

Executive Committee Annual Report

July 2020 - June 2021



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.



更生會 (CanRevive Inc.)

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

2020/2021 was another challenging year for CanRevive (CR) as we continued to grapple with the impact of the COVID -19 pandemic. The many state - wide measures in place at various times to combat the virus had limited CR's ability to deliver and maintain services fully for the needs of cancer patients and their families. Both our City Office and Southern Office had to close for a portion of the year. Even when opened, on-site "face-to-face" activities were conducted at very restricted capacity.

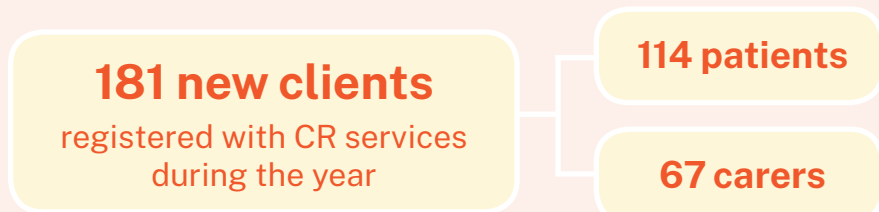
However, this did not deter CR from deploying other means of connecting with our members at this unusual time. While we continued to provide support via the phone, we have also progressively been delivering our services online via mobile chatting platforms, such as WhatsApp and WeChat; as well as online video conferencing networks, including Google Meet and Zoom. In addition, a number of public information sessions and the "Living with Cancer" program were live streamed on YouTube, and were well received.

We were grateful to have received grants from the Australian Chinese Medical Association (ACMA) Charitable Trust, Australian Chinese Charitable Foundation (ACCF), Cancer Institute NSW(CINSW), the Department of Social Services and Georges River Council, which enabled us to implement a number of new projects. These included 'Connecting You with Better in-home Palliative Care', "Improving the chemotherapy experience for Chinese-speaking patients through culturally sensitive communication", "Cancer Information for Chinese-speaking Cancer Patients and their Families", Volunteer Training Courses and an online project on "Emotional Well-being".

We would like to take this opportunity to thank our sponsors, donors, professional advisors, and friends for their valuable support throughout the year. We would also like to extend deep appreciation to our staff and volunteers for their hard work and ongoing commitment to a high standard of support and service to our clients.

1. Service and Programs

Due to COVID and the suspension of hospital visits, the total client intake over the last 12 months decreased by 45.3% (the number of patients dropped by 48.4%, and that of carers by 39%) 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.

There were
15,514
occasions of
service in total

1.1 Public Information Sessions

1.2 Living with Cancer Program

1.3 Support Groups

1.4 Hospital Visits

1.5 Home Visits

1.6 Telephone Support

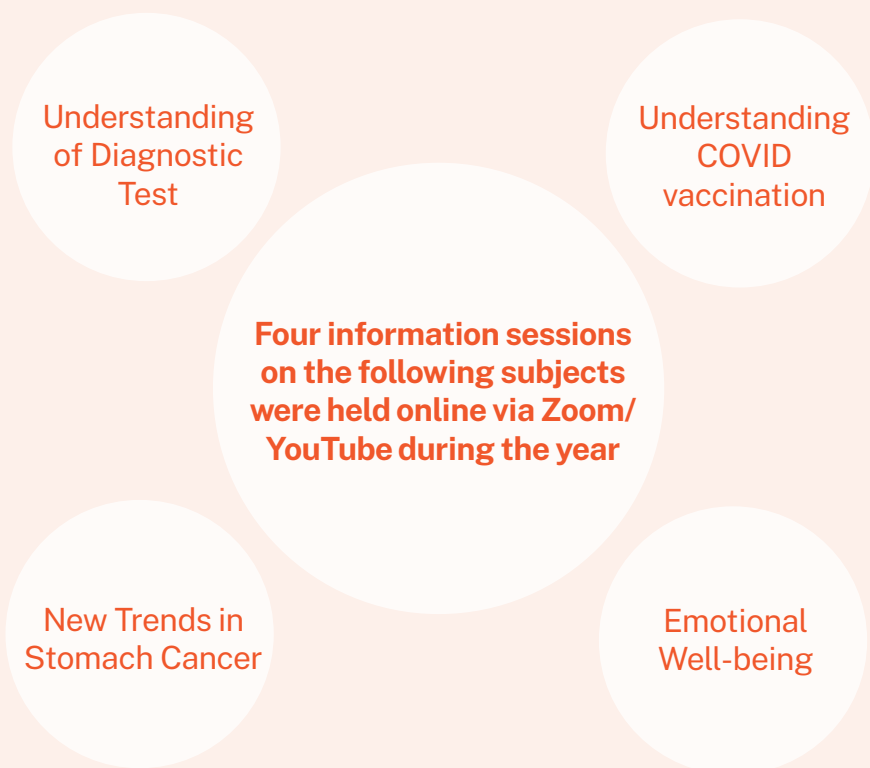
1.7 Special Programs & Projects

1.8 Outreach Services

1.9 Interest/Exercise Groups & Complementary Therapeutic Programs

1.10 Newsletter

1.1 Public Information Sessions



A total of 148 participants attended and 303 general viewers watched the sessions, and simultaneous interpretation in both Cantonese and Mandarin was available. The information sessions were recorded, transcribed into Chinese, and published in CR's newsletters. With the consent of the guest speakers, the recorded information sessions were uploaded onto the CR website.

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. Due to COVID, the programs scheduled in Liverpool Hospital, St. George Hospital, and Northern Sydney Region were suspended. Instead, two 4-session 'Living with Cancer' programs were held online via YouTube and Zoom in September 2020 and June 2021 respectively. In collaboration with Westmead Hospital, CR commenced a pilot program on Zoom which targeted Chinese-speaking cancer patients who were receiving chemotherapy.

The YouTube Live Streams are proving especially beneficial to the cancer patients and carers who are under treatment and not well enough to attend face-to-face information sessions. Cancer patients and carers from other States are also able to access information through this medium.

A total of 12 sessions of the program were held with a total of 217 participants (169 patients and 48 carers) attended and a total of 1940 general viewers watched the video via YouTube.

1.3 Support Groups

General Type Cancer Support Groups

A total of 186 group sessions were held with 208 participants. Tailor-made programs were designed for cancer patients and carers based on the different stages of their cancer journey.

Since the pandemic, nearly all face-to-face support group sessions were run via phone conferencing/Google Meet/WeChat/Zoom, except Happy Group and some sessions of Bereavement Support Group. Last year, a total of 186 group sessions were held with 208 clients (159 patients, 49 carers; 134 Cantonese, 74 Mandarin) who attended at least one session. The general feedback from the clients was very positive.

Specific Type Cancer Support Groups	Session/s Held
Breast Cancer Support Group - sharing session was held after the information talk	1
Lung Cancer Support Group - met on a bi-monthly basis	6
Prostate Cancer Support Group - met quarterly - sharing session was held after each information talk.	2
Bowel Cancer Support Group	1
Bereavement Support Group	11

(A total of 21 group sessions were held with a total of 238 participants)

Phone Support to Support Group Members

During COVID, our staff made a large number of phone calls to support the group members. A total of 99 hours were spent on 289 calls during that time.

1.4 Hospital Visits

Hospital visits were suspended because of COVID. When the pandemic eased between February and May 2021, one volunteer was willing to visit Chris O'Brien Lifehouse. A total of 7 visits to Chris O'Brien Lifehouse were made. 4 referrals were received from St Vincent's Sacred Heart, Concord Hospital, and Royal Prince Alfred Hospital.

1.5 Home Visits

CR operates an Emergency Assistance Program to support clients' home care needs, including house cleaning and meal preparation. During the year one home visit was arranged to assess eligibility for home care services provided by ANHF. A total of 10 service hours were subsequently provided.

1.6 Telephone Support

Emotional and information support were provided over the phone to 109 new clients. A total of 214 hours were spent on 878 calls. In addition, a total of 15 hours were spent on 42 phone calls to provide intensive emotional support to 30 newly bereaved carers.

1.7 Special Programs & Projects

Programs

Due to COVID, the “Encore Program”, “Look Good Feel Better Program”, and the “Biggest Morning Tea” have had to be cancelled.

Carers Week

Due to COVID, the “Carers Day-Out” program was canceled. To acknowledge carers as key contributors to the community, 200 thank you cards together with 4 healthy soup recipes were sent to them in October 2020.

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.

Doctors CanLink Project

This is a new project supported by the Community Health & Research Sub-committee 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. Last year, staff updated the current GP-Specialist Contact List and added new contacts from each region.

We Care Project

This is a special phone support project carried out by staff and volunteers during the pandemic. The purpose is to convey our

regards and show support to our clients through the pandemic. 14 volunteers were recruited to assist in this project and 628 patients (324 Cantonese, 304 Mandarin) were contacted. 1064 phone calls (641 Cantonese, 423 Mandarin) were made. Feedback from clients was very positive. They appreciated the calls and were thankful to have CR's concern and support.

25th Anniversary Commemorative Magazine

The 25th Anniversary Commemorative Magazine was published and 1500 copies were printed and mailed to CR's friends and supporters.

Special Projects

Emotional Well Being Online Project

This project is funded by Georges River Council Recovery Grants mainly for Chinese-speaking cancer patients and their carers. The objective is to reduce the social isolation, stress and anxiety of cancer patients/carers; and to provide a platform for them to learn effective ways of managing emotions, develop interests, and build a healthy lifestyle. This project includes an “Emotional Well-being” Online Public Information Session via YouTube, two “Regulating Emotional Skills” workshops (one in Cantonese and one in Mandarin), and a “Horticulture Indoor Plants” course via Zoom. A total of 210 participants attended.

Connect You with Better in-home Palliative Care Project

With further funding from the ACMA Charity Trust, CR continued to work on the recommendations of the “Light in the Darkness – Information and Resources for Palliative Care Cancer Patients and their Families with Chinese Background” project.

In partnership with ACMA and Calvary Kogarah Health Care, CR has developed 6 facts sheets with practical information for carers who are looking after cancer patients at the palliative care stage. Topics include :

- a) Personal Hygiene

- b) Diet and Nutrition

- c) Home Safety & Medication Management

- d) Pain & Breathing Management

- e) Continence & Nausea/Vomiting

- f) Skin Issues & Fluid Retention

The general public can access these fact sheets via CR's website.

Cancer Information for Chinese Cancer Patients and Their Families

This project was funded by ACCF to update and print three cancer booklets for Chinese cancer patients and their families. They include “Understanding Ovarian Cancer”, “Understanding Pancreatic Cancer” and “Understanding Leukemia”. The general public can access and download these booklets via CR's website.

‘If language is not correct, then what-is-said is not what-is-meant’: Improving the chemotherapy experience for Chinese-speaking patients through culturally-sensitive communication

This is a 2-year project funded by the CINSW Innovations in Cancer Control Grants. This project is being led by Crown Princess Mary Cancer Centre, Westmead Hospital, and CR has been participating as a partnership organization. The objective is to enhance the chemotherapy experience for Chinese-speaking patients through the development and implementation of innovative and culturally sensitive communication intervention, including a pictogram-style communication booklet, translated communication flip-chart tools, a range of translated medication labels, and the Living with Cancer Program.

Research on "The Coping strategies for Australian-Chinese cancer caregivers: A qualitative descriptive study"

This research was conducted by Associate Professor Xiaoshu Zhu, Chinese Medicine Centre of Western Sydney University. CR provided support by recruiting 20 carers for this study.

Research on "Stakeholder experiences of cancer care during the COVID-19 pandemic"

Staff participated in the above research which was conducted by Professor Phyllis Butow, University of Sydney. The purpose of the research was to explore the experiences and perceptions of non-government organizations involved in cancer care, about the impact of COVID on treatment decision making, psychological well-being, and unmet needs specifically related to the pandemic.

We Cope Project

In support of Ingham Institute for Applied Medical Research, CR recruited patients/carers for their focus groups to study the developed information material and provide feedback. The WeCope resource (booklets and CD audio guide) has been finalized and they are arranging to have the materials printed for the next research. They intend to ask patients to use the WeCope materials for 2 months and complete two surveys about their experience.

1.8 Outreach Services

South Western Sydney Region

Due to COVID, the majority of CR's services were suspended except for phone support. The Service Coordinator maintained communication with the Manager of the Wellness Centre at Liverpool Hospital.

Northern Sydney Region

We achieved a new milestone with the setting up of the Chatswood Outreach Service Hub in Northern Sydney Region. Regrettably, because of COVID, most of the activities planned have had to be cancelled, except for phone support service. The Services Co-ordinator continues to liaise and work closely with the local community organizations.

Western Sydney Outreach Program

In line with CR's five-year strategic plan and the successful partnership project with Westmead Hospital, CR has commenced to outreach its services to the Western Sydney Region. The Service Coordinator has been working closely with the Crown Princess Mary Cancer Centre, Westmead Hospital to identify the service needs of cancer patients and their carers living in the area.

1.9 Interest/Exercise Groups and Complementary Therapy Programs

Location	Interest/Exercise Groups	Complementary Therapy Program
City Office	<ul style="list-style-type: none">- Ba Duan Jin via Zoom- Craft Class	<ul style="list-style-type: none">- Wellness Program- Hypnotherapy Workshop
Southern Office	<ul style="list-style-type: none">- Horticulture Indoor Plants via Zoom- Paper Flower Craft Online Course	<ul style="list-style-type: none">- Regulating Emotional Skills Mandarin Workshop via Zoom (2 sessions)

A total of 34 sessions were held with a total of 121 participants.

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 are uploaded to CR's website for public viewing. In addition, registered clients can now access the e-newsletter through email.

2. Volunteer Management and Support

A volunteer grant was approved by the Department of Social Services to purchase computer equipment and conduct training courses for our volunteers. Two laptops and two tablets were purchased and the following training courses were conducted online via Zoom:

- A 2-day basic skills training program was conducted for new volunteers in February. A total of six volunteers attended the training.
- Two 4-session volunteer training courses on Advanced Communication Skills (one in Cantonese and one in Mandarin) were held online via Zoom in November 2020 and February 2021. A total of 30 volunteers attended at least one session.
- Two 3-session training courses on Technological Competency (one in Cantonese and one in Mandarin) were held online via Zoom in January and February 2021. A total of 21 volunteers attended at least one session.

Individual briefing sessions and regular team meetings were held to provide more opportunities for volunteers to share their experiences, refresh skills, and receive support from staff as well as other team members.

3. Administration and Event Support

At the beginning of COVID, an Office Management Plan and a COVID Safe Plan were implemented in both offices, which enabled a limited number of staff and volunteers to be on duty every business day.

CR has received formal notification from the landlord that the redevelopment of the current site of CR Southern Office will take place from November/December 2021 and requested us to vacate the premises by the end of October 2021. Following negotiations with the CEO of Advance Diversity Services, a rental agreement for the use of a room three days a week at their Hurstville Head Office was signed. CR Southern Office will be converted and operated as an Outreach Service Hub at that location. However, in light of the current lockdown, the new CR Southern Sydney Outreach Service Hub will not open until restrictions are lifted.

Our thanks go to the Chairman and National Principal of North Shore Coaching College, who has offered CR the rent-free use of a meeting room and associated facilities at the College's head office in Chatswood for one day per week. Consequently, the new CR Northern Sydney Outreach Service Hub commenced service from 9 February 2021.

The project to upgrade the current website and Facebook Page recommenced in late September 2020 following a delay due to COVID. The new website will go “live” by September.

The new internal database project “ThankQ Platform” has been further delayed. It is envisaged that the entire project will be completed by the end of 2021 or early 2022.

The current PABX Office Phone System will be upgraded to a new IP Office Phone System. It is expected to be completed after the current lockdown across the Greater Sydney area has been lifted.

A number of scheduled activities including our Members’ outing, volunteers’ outing, the 25th Anniversary In-House Party, the 2020 Christmas Party and the 2021 Chinese New Year Party were canceled because of COVID.

4. Finance

We have been operating under a difficult COVID environment throughout 2020/21, but with the financial support from Federal Government (COVID support of \$169,008) and fewer operating costs, the operating results in 2020/21 were better than the previous year. We were fortunate to have been able to hold CR's Annual Fund-Raising Dinner successfully, although on a smaller scale, in the week before lockdown.

CR had an operating deficit of \$89,518 in 2020/21. Following adjustments to take into account the market value of our investments as of 30 June 2021, (stronger in 2020/21 than in 2019/20), a face value gain of \$153,312 was incurred, resulting in an overall surplus of \$63,794.

During the year CR received a distribution of \$170,000 from CCF, the same as in the previous year. Our investment income continued to decline to \$54,597 and our portfolio as of 30 June 2021 stands at \$1,255,388. As planned, we have been selling our investments to support our operation as there has been less funding from the government. The organisation's total equity now sits at \$2,607,992 as of 30 June 2021. For further details, please refer to CR's audited 2021 Financial Report.

CR will continue 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

Due to COVID, the 25th Anniversary \$5 Fund Raising Raffles were drawn on 27 February 2021 at CR City Office. CR was privileged to have Councilor Craig Chung, from the City of Sydney Council, conduct the draw on the day.

It was pleasing that CR was able to go ahead with its 26th Anniversary Fund Raising Dinner on 19 June 2021 at the Marigold Restaurant, just a week before Greater Sydney went into lock down. We were greatly honoured to have Professor David Currow, Chief Executive Officer CINSW and NSW Chief Cancer Officer, as the keynote speaker.

We would also like to acknowledge two esteemed guests for their congratulatory speeches at the dinner - The Hon. David Coleman MP, Federal Assistant Minister to the Prime Minister for Mental Health and Suicide Prevention; and The Hon. Damien Tudehope MLC, NSW Minister for Finance and Small Business. 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 benefactor, governor, and life patrons by CR's Hon. Patron Justice Peter Garling RFD, Minister Coleman and Minister Tudehope.

300 guests from all sectors of the community attended the event. Presentations were made to our volunteers who have served for more than 25 years. Mr. Peter Sinn JP (Event Chairman) concluded the evening with a vote of thanks to all sponsors, donors, and the entire team at CR.

6. Executive Committee

The Executive Committee of CanRevive Inc. held a total of 9 Executive Committee Meetings during the 2020-2021 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	7
Vice President	Jenny Wallis	7
Vice President	Laksmi Leung	9
Treasurer	Eric Chan	6
Secretary	Raymond Chan	9
Executive Committee Member	Ella Lee	9
Executive Committee Member	Dr Stephen Li	5
Alternate Executive Committee Member	Vonne Chu	6
Alternate Executive Committee Member	Patricia Au	8
Alternate Executive Committee Member (joined from 07/01/2021)	May Kwan	5



Raymond Chan
Secretary



Eric Yeung
President

Dated at Sydney on 23 / 11 / 2021



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