

**Executive Committee  
Annual Report  
July 2019 - June 2020**



**更生會 癌症支援服務**

## **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.**

A background image of yellow flowers, possibly daffodils, with green leaves, slightly out of focus. The flowers are bright yellow and have a soft, natural appearance. The background is a light, neutral color, making the flowers stand out.

## **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

2019/2020 was an unusual and challenging year for CanRevive (CR), almost a year of 'two halves'. During the earlier part of the year, we proceeded in earnest with all planned programs and services. In particular, we received funding from the Australian Chinese Medical Association (ACMA) Charitable Trust and the Australian Chinese Charitable Foundation (ACCF) to implement, respectively, two projects: 'Connect You with Better In-home Palliative Care' and 'Cancer Information for Chinese-speaking Cancer Patients and their Families'. The Southern Office also received a grant from Georges River Council to organise a series of public information sessions, as well as purchase face masks for CR members who live in its area.

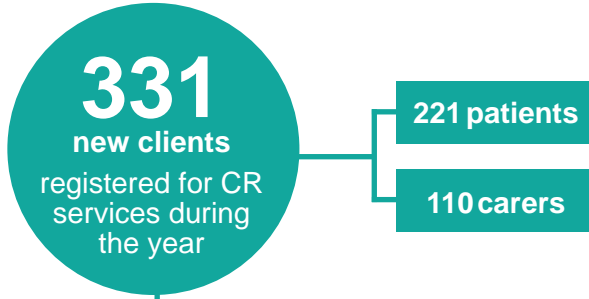
Due to the COVID-19 pandemic (COVID), CR was unable to continue as usual and temporarily closed our two offices from April to July 2020. All centre-based programs and outreach services were suspended or cancelled, but we were able to continue rendering support to individual clients by phone; and support groups met through Google Meet or WeChat. With the assistance from our devoted volunteers, we initiated a We Care Project during the pandemic, which was well received by our clients.

Moving ahead and within what is permissible under the prevailing COVID environment, we look forward to resuming activities as fully and as quickly as possible, such as continuing our partnership project with the Crown Princess Mary Cancer Centre, Westmead Hospital to develop more information tools in the Chinese language for cancer patients. We also aim to extend CR's outreach programs to the Western Sydney Region.

All of our accomplishments have been made possible through the ongoing support of our sponsors, donors, and supporters. Our team of dedicated staff and volunteers merit special mention as they continue to work tirelessly to advance the mission of CR and deliver a wide range of quality services. Our profound and sincere thanks to all of you.

# 1. Services and Programs

Due to COVID and the suspension of hospital visits, the total client intake over the last 12 months decreased by 16.83% (the number of patients dropped by 21.35%, and that of carers by 5.9%) in comparison with the year before.



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



- 1.1
- 1.2
- 1.3
- 1.4
- 1.5
- 1.6
- 1.7
- 1.8
- 1.9
- 1.10

- Information Sessions
- Living with Cancer Program
- Support Groups
- Hospital Visits
- Home Visits
- Telephone Support
- Special Programs & Projects
- Outreach Services
- Interest/Exercise Groups & Complementary Therapy Programs
- Newsletter

# 1.1 Public Information Sessions

6  
information  
sessions



Blood Diseases  
Awareness & Resource  
Information Day



a total  
attendance of  
409  
participants

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

- Blood Diseases Awareness & Resource Information Day  
This event comprised 3 information sessions on the subjects of 'Integrative Western & Chinese Medicine approaches to blood diseases', 'Diagnosis and treatments of leukemia and myeloma - latest trend update' and 'Diagnosis and treatments of lymphoma - latest trend update'  
*(in partnership with ACMA)*
- How physiotherapy improves the incontinence
- Food and Nutrition Tips for Prostate Cancer Patients

### Southern Sydney Region

- Understanding Safe Medication Applications
- Local health and community services for cancer patients and their carers  
*(in partnership with Genesis Care, Waratah Private Hospital)*

### South West Sydney Region

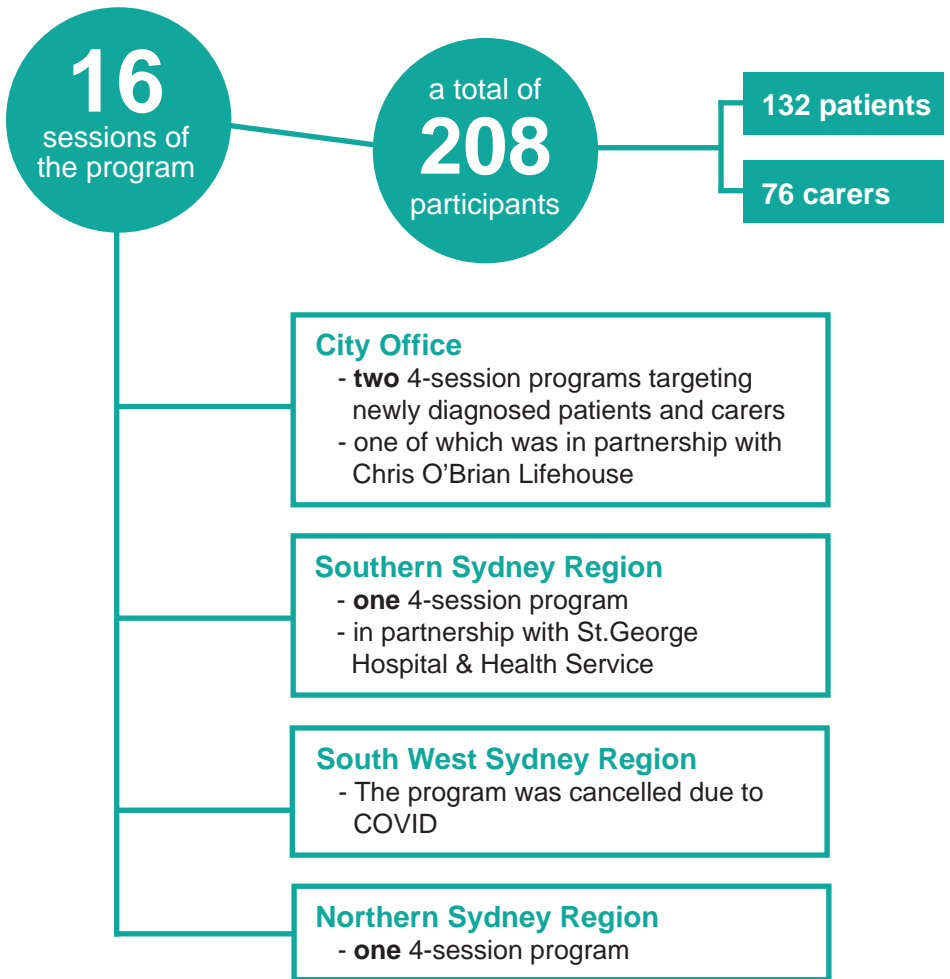
- Aged Care Services and Chronic Disease Patients  
*(in partnership with NSW Indo-China Chinese Association)*

### Northern Sydney Region

- Healthcare System in Australia  
*(in collaboration with the Willoughby City Council)*

# 1.2 Living with Cancer Program

A series of 4-session 'Living with Cancer' programs targeting newly diagnosed patients and carers were held in different regions throughout the year. The program is supported by St. George Hospital, Liverpool Hospital, Chris O'Brien Lifehouse and Westmead Hospital. Due to COVID, the program scheduled in Liverpool Hospital was cancelled.





# 1.3 Support Groups

City Office	Sessions Held
Cantonese New Patient	29
Cantonese Cancer Survivor	31
Cantonese Carer	28
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. It meets regularly on Fridays.)	38
Mandarin New Patient /Carer	26
Breast Cancer	4
Lung Cancer - met on a bi-monthly basis	6
Prostate Cancer - met on a quarterly basis - a sharing session was held after each information talk	3
Bowel Cancer - met on a quarterly basis	2
Bereavement Group - met on a bi-monthly basis	6

## Southern Office

New Patient/Carer	29
Cantonese Cancer Survivor/Carer	29
Happy Sharing Group	4

## Northern Sydney Region

New Patient/Carer	7
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## South Western Sydney Region

No group meeting was held due to COVID

## Phone Support to Support Group Members

As CR offices were closed from April to June during the pandemic and all our centre-based programs were suspended, our staff made a large number of phone calls to support our members. A total of 147 hours were spent on 369 calls during that period of time.

## 1.4 Hospital Visits



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 St Vincent's Sacred Heart Hospital. A total of 18 hours were spent on 14 visits and 2 phone calls.

SK & YY Cheung Family Foundation Emergency Assistance Program - a total of 4 clients who were under treatment received grants for the home care services provided by ANHF. A total of 67.25 service hours were provided.

## 1.6 Telephone Support

Emotional and information support were provided over the phone to 134 new clients. A total of 249 hours were spent on 1,139 calls. In addition, a total of 37 hours were spent on 59 phone calls to provide more intensive emotional support to 35 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, 44 participants attended an information session and 30 participants joined an organised walk after the information session.

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

**‘We Cope’ Project** – In support of the Ingham Institute for Applied Medical Research, CR recruited patients/ carers for the focus groups to look at the developed information material and provide feedback. 5 patients/ carers were recruited for the second-round focus groups.

**Doctors CanLink Project** – This is a new project supported by the Community Health & Research Subcommittee of ACMA. The project aims to set up a Chinese-speaking GPs network in the Sydney Metropolitan area to help increase awareness of CR’s services within the Chinese community. The network would enable CR to render timely assistance to cancer patients, and strengthen liaison with Chinese GPs/ health professionals in a more systematic manner.

**TVB Anywhere ANHF Retirement Lifestyle Expo** – CR set up an information stall at the Expo and introduced CR’s services. 50 people attended our stall and collected information.

**Healthy Minds and Wellbeing Services Expo** – It is the annual event of the St George and Sutherland Mental Health Interagency. CR was invited to set up an information stall at the Centre Court of Westfield Hurstville. 133 people attended.

**We Care Project** – This is a special phone support project carried out by staff and volunteers during the pandemic. The purpose of this project is to convey our regards and extend an offer of help to our registered patients. 14 volunteers were recruited to assist in this project and 300 patients (142 Cantonese, 158 Mandarin) were contacted. 500 phone calls were made in Stage I. Feedback from clients was very positive. They appreciated the calls, and were thankful to have CR's regards and concern. Most of them are found to be in stable health and keeping well at home. Clients who required special attention have been referred to the related service teams.

## **Projects**

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### **Light in the Darkness – Information and Resources for Palliative Care Cancer Patients of Chinese background and their Families –**

This project was completed in December 2018. To continue working on the recommendations of the project, CR has successfully received another grant from ACMA Charity Trust to implement another project 'Connect You with Better in-home Palliative Care'. In partnership with ACMA and Calvary Kogarah Health Care, CR is going to develop 6 facts sheets with practical information for carers to look after palliative-stage cancer patients. The topics will include:

- a) Personal Hygiene
- b) Dietary and Nutritious Issues
- c) Home Safety & Medication Management
- d) Pain & Breathing Issues
- e) Continence Issues & Nausea/Vomiting
- f) Skin Issues & Fluid Retention.

### **Cancer Information for Chinese Cancer Patients and Their Families –**

This project is funded by ACCF to update and print three cancer booklets for Chinese cancer patients and their families. The three cancer booklets include Understanding Ovarian Cancer, Understanding Pancreatic Cancer and Understanding Leukaemia.

## **Improving the chemotherapy experience for Chinese-speaking patients through culturally sensitive communication**

**(co-partnership with Westmead Hospital)** – This 2-year project is funded by Cancer Institute NSW Innovations in Cancer Control Grants. This project is led by Crown Princess Mary Cancer Centre, Westmead Hospital and CR has joined as a partner organisation. The objective is to enhance the chemotherapy experience for Chinese-speaking patients through the development and implementation of innovative culturally - sensitive communication interventions, including a pictogram - style communication booklet, translated communication flip-chart tools, a range of translated medication labels, and the Living with Cancer Program. Due to COVID, face to face interviews to assess a patient's health literacy and the Living with Cancer Program have been temporarily suspended.

## **1.8 Outreach Services**

### **South Western Sydney Region**

CR continued to provide services to clients in the region with the support of the Cancer Service Centre of Liverpool Hospital. These services include hospital visits; phone support; 'living with cancer' programs; and public information sessions. The Service Coordinator works closely with local community organisations including the Wellness Centre of Liverpool Hospital, NSW Indo-China Chinese Association and Uniting Home and Community Care Bankstown.

### **Northern Sydney Region**

CR continued to provide services including 'living with cancer' programs; phone support; support groups; public information sessions and community events. The Services Co-Ordinator worked closely with Willoughby City Council, Australian Asian Cultural Association, Cherrybrook Chinese Community Association Inc., Hepatitis NSW and Northern Sydney Region Chinese Community Network.

# 1.9 Interest/Exercise Groups and Complementary Therapy Programs

Location	Interest/Exercise Groups	Complementary Therapy Programs
City Office	<ul style="list-style-type: none"> <li>- Chinese Calligraphy</li> <li>- Beading Class</li> <li>- Line Dance</li> </ul>	- Stretch and Rest Yoga Class
Southern Office	<ul style="list-style-type: none"> <li>- Guolin Qigong Class</li> <li>- Yang Family Tai Chi 16 Styles Class</li> </ul>	

All programs were cancelled since March due to COVID.

## 1.10 Newsletter

Newsletters were published quarterly during the year. The Newsletter provides educational information; promotes CR services and activities; and also serves as a platform for sharing the personal experiences of patients/carers/survivors. 1800 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 Hurstville Office. The newsletters have also been uploaded to CR’s web site for public viewing. Registered clients now can access the e-newsletter through email.



## 2. Volunteer Management and Support

Volunteer recruitment and training is coordinated and implemented at the City Office.

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

**January 2019**  
**'Easy Morning Exercise'** for support group staff and volunteers  
**12 attendees**

**August 2019**  
2-day in-house training for new volunteers  
**6 attendees**

**August 2019**  
**'Mindfulness' Training**  
**32 attendees**

Regular team meetings were held to provide an opportunity 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. 64 volunteers and 7 staff attended.

Councilor Craig Chung of Sydney City Council hosted a ceremony to honour long-serving volunteers in October. 35 volunteers and 5 guests attended.

Kitty Cheung was awarded the St George Community Award in Nov 2019.

In December 2019 Ann Ng was presented with an award by Westmead Hospital for her 5-year service dedicated to visiting patients in that hospital.

The annual volunteers' outing was held on 2 November 2019. A total of 49 participants attended the day-time outing and 56 participants attended the evening dinner.

# 3. Administration and Event Support

CR's City Office officially resumed operation from 1 July 2019, and all the City Office staff members moved back from Southern Office since then. In February 2020, the City Office experienced water leakage again following a severe thunderstorm. Legal proceedings were initiated against the Building's Strata Management for negligence. A compensation agreement was subsequently reached in June 2020 and CR is presently awaiting completion of outstanding repair works.

CR's website and Facebook Page were well maintained and continually improved throughout last year. Due to COVID, the project to upgrade the current website has been delayed.

Also because of COVID, the new internal database project "ThankQ Platform" has been further delayed. However, the significant task of data migration has been completed. The project is expected to go "live" by the end of 2020.

Due to COVID, only one Members Outing was conducted with a total of 100 participants.

The 24th Anniversary In-House Party was held at Marigold Restaurant on 5 July 2019. 144 guests attended the event. The President presented certificates of appreciation to 10 long-serving volunteers.

The 2019 Christmas Party was held at Marigold Restaurant on 13 December 2019. 180 guests attended the event. The President presented certificates of appreciation to the voluntary instructors who had dedicated their time to conducting our interest groups and complementary therapy classes.

As the COVID crisis escalated, the 2020 Chinese New Year Party to celebrate the 'Year of the Rat' was cancelled and all tickets were refunded.



# 4. Finance

Since the outbreak of COVID in early 2020, the majority of our activities have either been cancelled or postponed. There was no fund-raising income in 2019-20 as our annual fund-raising dinner was cancelled. Correspondingly, fewer operation costs were incurred as compared with the previous year. We successfully applied for financial support from Government and obtained \$48,828 in 2019-20.

CR had an operating deficit of \$185,537 in 2019/20. Following adjustments to take into account the weakening market value of our investments as at 30 June 2020, a further face value loss of \$180,879 was incurred, resulting in an overall deficit of \$366,416 in 2019/20.

During the year CR received a distribution of \$170,000 from CCF, increased by 25% from the previous year. Our investment income dropped to \$87,047 in 2019/20 and our portfolio as at 30 June 2020 stands at \$1,274,312. As planned, we have been selling our investments to support our operation as there has been no new funding from government. The organisation's total equity now sits at \$2,544,198 as of 30 June 2020. For further details, please refer to CR's audited 2020 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 new plans for future development.

# 5. Fundraising and Public Relations

CR's 25th Anniversary Fund Raising Dinner was originally planned to be held at the Fullerton Hotel, Sydney (formerly The Westin Sydney) on 20 June 2020. Due to COVID, the event has been postponed to 27 February 2021. Consequently, the 25th Anniversary Fund-raising Raffles draw has also been postponed to the same date, with approval from NSW Fair Trading. A special 25th Anniversary Publication has been published in September.



# 6. Executive Committee

The Executive Committee of CanRevive Inc. held a total of 8 Executive Committee Meetings during 2019-2020 financial year. The following shows the full list of executives and the number of meetings attended by each member:

Position	Name	Number of Executive Meetings Attended
President	Eric Yeung	6
Vice President	Jenny Wallis	6
Vice President	Laksmi Leung	6
Treasurer	Eric Chan	7
Secretary	Raymond Chan	7
Executive Committee Member	Ella Lee	8
Executive Committee Member	Vonne Chu	5
Alternate Executive Committee Member	Patricia Au	7



Raymond Chan  
Secretary



Eric Yeung  
President

Dated at Sydney on 5th November 2020



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