

Executive Committee Annual Report

1 July 2021 – 30 June 2022





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

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.



Table of contents

Executive Summary	1
A. Services & Programs	2
1. Public Information Sessions	3
2. Living with Cancer Program	4
3. Support Groups	
3.1 General-Type Cancer Support Groups	5
3.2 Specific Type Cancer Support Groups	6
3.3 Phone Support to Support Group Members	
4. Hospital Visits	7
5. Home Visits	
6. Telephone Support	
7. Special Programs & Projects	8
7.1 Special Programs	
7.2 Special Projects	9
8. Interest/ Exercise Groups and Complementary Therapy Programs	11
9. Newsletter	12
B. Volunteer Management & Support	13
C. Administration & Event Support	14
D. Finance	15
E. Fundraising & Public Relations	16
F. Executive Committee	17

Executive Summary

Like the previous year, 2021/2022 was an unusual and challenging time. The impact of Covid escalated, safety restrictions imposed by the government were tightened, which led eventually to the lengthy 3-month lockdown from the end of June 2021. Despite the difficult conditions, especially the inability to meet face-to-face, we continued to mobilise available resources and manpower to provide essential support via one-on-one phone calls, and deliver programmes via mobile chatting platforms, such as WhatsApp and WeChat; as well as online video conferencing networks, including Google Meet and Zoom.

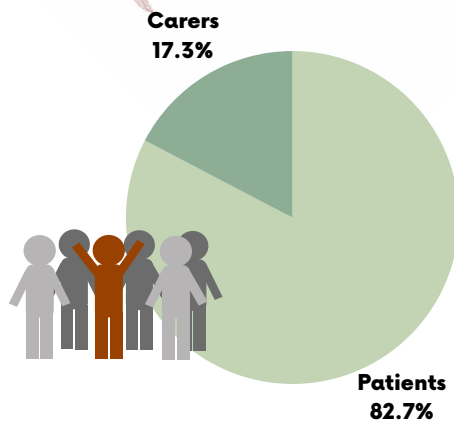
With the end of lockdown in October, we returned to more normal and fuller servicing, albeit slowly and on a restrictive scale. We were grateful to have received grants from the Australian Chinese Medical Association (ACMA) Charitable Trust, Australian Chinese Charitable Foundation (ACCF), Cancer Institute NSW (CINSW) and the Georges River Council, which enabled us to implement a number of new projects. These included 'Improving the Cancer Outcomes of Prostate Cancer Patients through a Culturally and Linguistically Appropriate Community Initiative', 'Pelvic-floor Rehabilitation Program for the Chinese-speaking Community', and 'Body, Mind and Spirit Wellness Program 2022 for Mandarin-speaking Cancer Patients'.

An important initiative during this time was the establishment of the Regional Support Service Centre in Westmead to service the needs of the Chinese-speaking community in Western Sydney.

We wish to acknowledge the generous and continuous support of all our volunteers, donors, sponsors, medical professionals as well as the many others in the community who have offered their services and financial assistance to CR. We also commend our staff for their efficiency, diligence and commitment.

A. Services & Programs

179 new clients (**148** patients and **31** carers) registered with CR services during the year. These figures did not include people who attended the public information sessions and chose only to obtain information without joining CR activities.



1. Public Information Sessions

2. Living with Cancer Program

3. Support Groups

3.1 General-Type Cancer Support Groups

3.2 Specific Type Cancer Support Groups

3.3 Phone Support to Support Group Members

4. Hospital Visits

5. Home Visits

6. Telephone Support

7. Special Programs & Projects

7.1 Special Programs

7.2 Special Projects

8. Interest/ Exercise Groups and Complementary Therapy Programs

9. Newsletter

1. Public Information Sessions

CR Sydney City Centre

Three information sessions on “Understanding Head & Neck Cancers and Hay fever”, “Understanding Omicron Variant and COVID-19 Booster Vaccination”, and “Diagnosis and Treatments of Lymphoma-Latest Trend Updates” were held online via Zoom.

CR Southern Sydney Centre

Four information sessions on “Continence Issues and Pelvic-floor Exercise” mainly for Chinese-speaking cancer patients and day-care elderly groups of Advance Diversity Services, and “Pelvic-floor Rehabilitation Courses” were held.

CR Western Sydney Centre

One information session on “Local Welfare Services for the Chinese-speaking Community” was held.

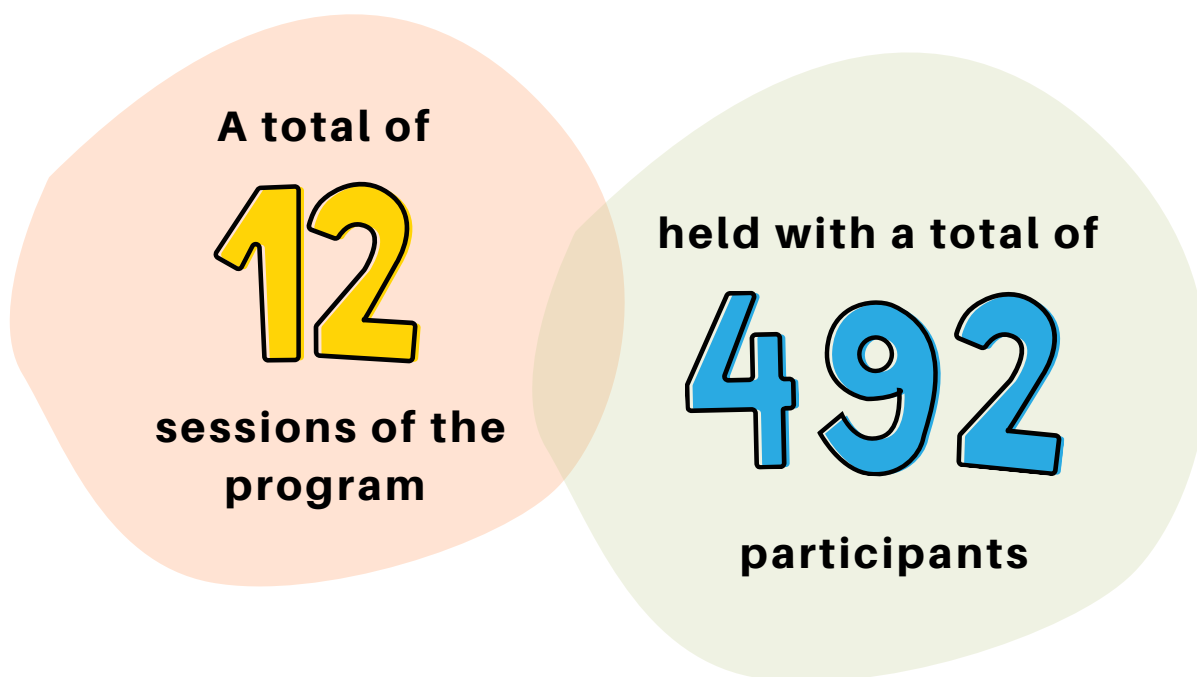
CR Northern Sydney Centre

Two information sessions on “Acupoints and Health Care” and “Men’s Mid-life Health” were held.

A total of 420 participants attended, 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.

2. Living with Cancer Program

A series of 4-session 'Living with Cancer' programs targeting newly diagnosed patients and carers were held online via Zoom. Due to COVID, the programs scheduled in Liverpool Hospital, St. George Hospital, and Northern Sydney Region were suspended. The Zoom online is proving beneficial to 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.



CR Sydney City Centre

Two 4-session 'Living with Cancer' programs targeting newly diagnosed patients and carers were held online via Zoom in June 2021 and June 2022.

CR Southern Sydney Centre and CR Northern Sydney Centre

One 4-session 'Living with Cancer' program targeting newly diagnosed patients and carers were held online via Zoom in November 2021.

3. Support Groups

3.1 General-Type Cancer Support Groups

A total of 164 group sessions were held with 103 participants. Tailor-made programs were designed for cancer patients and carers based on the different stages of their cancer journey. Since the pandemic, all face-to-face support group sessions were run online, except Happy Group and some sessions of Bereavement Support Group. The general feedback from the clients was very positive.

CR Sydney City Centre

Cantonese New Patient	24 sessions were held.
Cantonese Cancer Survivor	24 sessions were held.
Cantonese Carer	23 sessions were held.
Cantonese Happy Group	2 sessions were held.
Mandarin New patient/Cancer Survivor	37 sessions were held.

CR Southern Sydney Centre

Cantonese New Patient/ Cancer Survivor	24 sessions were held.
6 sessions were held at the Advance Diversity Services.	

CR Northern Sydney Centre

Cantonese Happy Group	2 sessions were held.
Cantonese New Patient/ Cancer Survivor/ Carer	22 sessions were held.

3.2 Specific Type Cancer Support Groups

A total of 16 group sessions were held with a total of 76 participants.

- Breast Cancer Support Group - 2 sessions were held. A group sharing session was held after the information talk.
- Lung Cancer Support Group - This group met on a bi-monthly basis. A total of 6 sessions were held.
- Prostate Cancer Support Group - 2 sessions were held. A sharing session was held after the information talk.
- Bereavement Support Group - A total of 6 sessions were held.

3.3 Phone Support to Support Group Members

During COVID, our staff made a large number of phone calls to support members. A total of 62.3 hours were spent on 176 calls during that time.

4. Hospital Visits

Hospital visits were suspended because of COVID. When the pandemic eased in November 2021, one volunteer was willing to visit Calvary Hospital Kogarah. Only 1 visit to Calvary Hospital Kogarah was made. 10 referrals were received from Westmead Hospital, Concord Hospital, Calvary Hospital, and St. George Hospital.

5. Home Visits

CR operates an Emergency Assistance Program to support clients' home care needs, including house cleaning and meal preparation. The home visits were suspended due to COVID. Three assessments were conducted over the phone, and 2 cases were approved. A total of 2 service hours were subsequently provided.

6. Telephone Support

Emotional and information support were provided over the phone to 56 new clients. A total of 71.8 hours were spent on 141 calls.

7. Special Programs @ Projects

7.1 Special Programs

Due to COVID, the “Encore Program” was run online.
The “Look Good Feel Better Program” and the “Biggest Morning Tea” were canceled.

Carers Week

The online celebration program was held on 28/10 for Mandarin-speaking patients/carers, and 29/10 for Cantonese-speaking patients/carers.

Doctors CanLink Project

This is a 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. Due to COVID, this project was deferred.

Patients Report Survey (PRMs)

CINSW has developed patient-reported surveys (PRMs) to understand the well-being of patients undergoing treatment. CR was requested to review the Traditional Chinese version which will assist Cantonese-speaking patients to self-manage their care and will support better communication between clinicians and patients.

7.2 Special Projects

Improving the Cancer Outcomes of the Prostate Cancer Patients through a Culturally and Linguistically Appropriate Community Initiative

This 18-month project is funded by CINSW Innovations in Cancer Control Grants. This project is in partnership with the Australasian Medical Services Coalition Ltd.(AMSC) and support from the Chris O'Brien Lifehouse and A/Prof Vincent Tse. The project was formally launched by CINSW in mid-January 2022. The objective is to enhance community awareness of men's health focusing on prostate cancer and early detection; improve the health outcomes of Chinese-speaking prostate cancer patients through the provision of culturally and linguistically appropriate information and education; and reduce the mental strains on patients and carers through support group sessions.

Pelvic-floor Rehabilitation Program for the Chinese-speaking Community

This project was funded by George River Council Community Grants and divided into 2 parts. Part 1 "Continence Issues and Pelvic-floor Exercise" is mainly for Chinese-speaking cancer patients and day-care elderly groups of Advance Diversity Services. Part 2 "Pelvic-floor Rehabilitation Courses" is for Chinese-speaking cancer patients (Male and Female). A total of 132 participants attended.

Body, Mind, and Spirit Wellness Program 2022 for Mandarin-speaking Cancer patients

CR received the Councillor Ward Discretionary Fund from George River Council to run the "Body, Mind and Spirit Wellness Program" at Advance Diversity Services. A total of 10 Mandarin-speaking clients attended.

Cancer Information for Chinese Cancer Patients and Their Families

This project was funded by ACCF to update and print four cancer booklets for Chinese cancer patients and their families. They include "Understanding Prostate Cancer", "Understanding Stomach Cancer", "Understanding Nasopharyngeal Cancer", and "Understanding Lymphoma Cancer". The general public can access and download these booklets via CR's website.



8. Interest/ Exercise Groups and Complementary Therapy Programs

4 short-term interest groups/exercise groups and 1 complementary therapy program were held.

A total of **28** sessions were held with a total of **498** participants. They included:

Location	Interest/ Exercise Groups	Complementary Therapy Program
CR Sydney City Centre/ CR Northern Sydney Centre	<ul style="list-style-type: none"> • Cooking Class (ZOOM) • line Dance 	Hatha Yoga (ZOOM)
CR Southern Sydney Centre	<ul style="list-style-type: none"> • Vegetables and Fruits Growing online Horticulture Course • Dan Dao Ba Duan Jin Exercise Course • The Moon Festival Celebration program 	

9. 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. 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 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.



B. Volunteer Management @ Support

Due to COVID, a number of programs and activities had to be cancelled.

A 2-day basic skill training program was conducted for new volunteers in May. A total of seven volunteers attended.

To celebrate Volunteers' Week, Mr & Mrs Wong, long-time patrons and supporters of CR, generously hosted a luncheon for all volunteers for their dedication and service to assist cancer patients and their families on their cancer journey.

Regular team meetings were held to provide an opportunity for volunteers to share their experiences, refresh their skills and receive support from staff and other team members.

C. Administration & Event Support

CR's Sydney City Centre resumed service on 1 November 2021. Due to COVID, an Office Management Plan and a COVID Safe Plan were implemented which enabled a limited number of staff and volunteers to be on duty every business day. All damaged ceiling tiles from the previous water-leakage incident were replaced.

CR's website and Facebook Page were well maintained and continually improved throughout the year.

The new internal database project "ThankQ Platform" has been further delayed.

The current PABX Office Phone System was upgraded to a new IP Office Phone System.

The Western Sydney Centre was officially opened on 27 April. David Coleman MP, Assistant Minister to the PM on Mental Health and suicide prevention, and Sarah McGill, acting CEO of Cancer Institute NSW were invited to officiate the opening.

CR Members' and volunteers' outings were cancelled.

The 27th Anniversary In-House Party was held at Emperor's Garden Restaurant on 8 July 2022. 100 guests attended the event.

Christmas Party for CR Members was conducted via Zoom in December 2021.

Chinese New Year Party for CR Members was cancelled in February 2022.

D. Finance

We have been operating under a difficult COVID environment throughout 2021/22, and the operating results in 2021/22 were better than the previous year. We were fortunate to have been able to hold CR's Annual Fund-Raising Dinner successfully.

CR had an operating deficit of \$147,286.87 in 2021/22. Following adjustments to reflect the market value of our investments as of 30 June 2022, a face value loss of \$88,881.29 was incurred, resulting in an overall loss of \$236,168.16.

During the year CR received a distribution of \$215,000 from CCF, a slight increase on the previous year. Our investment income of \$92,666.20 was an increase compared to last year and our portfolio as of 30 June 2022 stands at \$1,020,080.00. As planned, we have been selling some investments to support our operation as there has been less funding from the government due to the reduction and then cessation of Covid-19 supports from the government. The organization's total equity now sits at \$2,371,823.85 as of 30 June 2022.

For further details, please refer to CR's audited 2022 Financial Report.

CR will continue to secure both public and private funding to help maintain the organization's current services, as well as new plans for future development.

E. Fundraising @ Public Relations

CR's 27th Anniversary Fund Raising Dinner was held at King Dynasty Restaurant on 18 June 2022. It was a great honour to have Associate Professor Judith Lacey – Director of Supportive Care and Integrative Oncology, Chris O'Brien Lifehouse – as the keynote speaker. We would like to specially acknowledge two esteemed guests for their congratulatory speeches: The Hon. Dominic Perrottet MP Premier of New South Wales; and Mr. Jason Li MP – State Member for Strathfield representing New South Wales Leader of the Opposition. 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.

300 guests from all sectors of the community attended the event. Presentations were made to acknowledge long-serving volunteers of 20 years or more. Mr. Peter Sinn JP (Event Chairman) concluded the evening with a vote of thanks to all sponsors, donors, and the entire team at CanRevive.

F. Executive Committee

The Executive Committee of CanRevive Inc. held a total of 9 Executive Committee Meetings during the 2021-2022 financial year. The following shows the full list of executives and the number of meetings attended by each member:

Position	Name	No. of Ex-Co Meetings Attended	Note
President	Eric Yeung	11	
Vice President	Jenny Wallis	11	
Vice President	Dr. Stephen Li	8	
Treasurer	Eric Chan	4	
Secretary	Raymond Chan	10	
Ex-Co Member	Ella Lee	11	
Ex-Co Member	Laksmi Leung	11	
Alternate Ex-Co Member	Vonne Chu	7	
Alternate Ex-Co Member	Patricia Au	8	
Alternate Ex-Co Member	May Kwan	10	



Raymond Chan
Secretary



Eric Yeung
President

Dated at Sydney on 17th November 2022



Sydney Head Office

Level 4, 741 George Street , Sydney NSW 2000

Tel : (02) 9212 7789

Fax : (02) 9211 4532

Southern Sydney Centre

8 Park Road, Hurstville NSW 2220

Tel: (02) 9139 3236

Mobile: 0418 842 518

Northern Sydney Centre

North Shore House, 65 Archer Street, Chatswood NSW 2067

Tel: (02) 9139 3233

Mobile: 0428 183 882

Western Sydney Centre (From 27 April 2022)

113 Hawkesbury Road, Westmead NSW 2145

Tel: (02) 9212 7793 / (02) 9139 3234

Mobile : 0429 218 624

Email : info@canrevive.com

Website : www.canrevive.com

