



ANNUAL REPORT 2023

Acknowledgement of country

Canteen acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of this land. We pay respect to Elders past, present and future. We are committed to providing inclusive and appropriate support for Aboriginal and Torres Strait Islander young people, their kin and community.



Message from the CEO



This year at Canteen, we've achieved remarkable milestones. The launch of Cancer Hub, a collaborative service with Camp Quality and Redkite, exemplifies our commitment to comprehensive cancer support for young people and their families.

As we safely welcomed young people back to in person support and events after a prolonged COVID-19 hiatus, our ever-vibrant Youth Leadership Festival also marked its triumphant return in January 2023.

We take pride in having unveiled our Innovate Reconciliation Action Plan. This next step in Canteen's reconciliation journey reflects our dedication to providing inclusive support for Aboriginal and Torres Strait Islander young people, their kin and community.

Together, we've continued our mission of being in a young person's corner when cancer crashes into their world and are supremely grateful to the partners and supporters who make this vital work possible.

Peter Orchard
CEO, Canteen Australia

22,000 services delivered including counselling, programs, youth leadership training, education and career support



Supported **5,500** young people and parents impacted by cancer



57,000 people accessed our education programs and free resources



Cancer Hub

Proudly launched in July 2022, **Cancer Hub** is a digital gateway that makes it easier for families impacted by cancer to get the practical and emotional support they need – all in one place. The initiative is driven by Canteen, Camp Quality and Redkite in partnership, after receiving \$3.3 million in initial funding from the Australian Government. In its first year, the Cancer Hub team helped 1,544 people access the practical and emotional support their family needed to deal with the immense – and varied – challenges of cancer.

Services and programs

7,751

counselling and support sessions were provided to help young people & parents cope with the impact of cancer.

1,643

young cancer patients were supported through the hospital-based **Youth Cancer Services** or accessed a clinical trial.

1,572

young people were supported by our counsellors and specialist staff or through our online community **Canteen Connect**.

42

young people accessed our **Robots Service**, more than double last year's users.*

1,130

young people impacted by cancer were able to connect with others in similar situations across **124 Canteen events and programs**.

5,800

navigation and counselling sessions provided via **Cancer Hub**.

1,544

families received practical and emotional support via **Cancer Hub**, a digital gateway for assistance in partnership with Canteen, Redkite and Camp Quality.

309

young people accessed our **Education and Career Service** to stay connected to study or work both during and after their cancer treatment.

Research, evaluation and policy

Young people and families are recognised and empowered as vital decision-makers in the development and evaluation of our programs and services.

We worked with:



Parents and staff across Canteen, Redkite and Camp Quality to develop an online parenting program for caregivers of children and adolescents (0-17 years) who have or have had cancer



Young people and staff to develop a conference-style wellbeing program for over 18s who have had cancer

Our work shapes Canteen programs and services and systemic change to improve support provided to young people and families by



Adapting, refining and expanding how our **education & career service** supports young people.



Enhancing our **leadership** program to be what young people want and need.



Developing AYA-POST training for clinicians to learn more about **assessment and care planning** for young people who have cancer.



Contributing to cancer care **policy and service design** in the areas of financial toxicity, mental health, and clinical navigation.



Advocating for timely and equitable access to cancer treatments.

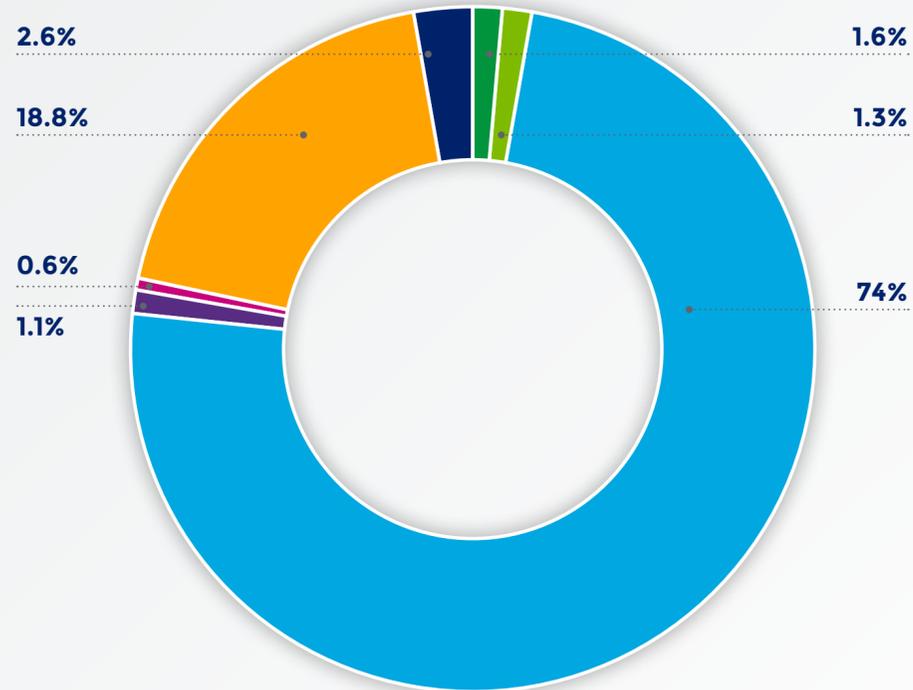
Financial summary

Annual revenue \$44.3 million

Income

Income summary

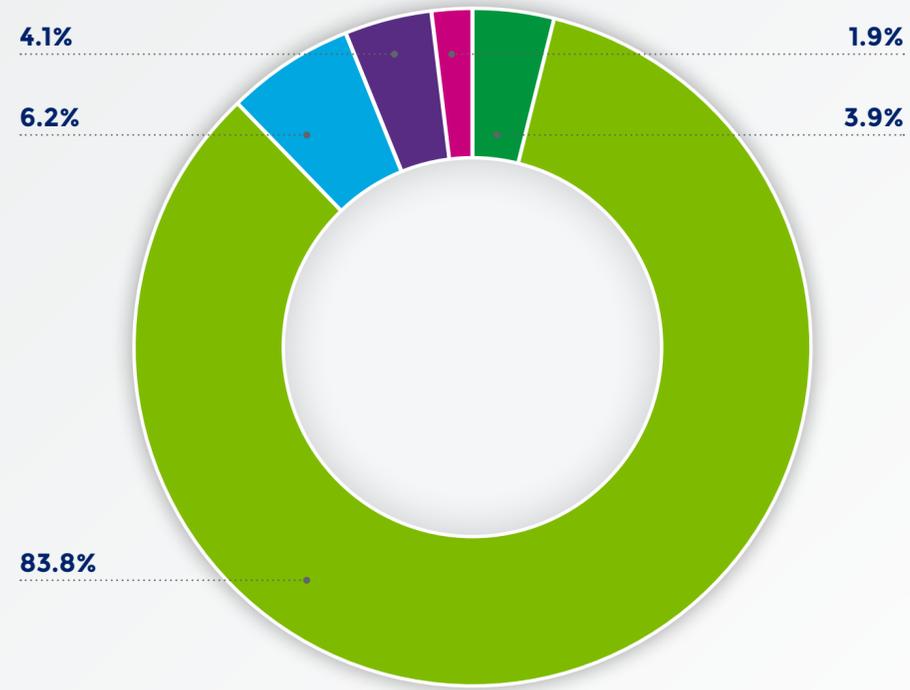
- Bandanna Day
- Online Store
- Individual supporters
- Corporate support
- Grants
- Government funding
- Other



Income from donations

Percentage breakdown of individual supporters

- Appeals (incl Telemarketing)
- Regular Giving
- Community fundraising
- Bequests
- Other

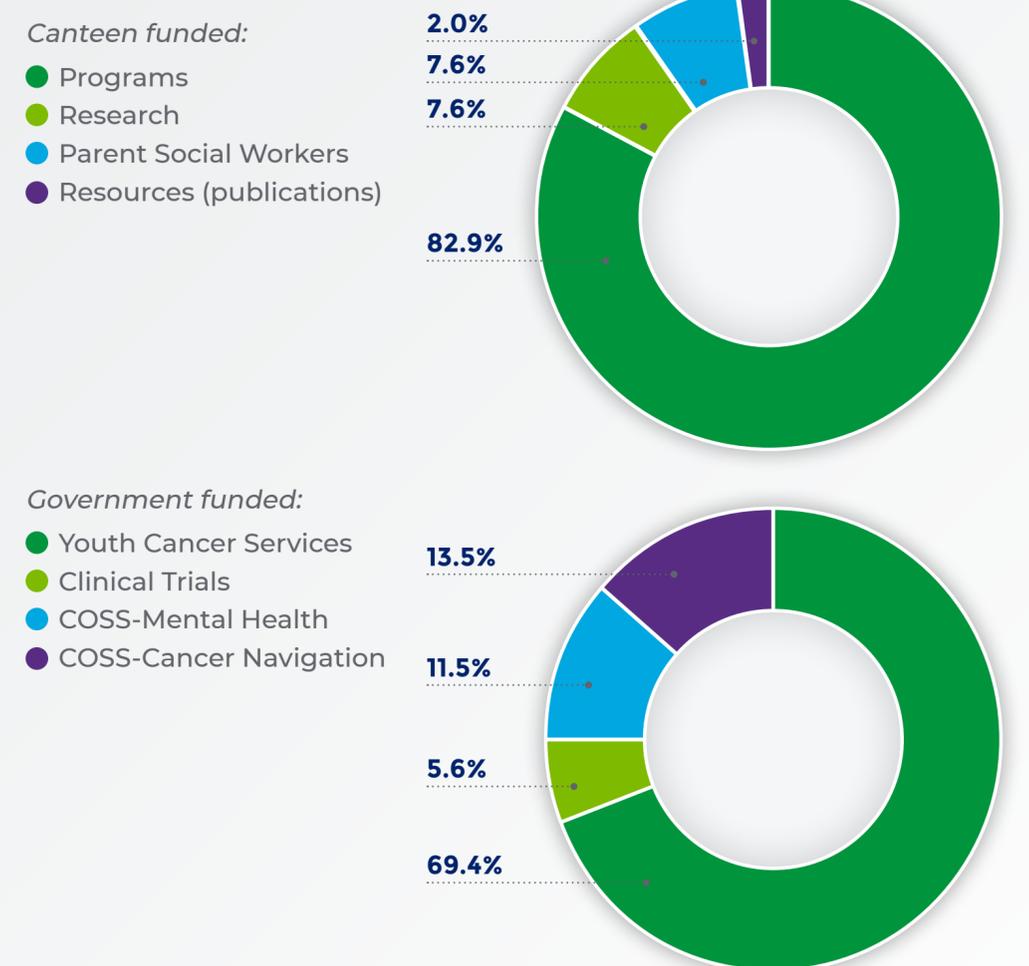


Expenditure

Service expenditure

- Canteen funded:*
- Programs
- Research
- Parent Social Workers
- Resources (publications)

- Government funded:*
- Youth Cancer Services
- Clinical Trials
- COSS-Mental Health
- COSS-Cancer Navigation



Partners

Principal Partners



Major and Corporate Ambassador Partners



Official Partners



Proudly Supporting and In-Kind Supporters

- | | | | |
|--|------------------------------|----------------------------------|---|
| ADP Employer Services | CAF America | KTL Australia | Seek Limited |
| ANZ | Canberra Southern Cross Club | Mariott WA | Shaw & Partners Foundation |
| ANZ - Shout for Good | CommBank Awards | MedAdvisor | South Eastern Sydney Local Health District |
| Aon Charitable Foundation | CommBank Staff Foundation | Mt Thorley Warkworth Cfmeu Lodge | Tasmanian Department of Health |
| Arafura Aviation | Coca Cola Amatil | My Money House | The Hospital Research Foundation Group via a donation from the Kos Society of South Australia |
| Assetinsure | Endeavour Energy | On The Run | The Rotary Club of Crows Nest |
| Australian Driver Trainers Association | Francesca | Pan Pacific Perth | Toyota Finance Australia |
| Bartier Perry Lawyers | Hilton | Paypal Giving Fund | Westpac |
| Becton Dickinson | Hindmarsh | Polyaire | |
| Bluestone Home Loans | Karma Currency Foundation | Ritchies | |



Strategic objectives (2021-2026)

Pillar 1 Treatment & Support



Ensure young people & families get the support they need, when and how they need it

Key Objective:
Support 32,000 families impacted by cancer

Pillar 2 Research & Policy



Our research will deliver new ways to improve young people's health & wellbeing

Key Objective:
Improve survival rates for young patients as well as mental health and wellbeing for all young people impacted by cancer

Pillar 3 Leadership



Enable young people to achieve their full potential

Key Objective:
Ensure young people's needs and voices are heard and their leadership skills developed

Pillar 4 Sustainability



Run an effective, efficient and accountable organisation

Key Objective:
Build organisational capability and strategic partnerships to increase impact or reduce costs

Diversity and Inclusion - increasing reach to high-needs groups

Innovation - leveraging medical, digital and technological advances



If you or someone you know needs our support, please reach out to us...

canteen.org.au 1800 226 833

Follow us on:     

