



ANNUAL REPORT 2019

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Message from the Chair of the Board

Another 12-months has passed in Canteen land and, as we look back on the year that was, it's remarkable how the organisation continues to grow and evolve to meet the needs of young people living with cancer.

This past year alone, we've just marked the ten-year anniversary of hospital-based Youth Cancer Services and expanded support to parents – knowing that by supporting them we're supporting the home situation of the young people in their families.

We're continuing to hone our face-to-face programs and recreation days so young people can continue to connect in face-to-face (when safe to do so) with other young people that get it and we're constantly developing our counselling and online support, including a revitalised Canteen Connect website, so support is available online or over the phone.

All these efforts, just a snippet of the work done at Canteen, is performed with one very clear purpose: to ensure that no young person goes through cancer alone.

Having been in cancer treatment for over a decade, I came to Canteen back in late 2009 isolated, disempowered and already holding a number of mental health challenges.



Since then, the organisation has been with me through countless treatments, complications and relapses as I underwent nigh on every treatment available, both in Australia and abroad, in my fight against Hodgkin's Lymphoma.

Canteen's support and belief in me never wavered. Even in my darkest moments, where I wrestled internally with my seemingly imminent meeting with my own mortality, it was there.

And my story is not a unique one. Canteen fights for every young person that comes to it seeking support and will never stop seeking to improve its ability to do so.

It's with your help that such efforts are possible – your generosity helping to ensure that we can continue to strive to ensure that no young person affected by cancer is alone at a time when they most need support. Thank you.

Joey Lynch, age 26
Chair of Canteen's Board of Directors

If you know a young person dealing with cancer in their family, please connect them to Canteen.

Visit: canteenconnect.org.au

Call: 1800 835 932

Email: support@canteen.org.au



Our impact in 2019

Every single day, another 63 young people are impacted by a cancer diagnosis, whether it's their own or a close family member's. In 2019, we stood in their corner in the following ways:



1,379

YOUNG CANCER PATIENTS

were supported through the specialist Youth Cancer Services based in 25 hospitals across Australia.



3,343

OPPORTUNITIES

were created for young people to attend a Canteen camp, program or recreation day.

82,265

PEOPLE

were guided through the challenges of cancer with the help of our youth-friendly information and resources.



2,438

YOUNG PEOPLE

were supported by our local staff in each state and territory.



2,451

COUNSELLING SESSIONS

were provided to help young people cope with the impact of cancer.



1,115

YOUNG PEOPLE

used our online support service.

Other highlights from this year include:

More than **270 leadership opportunities** were taken up by young people, including this year's youth ambassadors who are heavily involved in raising awareness.

Generous Australians **supported National Bandanna Day to the tune of \$1.39 million** raising much-needed funds so our young people can continue to access programs, recreation days and counselling services.

We partnered with Deloitte to measure our 'social impact' and discovered that, for every \$1 invested in delivering our programs to young people, we returned between \$4.40 and \$7.63 of value back into the community. Visit canteen.org.au/social-impact

Treatment and support

Hospitals

Youth Cancer Services

This year we're celebrating the 10th anniversary of the Youth Cancer Services. We've achieved some incredible things over the past decade, including providing patients with the best in treatment and support, as well as a strong focus on preserving their fertility and providing a critical avenue for access to clinical trials.

Our multidisciplinary treatment teams based in major hospitals across Australia supported 1,379 young cancer patients in 2019, making sure that every single one accessed treatment that considered their unique needs right across the cancer journey from diagnosis and treatment to survivorship and palliative care.

canteen.org.au/youth-cancer

Around 70% of all newly diagnosed young cancer patients are supported by the Youth Cancer Services.

Clinical trials

In partnership with the Australian Government, Canteen funded and administered five clinical trials this year to continue driving critical improvements in both survival rates and side effects of current cancer treatments.

Our basket trial is just one example of the cutting edge nature of the investigative work. It aims to identify treatment opportunities matched to the unique genomic profile of that situation. Called the AYA-MoST program: *A Molecular Screening and Therapeutics trial for Australian Adolescents and Young Adults*, the basket trial is led by Professor David Thomas at the Garvin Institute of NSW. It offers young people with incurable cancers state-of-the-art genomic analysis of their cancer, and where appropriate they are linked to three treatment options.

ycsnational@canteen.org.au



Online

Canteen Connect

As part of our commitment to providing world-class support services online, we launched Canteen Connect in July 2019. This heralds a transformation of the way young people can connect with others

in similar situations online. Information and helpful resources are tailored to each individual situation and young people can easily find events near them or chat to a counsellor.

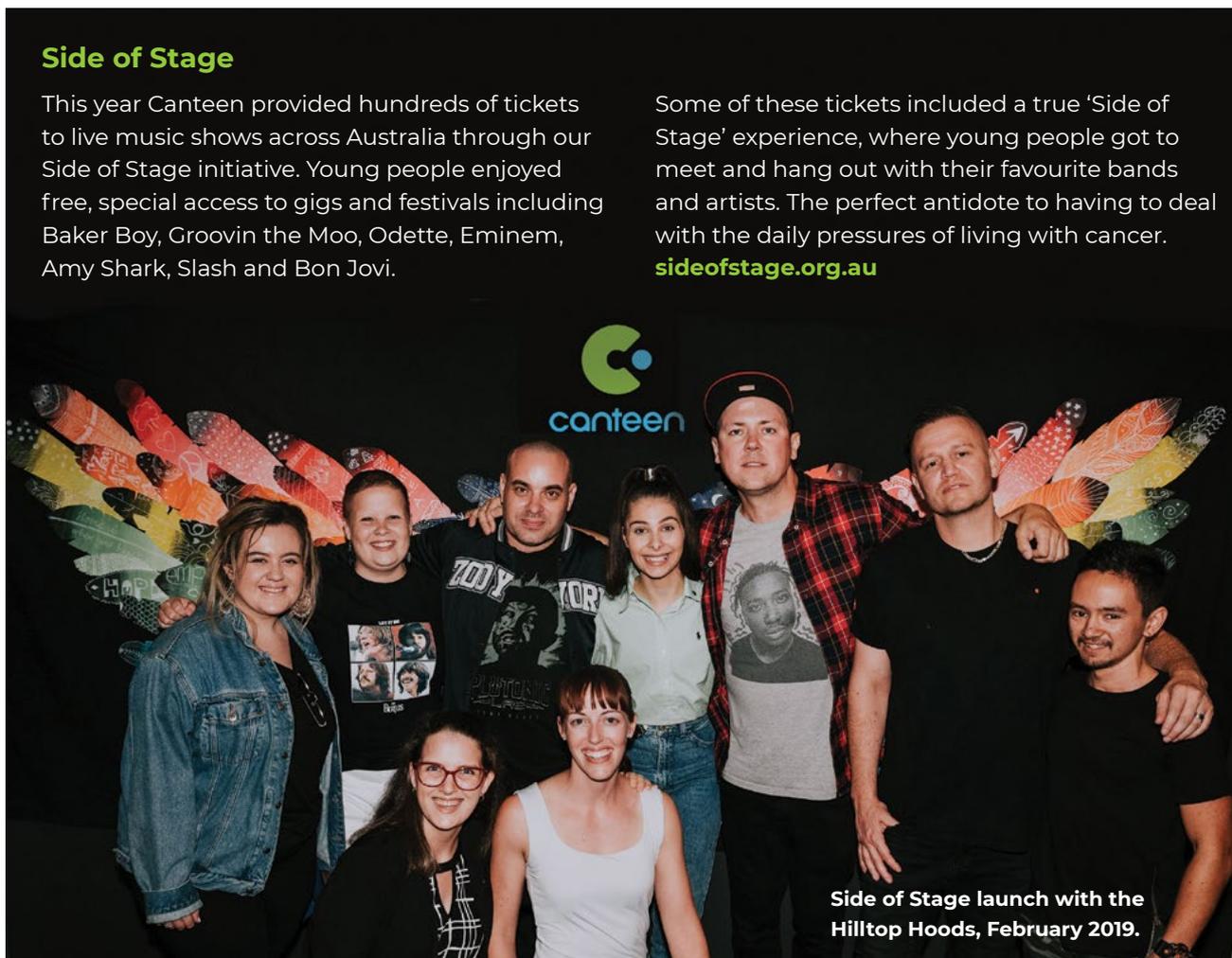
canteenconnect.org.au

Side of Stage

This year Canteen provided hundreds of tickets to live music shows across Australia through our Side of Stage initiative. Young people enjoyed free, special access to gigs and festivals including Baker Boy, Groovin the Moo, Odette, Eminem, Amy Shark, Slash and Bon Jovi.

Some of these tickets included a true 'Side of Stage' experience, where young people got to meet and hang out with their favourite bands and artists. The perfect antidote to having to deal with the daily pressures of living with cancer.

sideofstage.org.au



Side of Stage launch with the Hilltop Hoods, February 2019.

Community

Individual support and counselling

Our trained professionals and support staff in each state and territory are always on hand to help young people through their cancer journey. Because no two experiences are alike, support can include anything from face-to-face counselling about family relationships, to building a return to school plan after a long absence.

In 2019, individual support was provided to 2,438 young people by Canteen's local staff, and 2,451 counselling sessions helped young people cope with the immense impact that cancer can have on every aspect of their lives.

canteen.org.au/counselling

Treatment and support

The robots project

Canteen's innovative TRECA program – *Using Telepresence Robots to Engage Cancer Patients in Education* – is well into its initial phase. Designed to help cancer patients stay connected to their school and friend networks, our robots use video conferencing technology to allow young people to remotely attend classes and engage with friends.

Each robot enables a young cancer patient to keep up with their daily lives, achieve a sense of normality, and lower their feelings of isolation whenever they need to spend long periods in hospital or recovering at home.

canteen.org.au/robots

Programs and recreation days

In 2019 we provided 3,343 opportunities for young people to attend a Canteen camp, program or recreation day. Each of these create a space for young people to meet others who get what they're going through, and to build coping skills and resilience that will last a lifetime.

Our newest program, EXPLORE, is an introduction to Canteen's therapeutic work in groups. During EXPLORE, young people become familiarised with noticing, managing and expressing thoughts and emotions.

canteen.org.au/peer-support-and-programs

Parent support

Our research and work with families has shown that when parents cope better and communicate openly, their children are less likely to experience distress and anxiety.

That's why we launched Canteen Connect for Parents in December 2018. Along with our Parent Social Workers, currently in hospitals in NSW and Victoria, this online community helps Canteen provide more holistic support to families.

Parents impacted by cancer across Australia can connect and support each other by sharing their experiences and joining discussions. They can also find practical, evidence-based resources on parenting through cancer, plus our specialist counsellors work with parents around communicating openly about cancer and the parenting challenges that this life-threatening illness can bring.

We're seeing strong engagement from parents with this new service and will be further expanding our support services to parents in the year ahead.

parents.canteenconnect.org.au



“It’s incredible to have someone to talk to about the challenges I experience as a parent bereaved by cancer and how I can help my boys through this.”

Yoav, bereaved parent

Abhi's story

Just after I turned 22, I was diagnosed with tongue cancer. The year that followed was probably the hardest of my life. I had to drop out of university to focus on my health because there was a long, hard road ahead.

During surgery one third of my tongue was removed and replaced with tissue from my hip. Then I had all the lymph nodes removed in the right side of my neck. It took three months to learn how to drink, eat and speak properly again. Radiotherapy came next – every day for almost two months. This left me living on a horrendous prescription liquid diet to avoid the pain of swallowing even slightly solid foods.

My hospital days gave me a lot of time to think. I thought about how fortunate I was to have a support network. From friends and family, to hospital support staff and organisations like Canteen. I thought about the future and its uncertainty; about the dreams I had and the things I took for granted. One thing was for sure – I wouldn't come out of this the same person I went in.

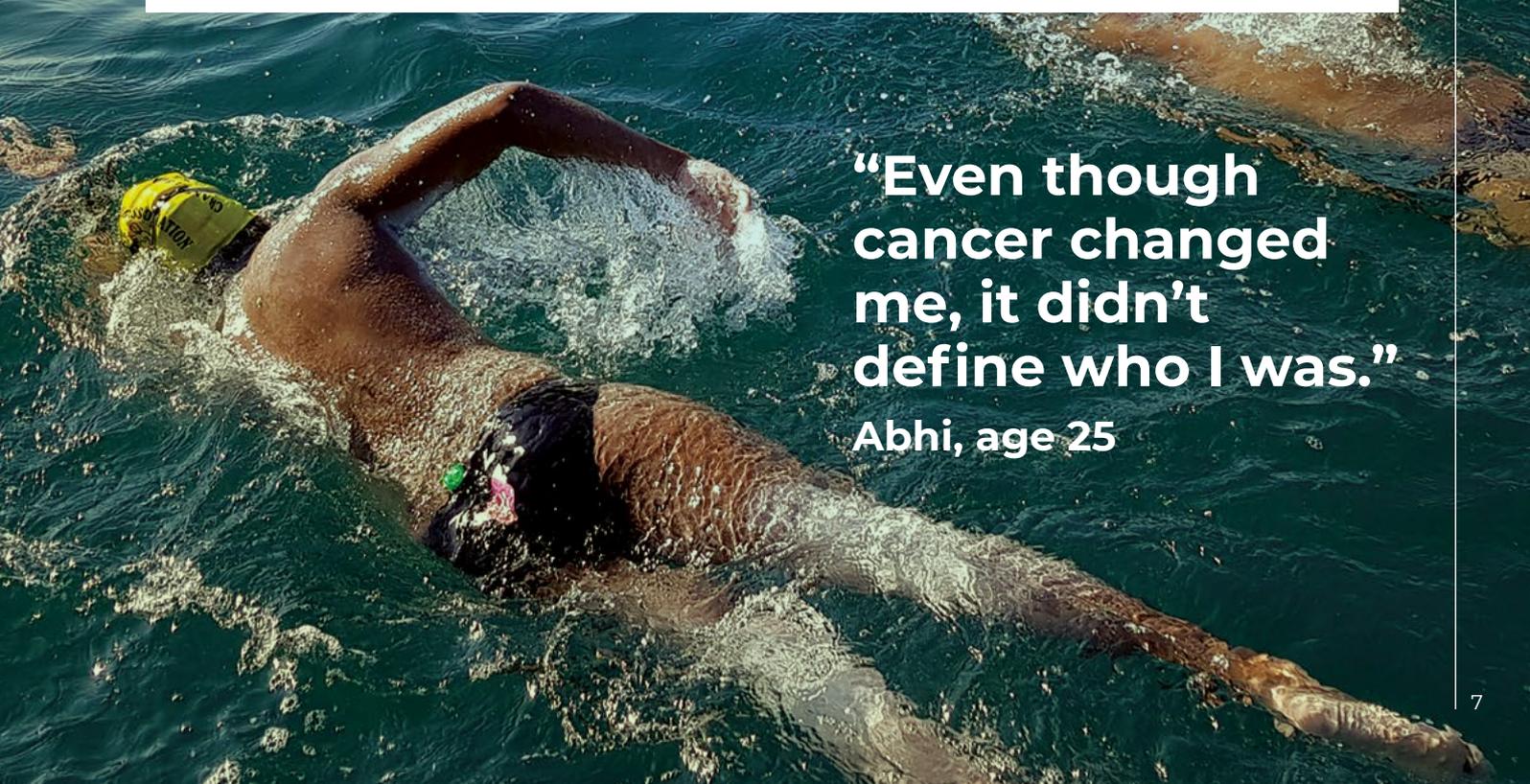
After I began to recover, I wanted to show people that even though cancer changed me, it didn't define who I was.



So, I mustered up all my newfound perspective and picked one of my dreams to chase – swimming the English Channel. On 24 August 2019, after 14 hours and 32 minutes of hard swimming, I saw the French cliffs at Cap Gris-Nez having swum 34kms all the way from Samphire Hoe in the UK.

I signed my name on the cross-channel swimmer's wall at the Les Fleurs pub in Dover, having fundraised more than \$22,000 for Canteen. I remain thankful that I could bring awareness to the wonderful work that Canteen does to help young people impacted by cancer every single day.

“Even though cancer changed me, it didn't define who I was.”
Abhi, age 25



Research, evaluation and social policy

A key function of Canteen's research and evaluation team is to undertake research to develop evidence-based support and services, and then evaluate their effectiveness. This ensures that the young people we support receive the best interventions, advice and support available.

A few of these programs and outcomes are below:

- **When Cancer Comes Along:** Is a cancer awareness program for high school students. In 2019, we delivered the program to more than 500 Australian high school students. Covering information about cancer's impacts, risk-reduction strategies, and how to support friends impacted by cancer, evaluation of the program so far shows that young people increase their knowledge of the risk factors of getting cancer later in life and the warning signs of cancer, plus feel more confident in supporting a friend impacted by cancer.

- **PEER:** Canteen has delivered our three-day PEER program (Place of Enablement, Empowerment and Relationships) to many young people over the past year. Enabling better peer and emotional support and enhancing coping strategies, the PEER program evaluation revealed that young people report a better quality of life overall, and that young people who improved feelings of kindness towards themselves are more likely to benefit from the program.

Our research on the international stage

Contributing to developing the knowledge and skills of those who work with young people impacted by cancer, this year the research and evaluation team published 15 peer-reviewed articles in journals covering public health, cancer prevention and care, and fertility and psycho-oncology, plus delivered 39 international and national presentations.

Highlights include:

- Four papers in the European Journal of Cancer Care special issue including a commentary highlighting Canteen's Youth Leadership Framework, and an editorial on the importance of considering survivorship issues as well as the needs of siblings and parents.
- A paper published in the *Medical Journal of Australia* detailing Canteen's submission to the Australian Senate select committee,

arguing for a strategic national approach to improve outcomes for rare and low survival cancers.

- Conference presentations focusing on:
 - The importance of distress screening for young people diagnosed with cancer, and Canteen's innovative hospital-based model of care supporting cancer patients who are also parents, at the World Cancer Congress in Malaysia.
 - Topics such as the financial impact of cancer, the impact of cancer on the psychological aspects of fertility, the needs of siblings of cancer patients and how to support them, our schools cancer awareness program and the Canteen Psychosocial Model – at the 3rd Global Adolescent and Young Adult Cancer Congress in Sydney.

canteen.org.au/research-and-evaluation

72% of young people have had someone close to them diagnosed with cancer – *When Cancer Comes Along* helps them to know how to provide support and also find support for themselves.

Leadership

Young leaders make a significant contribution to Canteen but also build their confidence, knowledge, skills and capacity to take up leadership beyond the organisation – at school, work and in the community.

In 2019, Canteen's leadership program provided a place for young people to:

- Develop their leadership skills in order to lead Canteen's governance structure.
- Share ideas and feedback to influence Canteen's services, initiatives and research.
- Provide leadership and support for other young people.
- Raise awareness of Canteen's services and the new and ongoing issues for young people impacted by cancer.

Program highlights from this year include:

- **The Youth Leadership Festival: 89 young people** attended our annual festival full of inspirational speakers and workshop leaders who shared their expertise and creativity with our young leaders.
- **Youth Ambassadors: 23 new young people** were trained on how to share their stories to raise awareness of Canteen's work and advocate for others.
- **Peer Support Leaders: 16 new young people** trained on how to help run and provide support to other young people.
- **Local Leadership: 146 young people** joined local leadership groups to participate in various training modules while being supported by local staff. This program is the primary place of connection, learning and activity for our leaders, and allows young people to choose a senior leadership role that aligns with their skills and interests.



3rd Global Adolescent and Young Adult Cancer Congress

In December 2018, the 3rd Global AYA Cancer Congress celebrated the energy, ideas and presence of young patients and survivors across the three-day event which included more than 400 cancer health professionals and academics from 20 countries.



Youth leadership at the Congress included:

- Three cancer survivors and advocates on the Scientific Planning Committee.
- Young people from Canteen and Teenage Cancer Trust co-chairing almost every plenary and concurrent session.
- Five young adults from Australia, USA, Japan, the UK and Denmark participating in an international AYA survivorship panel.
- An exhibition showcasing creative expressions by young people from around the globe.
- The Congress dinner featuring Canteen Chair Joey Lynch as MC and gold medal winning Paralympian Chris Bond as the guest speaker, plus a panel of Canteen's Member Directors.

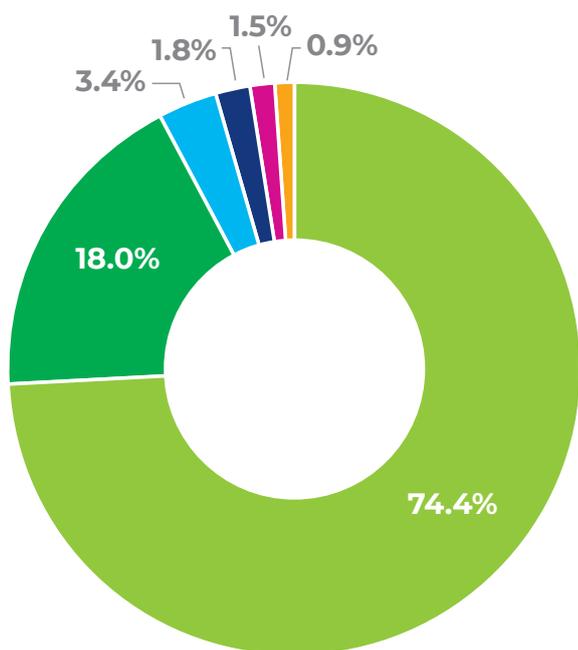
canteen.org.au/youth-leadership

Financial performance

Individual supporters, including our CanDo Family who give a regular monthly gift, donated more than 90% of the total funds raised this year.

These generous Australians are the beating heart of Canteen who enable us to confidently plan for the ongoing improvement and expansion of our support services for young people going through one of the toughest times in their lives.

Our other important work has focused on streamlining costs through formal partnerships with other charities, including Canteen New Zealand.



In 2018/19 Canteen raised \$37.8 million:

- 74.4% – Individual supporters
- 18.0% – Government funding
- 3.4% – Bandanna Day
- 1.8% – Other
- 1.5% – Corporate support
- 0.9% – Grants

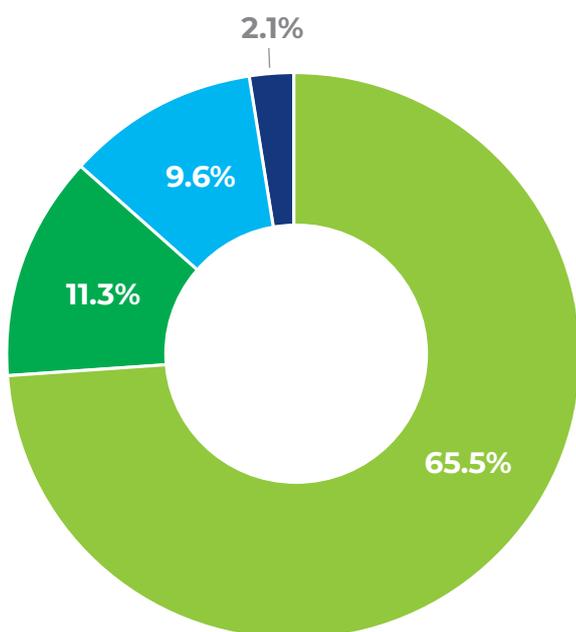


Investment in services

While we've been building the sustainability of the organisation, we've continued to grow the number of staff who support young people and families, as well as investing \$1.1 million on clinical trials and other research efforts.

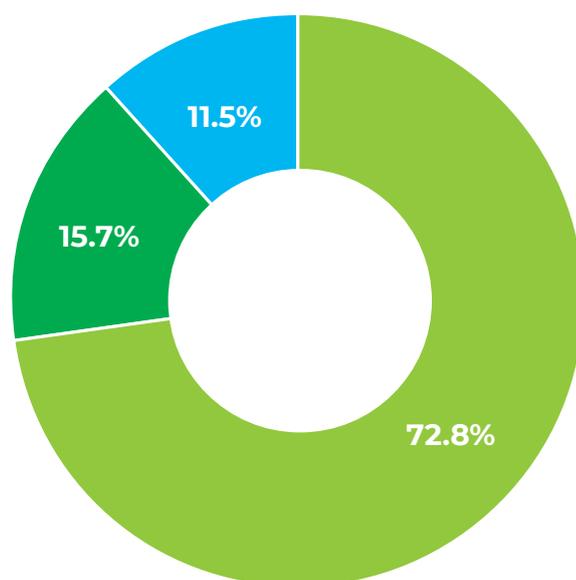
We also invested in building an online community for parents which provides counselling seven days per week, plus created a new online community for young people to help them connect with others in the same boat or an online counsellor.

This year also saw significant investment of around \$500,000 in critical system and infrastructure upgrades.



Supporter-funded service expenditure:

- 65.5% – Programs and recreation days
- 11.3% – Research
- 9.6% – Resources (such as our *Now What* books)
- 2.1% – Counselling



Government-funded service expenditure:

- 72.8% – Youth Cancer Services
- 15.7% – Clinical trials
- 11.5% – Canteen Connect

For more detailed information, please refer to Canteen's Annual Financial Report available at canteen.org.au/annual-report

Thank you to our supporters

We can't support the thousands of young people who need our help each year without the generosity of our incredible corporate and community partners below:

Deloitte.



A special thank you to our National Bandanna Day partners this year:



Canteen has received funding from the Australian Government, Department of Health. Special thanks to Russ Harris, Acceptance and Commitment Therapy (ACT) www.actmindfully.com.au, and Tabol of Nolidge (Qld).

canteen.org.au/thank-you-201819

A heartfelt thank you goes to Greg and Lyn Becke, the loyal Postie Bike Safari riders and the North Queensland community that has supported them to raise more than \$100,000 over the past three years.

Shalon's story



My mum was diagnosed with ovarian cancer when I was 13 years old. It was very shocking for me, because even at that young age I still knew what a cancer diagnosis meant.

It was continuous doctor visits, accompanying Mum to chemo treatments, administering medication to her at home and so much more. It was extremely hard dealing with it all when I was so young and still trying to focus on my schoolwork and be a kid.

Mum passed away in 2015, and I found myself taking on a lot more responsibilities at home. I became extremely disconnected from the world in every respect.

Her death impacted the way I communicated with others because I would always be thinking about the loss I experienced. I struggled to figure out who I could trust to validate my feelings. On top of this, navigating through my law degree was very difficult because I would be trying to deal with grief while finishing assessments. I felt extremely isolated because I thought I was the only person who was going through so much and that no one could possibly understand how my life had so completely changed.

I joined Canteen in 2016, and believe I would still be in a dark place if I hadn't met friends who understood what it's like to lose a parent to cancer.

Canteen became my personal lifeline to hope, and I was able to take up the support services I needed to help guide me through my cancer experience and focus on who I wanted to be as a person beyond cancer.

Thanks to all the amazing young people and support staff I met at Canteen, I was able to complete law school and now work in a mental health organisation dedicated to helping young people.

“No one could possibly understand how my life had so completely changed.”
Shalon, age 25

Progress in partnerships

In 2019, Canteen focused on engaging other organisations in a shared vision to address the substantial challenges for young people dealing with cancer. This has seen significant advancements in our ability to advocate, advise and form strategic partnerships with like-minded organisations.

As well as our ongoing relationship with Canada, which has adopted a version of the Australian Youth Cancer Framework developed by Canteen, our collaborations this year include:

Adolescent and Young Adult Global Accord

Canteen played host to the 3rd Global Adolescent and Young Adult Cancer Congress in December 2018, partnered by our Accord partners Teenage Cancer Trust and Teen Cancer America. Over three days we welcomed more than 400 international delegates representing 20 countries and experienced four pre-Congress workshops and 250 presentations.

Canteen will join our Accord partners at future Congresses to continue our efforts in maximising health professional's knowledge of the cancer space and to advocate for even better outcomes for our young people.

Canteen New Zealand

We have developed a strategic partnership with Canteen New Zealand in order to best support

young people in both countries as they go through one of the toughest times in their lives.

More than 4,000 new young people are impacted by cancer each year in New Zealand. Our partnership has seen Canteen New Zealand adopt the Australian service delivery model and has led to improved sustainability for both organisations with greater financial stability, lower operating costs, and more efficient and scalable systems.

Canteen Connect is a good example of our partnership with New Zealand, where we worked together to make this vital online service available to young people and parents in both countries.

Rippling

Rippling, in bringing four organisations together to create a new fundraising entity, means that we can leverage one another's assets and talents and keep the cost of fundraising as low as possible.

If you'd like more information on any of our international leadership efforts, please call 1800 226 833.

PASSION LED US HERE

Highlights



Canteen app

Canteen will launch an app in 2020 which will connect young people whenever they need support, wherever they are.

Youth Leadership Framework

We're in the throes of evolving our Youth Leadership Framework to develop and empower leadership skills in young people.



National Bandanna Day

National Bandanna Day turned 25 in 2019! Our annual fundraising and awareness campaign has raised more than \$34 million since 1994.

Youth Cancer Services

In October 2019 the Australian Government announced it would invest \$22 million in our Youth Cancer Services, ensuring continued treatment and support until 2024/25.



Canteen Connect

Canteen Connect celebrated digital excellence in the 'W3 Awards', winning gold in the 'charity' category, and silver in 'community websites' coming second only to NASA.

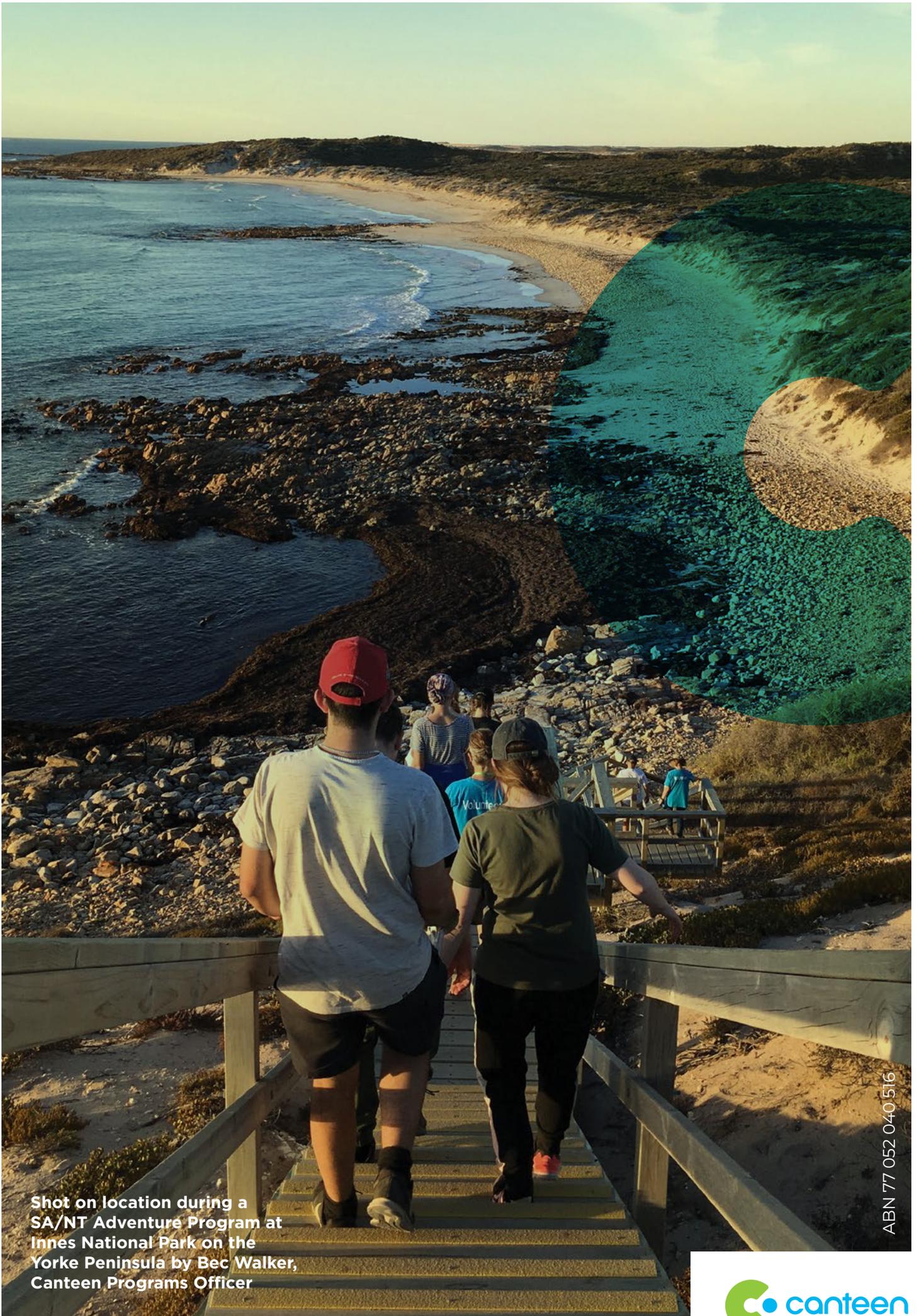
Side of Stage

We're investigating live streaming and virtual Side of Stage experiences for young people who are in hospital, can't travel or are in otherwise isolated areas.



Metricon Homes

Working with our new partner, Metricon Homes, will enable Canteen to reach and support new communities and families over the next three years.



Shot on location during a SA/NT Adventure Program at Innes National Park on the Yorke Peninsula by Bec Walker, Canteen Programs Officer

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