/ info days were held?

City Office

- Understanding Prostate Cancer
- Managing long-term impacts and side-effects of colorectal cancer treatment

Southern Sydney Region

- Hepatitis Diseases-Prevention and Monitoring
(in collaboration with NSW Multicultural Health Communication Service and Hepatitis NSW)
- Support Services in the Community
(in partnership with Australian Nursing Home Foundation and Advance Diversity Services Inc.)
- Understanding Prostate Cancer, its treatment/side-effects and aftercare
- Lung Health Awareness and Resource Info Day
(in partnership with Australian Chinese Medical Association and Advance Diversity Services Inc.)

South West Sydney Region

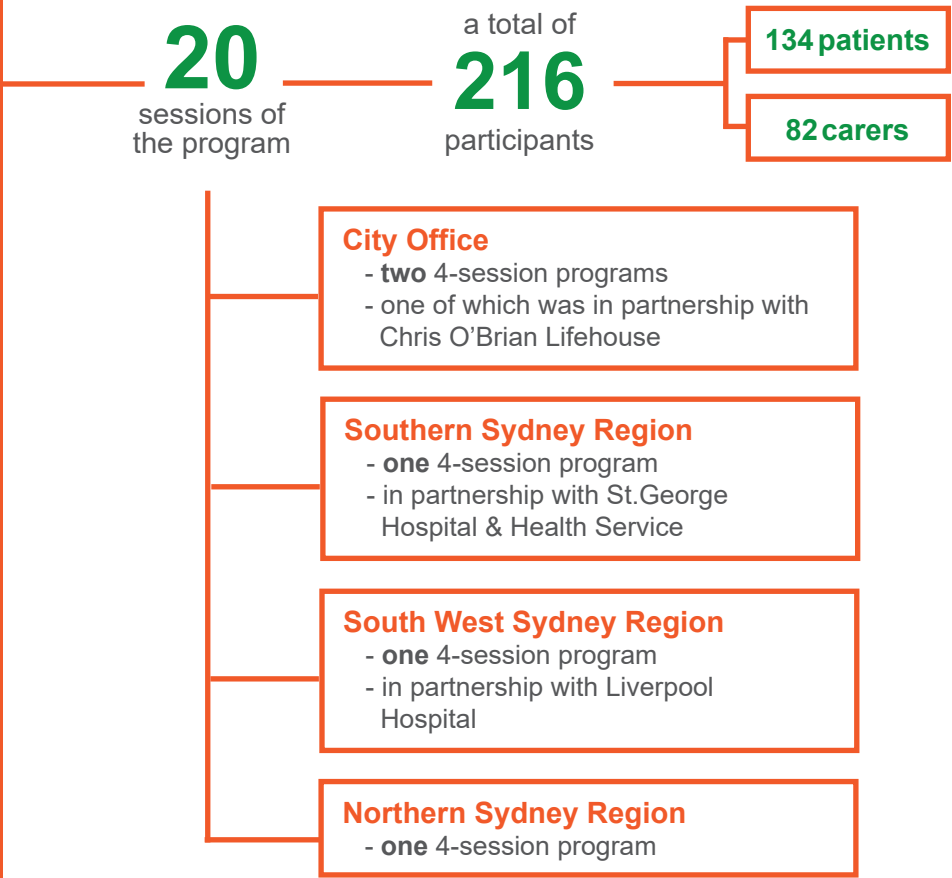
- Understanding the National Cervical Screening Program
- Healthy Diet-Replenishing Soup Recipes

Northern Sydney Region

- Women's Cancer Awareness and Resource Info Day
(in collaboration with the Willoughby City Council and Australian Chinese Medical Association)
- Legal Issues to Consider for People with Chronic Disease
(in collaboration with the Cherrybrook Chinese Community Association)

1.2 Living with Cancer Program

A series of 4-session ‘Living with Cancer’ program targeting newly diagnosed patients and carers were held in different regions throughout the year. The program is supported by the Sponsorship Grant of ACCF for two years from 2017 – 2019. St. George Hospital and Liverpool Hospital continue to support this program.



1.3 Support Groups

Support Groups	Sessions Held
City Office	
Cantonese New Patient	30
Cantonese Cancer Survivor	30
Cantonese Carer	30
Cantonese Happy Group - an on-going program run by volunteers to meet the needs of carers and patients who have progressed from the cancer survivor support group - regular meetings on Friday	40
Mandarin New Patient /Carer	13
Sunshine Group (Mandarin Survivor)	26
Breast Cancer	4
Prostate Cancer - commenced in September 2018 and met on a quarterly basis - a sharing session was held after each information talk	
Bowel Cancer - commenced in May 2018 and met on a quarterly basis - a sharing session was held after each information talk	
Lung Cancer - met on a bi-monthly basis to cater for both Cantonese and Mandarin speaking clients	
Bereavement Group - met on a bi-monthly basis to cater for both Cantonese and Mandarin speaking clients	
Southern Office	
New Patient/Carer	31
Cantonese Cancer Survivor/Carer	31
Happy Sharing Group	8
Northern Sydney Region	
New Patient/Carer	6
South Western Sydney Region	
No group meeting was held after the 'Living with Cancer' program concluded	

1.4 Hospital Visits

$$\begin{array}{ccccccc} & \mathbf{9} & & \mathbf{5} & & & \text{a total of} \\ & \text{volunteers} & + & \text{hospitals} & = & & \mathbf{256} \\ & & & & & & \text{visits} \end{array}$$

Volunteers continuously undertook hospital visits to the oncology wards in St. George Hospital, Chris O'Brien Lifehouse (Royal Prince Alfred Hospital), Concord Hospital, Westmead Hospital, and Liverpool Hospital.

1.5 Home Visits

In conjunction with our Carers Program, the home visiting program has been extended to patients in palliative care. Referrals were mainly from social workers of Prince of Wales Hospital, Chris O'Brien Lifehouse, Concord Hospital, and St. George Hospital. A total of 10 hours were spent on 7 visits.

SK & YY Cheung Family Foundation Emergency Assistance Program - a total of 2 clients who were under treatment received grants for the home care services provided by ANHF. A total of 39 service hours were provided.

1.6 Telephone Support

Emotional and information support was provided over the phone to 136 new clients. A total of 234 hours were spent on 983 calls. In addition, a total of 79 phone calls were made to provide more intensive emotional support to 54 newly bereaved carers.

1.7 Special Programs & Projects

Programs

Look Good Feel Better – This program was held in August for female cancer patients who were undergoing chemotherapy/radiation treatment or had completed treatment for less than twelve months.

Carers Week – To acknowledge carers as key contributors to the community, a “Carers Day-Out” was organised. 45 participants attended the program.

Encore Program – In partnership with YWCA, an 8-week exercise program was organised for Chinese women with breast cancer.

Weekly Medical/Information Media Page – The Australian Chinese Daily Weekly Magazine offered a page for CR to promote its cancer information and cancer support services. Members’ stories and cancer-related articles were selected and published.

Biggest Morning Tea – In support of Cancer Council NSW, City Office and Southern Office organised 4 morning-tea sessions with support groups in May. Around 60 group members attended.

We Cope Project – In support of Ingham Institute for Applied Medical Research, CR recruited patients/carers for the focus groups to look at the developed information material and provide feedback. Three focus groups were arranged with a total of 16 patients and 9 carers.

Cancer Information and Support Webinar Series for the Chinese Community – In support of Cancer Council NSW, CR recruited patients/carers to watch the Chinese Webinar series and provide feedback. 13 clients (10 patients & 2 carers) participated in the feedback survey.

Australian Seniors Expo – CR set up an information stall and introduced CR services on stage. 300 people came to our stall and collected information.

Chinese Seniors Health Gala – CR set up an information stall to promote Carnegie's services in Inner West. 90 people attended our information stall and collected information.

Projects

Light in the Darkness – Information and Resources for Palliative Care Cancer Patients of Chinese background and their Families – This project was funded by CINSW Innovations in Cancer Control Grants. In collaboration with Calvary Health Care Kogarah and ACMA, four educational seminars were held. Launch of the Information Kit/audio CD/Survey Findings was held on 4 Oct 2018. 1000 Palliative Care Information Kits and 1000 CDs were produced and distributed, and uploaded to CR website for public viewing. After project completion in December 2018, staff began to promote the Palliative Care Information Kit to 11 hospitals.

Cancer Awareness Project for the Chinese Community – This 2-year project was supported by the NSW Stronger Communities Fund through Georges River Council. In partnership with ACMA, a Health Care and Support Services Guide was published and launched on the day of "Lung Health Awareness and Resource Information Day" in May 2019. Two information sessions and the Lung Health Awareness and Resource Info Day were conducted with a total of 260 participants. The remaining two information sessions and 'Cancer Awareness and Resource Information Day' will be conducted next year.

“Self-Management on Diet and Exercise” Program for Chinese Cancer Survivors and Carers – This project was funded by Georges River Council Community Grants. Two 5-session workshops (one in Cantonese and one in Mandarin) were held in Kogarah Library with a total of 52 participants. The presentations at the two workshops were recorded and would be uploaded onto CR website for public viewing.

33 clients were referred to the “Get Healthy Information and Coaching Service” of NSW Health. The cancer survivors and carers were very satisfied with the program.

1.8 Outreach Services

South Western Sydney Region

CR continued to provide services with the support from the Cancer Service Centre of Liverpool Hospital, including hospital visits; phone support; support groups; living with cancer programs; and public information sessions.

Northern Sydney Region

CR continued to provide services including living with cancer program; phone support; support group; public information sessions and community events. The Services Co-ordinator worked closely with Willoughby City Council, Community Migrant Resource Centre and Australian Asian Cultural Association, and Northern Sydney Region Chinese Community Network.

A CR information stall was set up at the “Senior Health and Wellbeing Expo 2019” in Gordon.

1.9 Interest/Exercise Groups and Complementary Therapy Programs

Location	Interest/Exercise Groups	Complementary Therapy Programs
City Office	<ul style="list-style-type: none">- Lian Gong Shi Ba Fa- Chinese Folk Song Singing	<ul style="list-style-type: none">- Therapeutic Dance Movement- Reflexology
Southern Office	<ul style="list-style-type: none">- Small Potted Horticulture (Advanced Class)- Creative Crafts: Handmade Flower- Meridian Exercise	<ul style="list-style-type: none">- Self-Management on Diet and Exercise Workshop (Cantonese /Mandarin)

1.10 Newsletter

Newsletters were published quarterly during the year. The Newsletter serves to provide educational information; promote CR services and activities; and also provides a platform for sharing the personal experiences of patients/carers/survivors. 1700 copies were printed every quarter in full colour and sent to clients/new referrals/carers as well as distributed through hospital visits, City Office and Southern Office. The newsletters have also been uploaded to CR’s website for public viewing.

2. Volunteer Management and Support

Volunteer recruitment and training is co-ordinated and implemented at the City Office.

6 volunteers were recruited this year

they were assigned to support groups, phone support, hospital visits, roster duties and other administration teams, according to their interests and skills assessment.

To equip our volunteers with the appropriate skills needed in service delivery, individual briefing sessions by staff as well as the following **training programs** were conducted

August 2018

Aged Care Services –
Information for
Cancer Patients
and Carers

44 attendees

March 2019

Cancer Support
Group Leader
Training by
Cancer Council
NSW

2 attendees

- Regular team meetings were held to provide opportunities for volunteers to share their experiences, refresh skills, and receive support from staff and other team members.
- To commend their dedication and service to CR, Eric and Linda Wong hosted a luncheon for all volunteers at their Golden Century Chinese Restaurant in September.
- Councilor Craig Chung of Sydney City Council hosted a ceremony to honour long-serving volunteers in October.
- Ella Cheung was awarded the St. George Community Award on 29 October 2018.
- The annual volunteer outing was held on 10 November 2018. A total of 41 participants attended the day-time outing and 47 participants joined the evening dinner.

3. Administration and Event Support

6th July 2018 — 23rd Anniversary In-House Party

- 168 participants
- held at Marigold Restaurant
- the President presented certificates of appreciation to 19 long-serving volunteers

late 2018 — CR City Office encountered three separate flooding incidents within three weeks, and was consequently closed from late November. All City Office staff members were temporarily assigned to work from the Southern Office. Remedial works commenced in April 2019 and normal operation of the City Office is expected to resume from mid-July 2019.

December 2018 — CR received a federal grant for the installation of 7 wall-mounted fans and the purchase of 2 laptops for volunteers' use.

14th December 2018 — Christmas Party 2018

- held at Marigold Restaurant
- 168 participants
- the President presented certificates of appreciation to the voluntary instructors who had dedicated their time towards conducting our interest groups and complementary therapy classes

Early 2019 — The upgrading works relating to the Fire Order issued by Sydney of City Council were finally completed.

14th February 2019 — **Chinese New Year Party 2019 - the “Year of the Pig” celebration**
- held at Club Central Hurstville
- 150 guests including senior politicians and community leaders attended the event

April 2019 — CR’s website and Facebook Page were well maintained and continually improved throughout the year. As the current website has been in use for nearly 5 years, the Executive Committee decided to upgrade and revamp it. The new website is expected to be launched in late 2019.

September 2018 — Two members’ outings were conducted with a total of 200 participants.
April 2019

2019 — Due to the closure of City Office, the new internal database project utilising the ThankQ program platform has been delayed. The project will recommence once the City Office resumes normal operation in the new financial year, with the aim of going “live” by the end of 2019.

4. Finance

For financial year 2018/2019, CR had an overall operating deficit of \$272,116. Following adjustments to take account of the market value of CR's investment portfolio as at 30 June 2019, a reduced deficit of \$177,647 was recorded. It is to be noted that since 1 July 2018, all recurrent funding from government sources has ceased.

During the course of the year CR received a distribution of \$136,000 from CanRevive Cancer Foundation (CCF) increased by 24% over the previous year's allocation, as the latter's investment assets grew year on year. CR's investment portfolio as at 30 June 2019 stands at \$1,712,468, which yielded an income return of \$119,762 for the year. The organisation's total equity now sits at \$2,910,613 as of 30 June 2019. For further details, please refer to CR's audited 2019 Financial Report.

CR will continue with efforts to secure both public and private funding to help maintain the organisation's current services, as well as plan for future developments.

5. Fundraising & Public Relations

Two major events:

- Frances Yip's 50th Anniversary Fundraising Concert
- CR 24th Anniversary Fund Raising Dinner

Frances Yip's 50th Anniversary Fundraising Concert

organised by Chinatown Cinema Corporation

With the generosity and support of Mr. Joe Siu from Chinatown Cinema Corporation and Ms. Frances Yip, CR was chosen as one of the three beneficiaries of the fund-raising concert held at The Star Event Centre on 23 June 2019.

CR 24th Anniversary Fund Raising Dinner

CR's 24th Anniversary Fund Raising Dinner was held at Marigold Restaurant on 15 June 2019. It was a great honour to have Mrs. Gail O'Brien AO – Patient Liaison at the Chris O'Brien Lifehouse - as the keynote speaker. We would like to specially acknowledge two esteemed guests for their congratulatory speeches: Mr. Mark Coure MP – Assistant Speaker in the NSW Legislative Assembly representing the NSW Premier; and The Hon. David Coleman MP – Federal

Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs. Mr. Stephen Liu JP, Chairman of CanRevive Cancer Foundation, gave an update on the Foundation's financial position and encouraged continuous support from our benefactors, patrons, and donors. Certificates of appreciation were also presented to our new benefactors, governor and life patrons, with the assistance of Justice Peter Garling RFD – Honorary Patron of CanRevive Inc.

502 guests from all sectors of the community attended the event. Presentations were made to acknowledge long-serving volunteers of 20 years or more. Presentation was made to our Executive Committee Member and immediate Past President - Mrs. Ella Lee for serving as a volunteer of 20 years. Mr. Peter Sinn JP (Event Chairman) concluded the evening with a vote of thanks to all sponsors, donors and the entire team at CanRevive.

Over the course of the year, we accepted and participated in many community events and functions including the following:



6.

Executive Committee

Executive Committee of CanRevive Inc. held a total of 10 Executive Committee Meetings during 2018-2019 financial year.

The following shows a full list of executives and the number of meetings attended by each executive:

Position	Name	Number of Executive Meetings Attended	Notes
President	Eric Yeung	10	
Vice President	Jenny Wallis	6	
Vice President	Laksmi Leung	7	
Treasurer	Eric Chan	8	
Secretary	Raymond Chan	10	
Executive Committee Member	Ella Lee	9	
Executive Committee Member	Vonne Chu	8	
Alternate Executive Committee Member	Patricia Au	3	joined EXCO 18/02/2019
Alternate Executive Committee Member	Virginia Darley	4	resigned on 12/12/2018
Alternate Executive Committee Member	Margaret Tang	0	resigned on 26/11/2018



Raymond Chan
Secretary



Eric Yeung
President



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