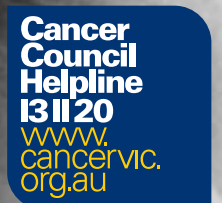




# annual report 2007

## cancer information & support service

CONNECTING PEOPLE WITH SUPPORT



# 2008 – looking ahead

The Cancer Information and Support Service is developing many new support programs and resources including:

## SUPPORT PROGRAMS

- Telephone Support Groups
- Internet Support Groups
- Survivors Cancer Connect
  - Family Cancer Connect
  - Carers Forum

## RESOURCES

- Carers Kit
- Complementary and alternative medicine booklet and information sheets
  - Bone cancer information sheet
  - Soft tissue sarcoma information sheet
- Effectively discussing complementary and alternative medicine with cancer patients, their family and friends—VCCCP workshop for cancer clinicians

Call the Cancer Council Helpline on 13 11 20 for more details.



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Copies of this Report can be ordered by calling the Cancer Council Helpline (13 11 20) or by emailing [cis@cancervic.org.au](mailto:cis@cancervic.org.au) Alternatively, visit [www.cancervic.org.au](http://www.cancervic.org.au)

Published August 2008



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## report from the director

**With 66 Victorians diagnosed with cancer every day, few Victorians are not affected by cancer.**

The Cancer Council's Cancer Information and Support Service (CISS) is here to support these people at every stage throughout the cancer experience.

In 2007, we supported more than 60,000 people affected by cancer. More than 456,000 sources of information were distributed to our contacts and \$312,500 was provided to more than 1,100 cancer patients in need of financial assistance.

Of the callers to the Cancer Council Helpline, 910 people were linked to a Cancer Connect volunteer who had been through a similar experience and approximately 2,250 callers were referred to Cancer Support Groups in their area.

A world-first telephone support program for people who carry genes that may increase cancer risk was also launched. This new program highlights the Cancer Council's commitment to being international leaders in cancer support.

With statistics indicating that cancer survival rates are on the rise, we also launched the booklet *Life after cancer: a guide for cancer survivors*. Life after treatment is often a challenging time as people try to come to terms with their cancer experience. This booklet helps people understand the feelings and issues they may face. We also held a very successful annual Cancer Survivors Seminar and will soon launch Cancer Connect telephone support for survivors.

A sincere thank you to the Cancer Council Board for their ongoing support of CISS; their expertise and strategic direction help us to better serve the cancer community. CISS also has wonderful volunteers who provide telephone support to other people affected by cancer. We appreciate their ongoing commitment to the Cancer Connect program and thank them for helping others who are going through a difficult time.

I am privileged to work with a wonderful team of committed cancer nurses, specialists, social workers and other professionals. The CISS team provide an extraordinary service to the Victorian community and I would like to acknowledge their passion and commitment to helping make a difference to the lives of Victorians affected by cancer.



A handwritten signature in black ink that reads "Doreen Akkerman".

DOREEN AKKERMAN, AM  
DIRECTOR  
CANCER INFORMATION AND  
SUPPORT SERVICE

# welcome to dr amanda hordern

**With more than 20 years experience in oncology and palliative care, we are delighted to welcome Dr Amanda Hordern to the CISS team, as Deputy Director.**

Dr Hordern is a passionate leader and educator in cancer information and support and brings a wealth of expertise to The Cancer Council Victoria.

After working as a nurse educator and cancer nurse on the Cancer Council Helpline, Dr Hordern worked in Asia to train cancer nurses for the Singapore Cancer Education and Information Service. She also developed the first tertiary-based Breast Care Nurse education program in Victoria, which is offered at Latrobe University in collaboration with The Cancer Council Victoria. There are now more than 700 breast care nurses accredited with the Cancer Council.

After completing a PhD focused on sexuality and intimacy issues across cancer and palliative care, Dr Hordern is committed to incorporating this often taboo topic into all aspects of Cancer Council information and support. Dr Hordern is also currently working on developing specialised information and support for carers and family members affected by cancer, cancer survivors and patients considering complementary and alternative medicines.





# about us

The Cancer Information and Support Service provides cancer information and support to Victorians affected by cancer.

We are a team of cancer nurses, clinicians, social workers and health and other professionals. Our priority is to reduce the impact of cancer on the community by providing up-to-date information, specialised support programs and health-professional education and training.

## OUR SUPPORT SERVICES INCLUDE:

- Cancer Council Helpline
- Multilingual Cancer Information Line
- Cancer Connect
- Cancer Support Groups
- Living Well Forums
- Financial Assistance
- Breast Cancer Support
- Holiday Break Program

## OUR HEALTH PROFESSIONAL EDUCATION PROGRAMS INCLUDE:

- Victorian Cancer Clinicians Communication Program
- Breast Care Nurse Distance Education Program
- Prostate Cancer Nurse Distance Education Program
- Living with Cancer Education Program

# the team

## Director

Doreen Akkerman AM

## Deputy Director

Dr Amanda Hordern

## Clinical Consultant

Dr Michael Jefford

## ADMINISTRATION

### Office Manager/ Executive Assistant

Glen Yeoman

### Administrative and Enquiries Officer

Liz O'Loughlin

### Enquiries Officers

Mariah Chatziemmanuil

Alma Hughes

Lyndell Watson

## CANCER COUNCIL HELPLINE

### Cancer Council Helpline Coordinator

Suzi Grogan

### Senior Cancer Nurse

Edwina Beddoes

### Cancer Nurses

Sally Anderson

Annie Angle

Mary Antonello

Carole Arbuckle

Jo Berenyi

Melisa Darby

Louisa Davies

Annie Devine

Catherine Grima

Karena Hanlon

Anne-Maree Jennings

Vicki King

Anne McVilly

Leanne Mansfield

Tarnya Martin

Michelle Meachen

Giovanna Raco

Danielle Rickard

Anne Sheedy

Anna Sofranos

Leanne Storer

Kate Wakelin

Janine Wawryk

### Project Officer

Tamara Rogers

## CANCER SERVICES PROGRAMS

### CANCER CONNECT

#### Cancer Services Coordinator

Trish Waters

## CANCER SUPPORT GROUPS

### WHEN CANCER WON'T GO AWAY FORUMS

#### Coordinator

Tina Thomas

## MULTILINGUAL SUPPORT PROGRAMS

### WHEN CANCER WON'T GO AWAY FORUMS

#### Cancer Support Programs Officer

Anna Epifanio

## LIVING WITH CANCER EDUCATION PROGRAM

### VICTORIAN CANCER CLINICIANS COMMUNICATION PROGRAM

#### Coordinator

Sue Hegarty

## BREAST CARE NURSE DISTANCE EDUCATION PROGRAM

#### Nurse Educator

Riki Long

## COMMUNICATIONS

### Communications and Resources Officer

Sophy Chirside

### Promotions Officer

Robyn Metcalfe

# 2007 highlights

More than 60,000 contacts with the Victorian public.

Almost 36,000 calls to the Helpline from the Victorian community.

54 health professionals were trained to facilitate Living With Cancer Education Programs to the community.

\$312,500 in financial assistance provided to cancer patients to assist paying for wigs and domestic bills.

910 cancer patients matched to a Cancer Connect volunteer.

31 Living With Cancer Education Programs delivered across Victoria.

More than 120 Cancer Information and Support Services presentations across metropolitan and regional Victoria.

10 new Cancer Support Groups established across Victoria.

30 clinicians trained to facilitate communication skills training sessions for other clinicians.

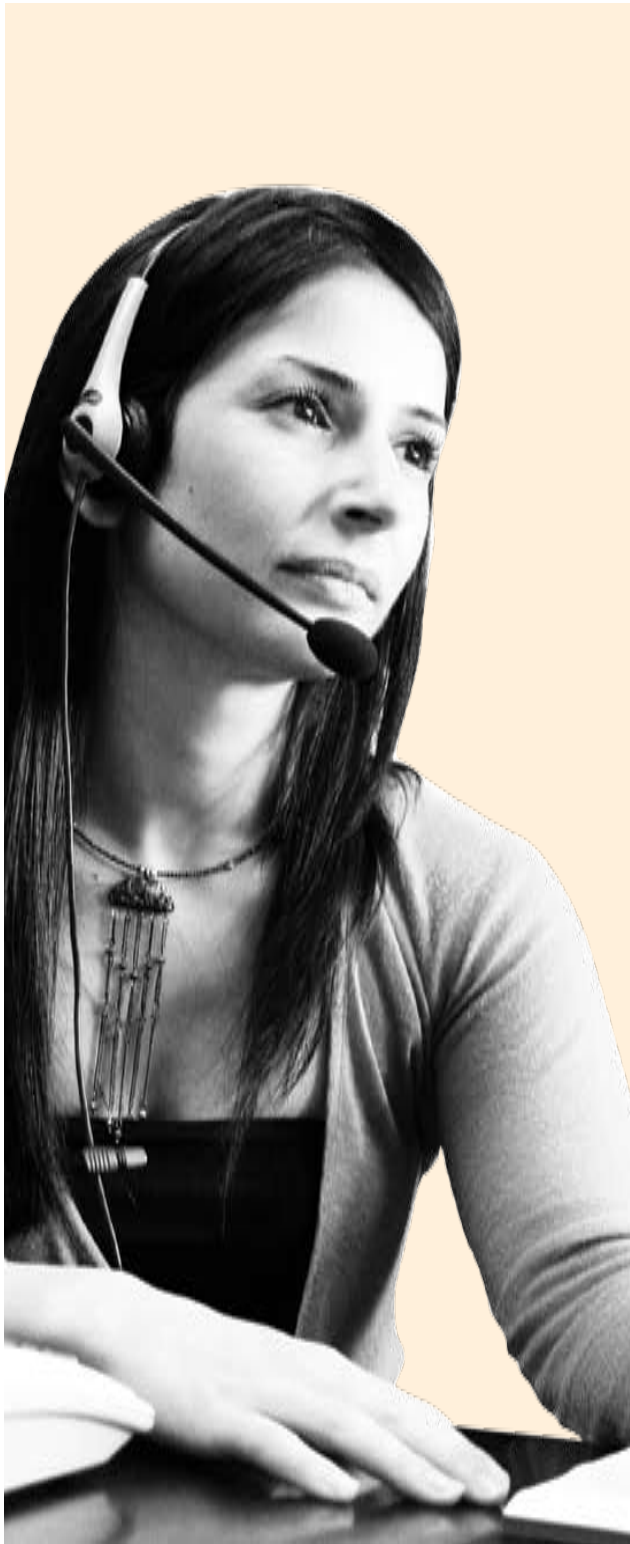
60 new Cancer Connect volunteers recruited and trained.



2,248 Helpline callers referred to Cancer Support Groups around Victoria.

98 people enjoyed 39 holidays through the Holiday Break Program.

560 clinicians participated in communication skills training.



## support for people affected by cancer

### CANCER COUNCIL HELPLINE 13 11 20

Every year, more than 24,000 Victorians are diagnosed with cancer. The Cancer Council Helpline is a vital service supporting the Victorian community, providing free cancer information and linking callers to an extensive range of support services around the state.

Staffed by experienced and qualified cancer nurses, the Cancer Council Helpline is a service for all Victorians including:

- people affected by cancer, including patients, survivors, family members and friends of people diagnosed
- people concerned about cancer who need information about screening or reducing cancer risk
- health professionals and clinicians who need cancer information and support services for patients and their families and friends.

In 2007, the Cancer Council Helpline received almost 36,000 calls from the Victorian community. Breast, prostate, bowel, cervical and skin were the top five cancers discussed by callers to the Cancer Council Helpline.

### DELIVERING UP-TO-DATE, EVIDENCE-BASED CANCER INFORMATION

CISS supports the Victorian community by providing up-to-date, evidence-based information about cancer. These resources can help people make informed decisions about cancer treatments or screening. They can also help people live well after a cancer diagnosis or provide information about ways to reduce cancer risk.

Catherine Grima,  
cancer nurse, Cancer Council Helpline

This information is evidence-based and it is reviewed and approved every two years by clinicians and other health professionals with expertise in the area. This ensures that the Victorian community has access to up-to-date and reliable cancer information.

More than 456,000 printed resources were distributed throughout the year. They included a new booklet, *Life after cancer: a guide for cancer survivors*, and a new information sheet titled 'Coping with breathlessness'.

#### LINKING VICTORIANS TO SUPPORT SERVICES

Callers can be linked to an extensive range of Cancer Council and community support services through the Cancer Council Helpline. These include support groups, telephone support from someone who has been through a similar experience, financial assistance and much more. In 2007, approximately 17,000 referrals were made to community services and support programs.

**Call the Cancer Council Helpline on 13 11 20, Monday to Friday from 8.30 am to 8 pm, for the cost of a local call.**



"Thank you on behalf of my family for the wonderful support you provide to cancer patients and their families. The Cancer Council Helpline helped us make sense of all we were struggling with. It is a truly inspirational service."

## CANCER CONNECT

**This telephone support program links patients, survivors, family members and people who carry cancer susceptibility genes to someone who has been through a similar cancer experience.**

The Cancer Connect program has more than 160 volunteers available to listen and provide one-on-one support to people affected by cancer. Coordinator of the Cancer Connect program, Trish Waters, has worked diligently to increase the number of Helpline callers linked to a Cancer Connect volunteer; in 2007, matches increased by almost 40%, with 910 Cancer Council Helpline callers using the Cancer Connect program.

We also trained 60 new volunteers to provide support to callers and now have more than 20 cancer types represented in the program.

The launch of the world-first telephone support program for people who carry genes that may increase cancer risk highlighted CISS as an international leader in cancer support.

The Gene Support program extends the Cancer Connect program and enables people who have been tested and found to carry a cancer susceptibility gene to speak to a volunteer in a similar situation.

Many people are distressed when they discover they carry a gene that increases their risk of developing cancer. They can face a range of difficult treatment decisions and speaking to a Gene Support volunteer can help alleviate some concerns.

The Gene Support program has been developed by The Cancer Council Victoria in collaboration with the Peter MacCallum Cancer Centre and the Victorian Familial Cancer Centres.

An enormous thank you to our dedicated team of Cancer Connect volunteers for their ongoing support for people affected by cancer. Their unwavering commitment and dedication to the program has helped hundreds of cancer patients and their families feel less isolated and alone.



## CANCER SUPPORT GROUPS

**With more than 130 Cancer Support Groups affiliated with the Cancer Council across Victoria, CISS has an extensive support network for people affected by cancer.**

Support groups bring together people who have been through a similar experience and provide a safe space to discuss concerns with other people who understand the emotional rollercoaster of a cancer diagnosis.

In 2007, the Cancer Council Helpline referred 2,248 callers to Cancer Support Groups around Victoria. We also welcomed ten new Cancer Support Groups to our network. In regional Victoria, new groups formed in Upper Kiewa Valley, Swan Hill, Wangaratta, Beaufort, Meeniyan and Korumburra. Metropolitan groups were also established in Caulfield, Beaumaris and East Melbourne.

Cancer Services Coordinator Tina Thomas joined the CISS team to coordinate support groups in Victoria. Since joining in June 2007, Tina has been working tirelessly to visit several support groups around the state. She has also held many workshops to help support groups cope with difficult issues such as sexuality, loss and grief and communication skills.



## BREAST CANCER SUPPORT

**Every year, more than 3,000 Victorian women are diagnosed with breast cancer. Providing specialised information and support for these women is a crucial part of CISS work.**

In 2007, the Cancer Council Helpline received 8,500 calls from women affected by breast cancer. We disseminated more than 31,000 printed resources about breast cancer and linked almost 400 women with Cancer Connect volunteers for one-to-one telephone support. Fundraising by the Think Pink Foundation also enabled us to provide 216 women with \$52,000 financial assistance to help pay for utility bills, transport and food.

A sincere thankyou to the Think Pink Foundation for their ongoing commitment to fundraising for women with breast cancer.



## PROSTATE CANCER SUPPORT

**Prostate cancer is now the most common cancer diagnosed in Victoria, with more than 3,800 men diagnosed each year.**

In 2007, the Cancer Council Helpline received 3,000 calls from men concerned about prostate cancer. We disseminated more than 16,000 printed resources about prostate cancer and linked approximately 140 men with Cancer Connect volunteers for one-to-one telephone support. We also provided 34 men with \$7,000 financial assistance to help pay for utility bills, transport and food.

The annual Prostate Cancer Call-in was held on 13 September at The Cancer Council Victoria. This important event provided men and their families with the unique opportunity to phone the Cancer Council Helpline on 13 11 20 and speak to prostate cancer specialists about testing, treatment, side effects and more.

CISS also provided cancer nurses to answer Ask Andy email questions submitted to the Lions Australia Prostate Cancer website [www.prostatehealth.org.au](http://www.prostatehealth.org.au)



“Thank you for all the care and attention I’ve received for my problem with prostate cancer. The emotional support and information helped lessen the ‘bewilderment’ I was feeling. I now understand my situation.”

## LOOK GOOD FEEL BETTER

Look Good Feel Better is a free community program that provides a supportive environment to help women restore their confidence and self-image after cancer treatment.

During a two-hour workshop, under the guidance of volunteer beauty consultants, women are shown how to deal with changes that may occur during their treatment through the use of skincare, make-up, wigs, turbans, hats and other accessories. An experienced fitter is also in attendance to demonstrate the use and care of wigs.

In 2007, 59 women attended six Look Good Feel Better workshops at The Cancer Council Victoria.

Along with expert advice, women received free beauty products for their use during and after the workshop. This wonderful program makes an enormous difference to the lives of women after cancer treatment.

## HOLIDAY BREAK PROGRAM

The Holiday Break program provides recently diagnosed cancer patients and their families with a short-term holiday at no cost.

With many cancer patients experiencing financial difficulties, this program is highly valued and greatly appreciated by its recipients.

In 2007, 98 people affected by cancer enjoyed 39 holidays in Victoria.

If you have a holiday home, B&B or other accommodation, please consider donating it for a few days to the Holiday Break program at no cost. For more information, please call the Cancer Council Helpline on 13 11 20 and speak to Alma.



“Your most generous gift has made a significant impact in our lives. It has given us the opportunity to take ‘time out’ from our hectic round of medical appointments and treatments and to look at how we can make the rest of our lives together a real ‘quality’ time”.

## FINANCIAL ASSISTANCE PROGRAM

A total of 1,112 financial assistance grants, worth \$312,500 in all, were given to Victorian cancer patients. Of these patients, 41% lived in rural and regional Victoria.

Hospitals and other health organisations that utilised this program include:

- Alfred Hospital
- Austin Health
- Ballarat Austin Radiation Oncology Centre
- Ballarat Health Services
- Ballarat Hospice Inc
- Banksia Palliative Care Service Inc
- Bendigo Health Care Group
- Calvary Health Care Bethlehem (Melbourne) Inc
- Box Hill Hospital
- Breacan
- Caritas Christi Hospice – Kew
- Eastern Palliative Care Association
- Barwon Health – Geelong Hospital
- Melbourne City Mission Palliative Care
- Mercy Hospital for Women
- Mercy Western Palliative Care
- Monash Medical Centre
- Northern Hospital
- Peninsula Hospice Service
- Peter MacCallum Cancer Centre
- Royal Melbourne Hospital
- Royal Women’s Hospital
- South East Palliative Care
- St Vincent’s Hospital Melbourne
- Western Hospital





# support for culturally and linguistically diverse communities

## MULTILINGUAL CANCER INFORMATION LINE

With approximately 23% of cancer cases diagnosed in migrants from predominantly non-English-speaking countries, providing information and support to culturally and linguistically diverse communities (CALD) is critical for CISS.

Our Multilingual Cancer Information Line is available to support these communities and enables callers to speak to a qualified cancer nurse in their language with the help of an interpreter.

In 2007, the Multilingual Cancer Information Line received 420 calls from the CALD community. Chinese, Greek, Vietnamese and Italian represented 66% of calls and breast, prostate, bowel, cervical and skin were the top five cancers discussed by callers.

Anna Epifano,  
Cancer Support Programs Officer,  
Culturally and Linguistically Diverse Communities

CISS also disseminated more than 14,000 printed multilingual resources throughout the year. This information covers topics such as cancer and its treatments, living well after a cancer diagnosis and ways to reduce cancer risk.

Callers can be linked to a range of Cancer Council and community support services through the Multilingual Cancer Information Line, including support groups, telephone support from someone who has been through a similar experience and financial assistance. In 2007, approximately 198 referrals were made to community services and support programs.



## MULTICULTURAL LIVING WITH CANCER EDUCATION PROGRAM

**The Multicultural Living with Cancer Education Program provided people with cancer and their families and friends with an opportunity to learn more about cancer and how to cope with life changes after a diagnosis.**

Throughout the year, 57 people affected by cancer attended sessions delivered in Greek, Vietnamese and Cantonese. The programs were facilitated by qualified health professionals and participants were invited to ask questions and share their concerns in an open and supportive environment.

The Cancer Council Victoria collaborated with the following organisations to deliver these programs to the community:

- Austin Health
- Western Health
- Chinese Cancer Society of Victoria Inc.
- Caritas Christi Hospice
- AGWSPRONIA
- Qui Ma – Australian Vietnamese Women’s Welfare Association



“Thank you for your help, support and compassion when I needed it. All I did was pick up the phone and you were there.”



# cancer seminars

## WHEN CANCER WON'T GO AWAY

Learning how to live well while facing the uncertainty of advanced cancer was the focus of these special forums for people with advanced cancer and their families.

Formerly known as Living Well Forums, the When Cancer Won't Go Away Forums are a critical support for people whose cancer has advanced. They are free and cover both emotional and practical information including living with uncertainty, treatment, supportive care, and finance and legal issues.

More than 130 people attended five When Cancer Won't Go Away Forums during 2007 and their feedback was extremely positive. Many participants highly valued learning about coping strategies and ways to communicate needs with family and friends. Learning about finance and legal issues was also listed as a major benefit.

Forums were held at The Cancer Council Victoria, Latrobe Community Health Centre and the Darebin Arts and Entertainment Centre.



Cancer Information and Support Service seminar locations in 2007

## ANNUAL CANCER SURVIVORS SEMINAR

**Coping with life after cancer treatment was the focus of a special survivors seminar held at The Cancer Council Victoria on 11 August.**

With cancer survival rates on the rise, it has become increasingly important to provide support to people after active treatment has finished. This free forum addressed many of the issues cancer survivors face, including emotional issues, such as coping with change, and practical issues, such as understanding legal rights and responsibilities.

Facilitated by Dr Amanda Hordern, the free seminar was attended by more than 60 cancer survivors and their family and friends. It provided an opportunity for people to speak to others in a similar situation and informed survivors and their families of ways to communicate with each other and coping strategies. It also discussed some of the legal issues people face after a cancer diagnosis.

**A report on the seminar by Doreen Akkerman AM and Dr Amanda Hordern is available. It includes recommendations from long-term cancer survivors on how to improve information and resources. Call 13 11 20 to order a free copy.**



## REGIONAL SEMINARS

**With cancer information and support limited in regional areas, CISS is committed to helping address the needs of rural and regional people affected by cancer.**

In 2007, we visited 25 rural and regional towns across Victoria. We delivered 23 free information seminars for people affected by cancer, supported and upskilled nine regional Cancer Support Groups and provided 12 education and training sessions to health professionals in regional areas.

The seminars for people affected by cancer often focused on providing information about cancer and also highlighted support services available to the local community. Sexuality and cancer was another popular seminar topic and these sessions were facilitated by sexuality and cancer experts Dr Amanda Hordern and Doreen Akkerman.

All Cancer Support Groups visited learned more about how CISS can support their groups. Some groups also celebrated a launch and others received training in effective communication.

A wide range of education and training sessions were delivered to health professionals in regional areas including communications skills training for clinicians and how the Cancer Information and Support Service can support health professionals when delivering patient care.



## SEXUALITY AND CANCER

**Learning how to rebuild sexual confidence after cancer treatment was the focus of these special forums for cancer patients and their partners.**

With at least 40% of people diagnosed with cancer experiencing some form of sexual dysfunction, and the rate much higher for some cancers, these forums are a critical support tool for cancer patients and their partners.

More than 300 people attended 15 forums throughout the year. These free forums focused on sexuality and intimacy issues across cancer and palliative care, discussing practical ways to adjust to the sexual and intimate changes experienced after cancer treatment.

With intervention, up to 70% of patients can improve sexual functioning. Sexuality and cancer experts Dr Amanda Hordern and Doreen Akkerman are helping bring this sometimes taboo topic out into the open.



We delivered 23 free information seminars across regional Victoria for people affected by cancers.





## professional education programs

### VICTORIAN CANCER CLINICIANS COMMUNICATION PROGRAM

The Cancer Council's Victorian Cancer Clinicians Communication Program (VCCCP) delivers high-quality, evidence-based training to help clinicians reinforce and improve good communication practices.

Whether delivering bad news or discussing challenging topics such as sexuality and cancer, this program enhances clinician's communication skills to help create a more comfortable environment for both patient and clinician to discuss cancer issues throughout the treatment journey.

More than 560 cancer clinicians participated in 45 communication skills workshops throughout 2007. These workshops were delivered in partnership with organisations such as The Royal Australasian College of Surgeons, Peter MacCallum Cancer Centre and the Southern Metropolitan Integrated Cancer Service.

Thirty new health professionals were trained as VCCCP facilitators and the program expanded to include two new modules:

*Discussing the Transition to Palliative Care* and *Eliciting and Responding to Emotional Cues*. In addition, evaluation of the *Breaking Bad News* module has recently been published in the *Asia Pacific Journal of Clinical Oncology*.

A new module, *Discussing Complementary Therapies*, will be launched in 2008. The *Discussing the Transition to Palliative Care* module will also become part of the Specialist Certificate in Palliative Care program at The University of Melbourne.

Michael Jefford,  
Medical Oncologist and Clinical Consultant for  
the Cancer Information and Support Service

## LIVING WITH CANCER EDUCATION PROGRAM

With one in three Victorians expected to be diagnosed with cancer in their lifetime, the Living with Cancer Education Program is an important support tool for people affected by cancer.

Delivered by health professionals for people with cancer and their family and friends, this program provides information about Living with Cancer to enhance quality of life after treatment.

Topics covered include getting the most out of your healthcare team, coping with treatments and side-effects, and managing communication with family and friends.

Thirty-one programs were delivered around the state in 2007; eleven of these programs were held in regional areas including Bendigo, Geelong, Kilmore, Lakes Entrance, Mildura, Traralgon, West Gippsland and Wodonga.

In addition, a record number of 54 health professionals were trained to deliver this program to the Victorian community throughout the year. The facilitator training program is accredited by the Victorian Registrations and Qualifications Authority.

## BREAST CARE NURSE DISTANCE EDUCATION PROGRAM

Celebrating a decade of achievement, the Breast Care Nurse Distance Education Program has grown from a single unit of study to a pathway for higher education.

Delivered in collaboration with Latrobe University, this program is offered as a tertiary unit titled Breast Cancer Disease Entity in Nursing Practice, and also as a core unit in the graduate certificate and post-graduate diploma of Breast Care Nursing. Each semester more than 30 students enrol in the program and over 700 Australian nurses are accredited with The Cancer Council Victoria.

More than 3,000 Victorian women are diagnosed with breast cancer each year, and many of these women rely on the specialist information and care of their breast care nurse. This program has helped breast care nurses become recognised as an important part of the multidisciplinary team in the

National Clinical Practice Guidelines; it encourages nurses to take innovative steps to ensure emotional and physical needs are being addressed at all stages of breast cancer care.

The highly successful National Breast Care Nurse Conference complements this program. Featuring a host of international and national speakers who are experts in the treatment and management of breast cancer, this annual conference broadens the knowledge of nurses so they can enhance the level of supportive care they provide to patients.

The Breast Care Nurse Distance Education Program is currently being reviewed to ensure the program reflects current clinical practice guidelines for breast care.

## SEXUALITY AND CANCER WORKSHOPS FOR HEALTH PROFESSIONALS

Discussing sexuality and intimacy after cancer with patients was the focus of these workshops for health professionals. Facilitated by Doreen Akkerman and Dr Amanda Hordern, more than 60 health professionals attended these sessions.

Many health professionals often hesitate to discuss sexuality with their patients. As a result, many patients are left feeling anxious and embarrassed about the impact cancer has had on their sexuality.

These sessions brought the topic of sexuality and cancer out in the open and shared knowledge to help health professionals more easily discuss sexuality as a normal part of cancer care.

More than 560  
cancer clinicians  
participated in  
45 communication  
skills workshops  
throughout  
2007.





# communications

## MEDIA AND COMMUNICATIONS

In 2007, CISS utilised paid and unpaid media activities to gain media coverage. Twenty-one media releases were distributed to metropolitan, suburban and regional media focusing on CISS-related events, information and support services. These releases helped us achieve more than 150 media clippings and broadcasts across metropolitan and regional media.

CISS also implemented a four-week paid media campaign (delivered over a six-week period) across six regional Victorian areas to promote the Cancer Council Helpline in areas where information and support are most needed. The media buy included regional radio and press across Ballarat, Bendigo, Geelong, Latrobe, Shepparton and Warrnambool. The Victorian government also granted us Community Service Announcement (CSA) coverage for one additional week across regional and metropolitan radio and press.

Campaign evaluation focused on the number of calls received from people in the area compared to the previous six-week period and the same date range in 2006. It also examined the number of people who identified the media coverage as the prompt for calling the Cancer Council Helpline.

Results indicate that the Helpline experienced approximately a 35% increase in calls from the Geelong and Bendigo region, an almost 20% increase in calls from the Latrobe and Warrnambool regions and an increase of approximately 15% in calls from the Shepparton region.

## PROMOTIONS

We were delighted to have Robyn Metcalfe join the CISS team in 2007. Robyn is a former cancer nurse on the Cancer Council Helpline with several years experience educating communities about health programs.

Robyn's role focuses on raising awareness of our cancer information and support services amongst cancer clinicians, health organisations and the Victorian community.

Robyn delivered approximately 30 presentations to hospitals, clinicians, Integrated Cancer Services, health and other organisations across the state.

Almost a third of these presentations were delivered in regional areas including Geelong, Lakes Entrance and Traralgon.

These presentations helped raise the profile of CISS and highlighted the ways we can support health professionals in their delivery of care to patients.

Robyn Metcalfe,  
Promotions Officer,  
Cancer Information and Support Services

# research projects

**CISS conducted several research and evaluation projects in 2007. We continued our partnership with the Centre for Behavioural Research in Cancer on multiple projects funded by the National Health and Medical Research Council and collaborated with organisations including the Peter MacCallum Cancer Centre to conduct other studies.**

## INTERNET AND TELEPHONE CANCER SUPPORT GROUPS FOR PEOPLE WITH ADVANCED CANCER

**AIM:** To explore perceptions of a six-week Internet or telephone support group for people with advanced cancer.

**RESULTS:** Both strategies met important social and emotional needs. They enabled seriously ill people to participate. Skilled facilitation was essential to participant wellbeing and emotional security. Greater frequency of sessions was commonly requested.

**CONCLUSION:** Internet and telephone support groups provide a valuable service for 'hard-to-reach' patients. CISS launched Internet and telephone support groups in 2008.

## CALL BACK PROJECT

**AIM:** To examine patient satisfaction with a call back service from the Cancer Council Helpline and explore factors influencing acceptance of Cancer Connect referral.

**RESULTS:** Forty-three callers participated in a qualitative interview. Patients were very positive about the call back. It provided an opportunity to confirm information and ask more questions. About half accepted referral to Cancer Connect at call back. Patients indicated they didn't accept when they first contacted Helpline as they felt too overwhelmed to

talk to someone about their experience. Many wanted to gather more information before talking to a volunteer or felt they had enough support.

**CONCLUSION:** All cancer patients will be offered a call back from a cancer nurse when they call the Cancer Council Helpline.

## MODELS OF PEER SUPPORT FOR BOWEL CANCER PATIENTS

**AIM:** To test effectiveness of two peer support models for people with bowel cancer.

**RESULTS:** Around 50 bowel cancer patients completed a questionnaire examining experience of, barriers to and preference for different peer support models. Focus groups were also conducted. Results indicated that patients were interested in peer support. Preferred models were group peer support and one-on-one telephone support.

**CONCLUSION:** Two peer support programs have been developed and will be pilot tested in 2008.

## BOWEL CANCER EARLY DETECTION PROGRAM

**AIM:** To determine if Bowel Cancer Early Detection Program participants are satisfied with the procedural aspects of the program.

**RESULTS:** Telephone interviews were conducted with 128 participants. Eighty-one per cent completed the test. High levels of satisfaction were reported for procedural aspects of the program. Most participants reported receiving good service from the Cancer Council Helpline. Most were happy with the time they waited to receive the test. Test instructions were easy to understand and the test was easy to use. Just under 50% used the pensioner or health care card holder discount. Almost all participants indicated that the test price was reasonable.

All participants indicated that the return process was easy to follow. Most had received a letter from the pathology service and were satisfied with the letter's readability.

**CONCLUSION:** Most individuals were happy with the procedural aspects of the program.

## ASK ANDY EVALUATION

**AIM:** To determine user satisfaction with Ask Andy email support and to identify role the service plays in providing information and support about prostate cancer.

**PROGRESS:** During 2007, a project team from the Cancer Council and Repatriation General Hospital South Australia developed the evaluation protocol. The protocol included a questionnaire to assess user satisfaction.

**NEXT STEP:** Pilot testing of the questionnaire and recruitment protocol will be undertaken by researchers from the Repatriation General Hospital in 2008.

## SUPPORT NEEDS OF PEOPLE WITH LUNG CANCER

**AIM:** CISS is collaborating with the Peter MacCallum Cancer Centre to determine information and support needs of people with lung cancer. There are currently no support groups specifically for people with lung cancer. This research is asking whether this is because the needs of people with lung cancer are different from those with other types of cancer.

**RESULTS:** One-hundred people with lung cancer as well as support group facilitators have been surveyed. Results indicate many would like to attend information sessions about living with lung cancer.

**NEXT STEP:** Additional funding has been received from Cancer Australia to pilot these sessions.

## REDUCING CANCER PATIENTS' PSYCHOSOCIAL NEEDS

**AIM:** To examine the effect of a volunteer-based program that helps bowel cancer patients address unmet needs, anxiety and depression over a nine-month period in a randomised control trial.

### PRELIMINARY RESULTS:

Six hundred and thirty-nine patients were recruited with 306 receiving volunteer support. Baseline and Time 2 questionnaires have been completed. Some participants still need to complete Time 3 and 4 questionnaires. Preliminary results suggest intervention was effective at reducing anxiety and unmet needs, but had no effect on level of unmet psychosocial needs and depression.

**NEXT STEP:** Work is continuing on this project.

## SPECIALIST REFERRAL PROJECT

**AIM:** To examine whether levels of anxiety and depression among men newly diagnosed with bowel and prostate cancer can be reduced when cancer specialists make referrals to the Cancer Council Helpline. Referral is accompanied by an outcall program involving one or four calls from a cancer nurse.

**RESULTS:** A total of 571 men participated. Results suggest patients were happy with referral processes, were not worried about receiving the outcalls, and were satisfied with timing of the calls. Patients reported that the calls were helpful. Quantitative analyses indicated that the outcall program had no effect on anxiety or depression. Anxiety and depression levels reduced for all patients over the 12 months following diagnosis.

**NEXT STEP:** To be advised.

# professional development

## STAFF TRAINING

Keeping staff up-to-date and well trained in all aspects of providing information and support to people affected by cancer is of primary importance to Director of the Cancer Information and Support Service, Doreen Akkerman. Staff completed the following training and development opportunities

**Adobe Acrobat**  
Tamara Rogers

**Advocacy Training – Cancer Voices and Health Issues Centre**  
Tina Thomas

**Ask a Cancer Nurse and CISS Mailbox Training**  
Giovanna Raco  
Tina Thomas

**Basic Workplace Requisition**  
Tamara Rogers

**Breast Care Nurse Clinical Update**  
Karena Hanlon  
Michele Meachen  
Giovanna Raco  
Danielle Rickard

**Breast Health Study Day**  
Michele Meachen

**BREACAN**  
Louisa Davies  
Giovanna Raco  
Danielle Rickard

**Bowel Update**  
Louisa Davies  
Karena Hanlon  
Alma Hughes

**Cancer Connect**  
Louisa Davies  
Karena Hanlon  
Amanda Hordern  
Michele Meachen  
Giovanna Raco  
Danielle Rickard  
Kate Wakelin

**Cancer Connect Match Making**  
Louisa Davies  
Karena Hanlon  
Amanda Hordern  
Michele Meachen  
Giovanna Raco  
Kate Wakelin

**Cancer Voices**  
Tina Thomas

**Centrelink**  
Amanda Hordern  
Giovanna Raco  
Danielle Rickard  
Anna Sofronas

**Consumer Representatives in Public Health**  
Trish Waters

**Continence Foundation**  
Louisa Davies  
Michelle Meachen  
Giovanna Raco  
Anna Sofronas

**Copy Editing**  
Tamara Rogers

**Cross Cultural Awareness and Communication**  
Louisa Davies  
Alma Hughes

**Dealing with Grief and Loss**  
Alma Hughes

**Effective Business Writing**  
Sue Hegarty

**Emotional Cues Workshop**  
Louisa Davies  
Michelle Meachen  
Danielle Rickard

**Excel Introduction**  
Trish Waters

**Excel Intermediate**  
Alma Hughes

**Genetics Seminar**  
Louisa Davies  
Michele Meachen  
Giovanna Raco  
Kate Wakelin  
Trish Waters

**Greek Culture**  
Louisa Davies  
Alma Hughes  
Karena Hanlon  
Giovanna Raco  
Tina Thomas  
Kate Wakelin  
Trish Waters

**Herceptin and Adjuvant Breast Cancer**  
Giovanna Raco

**Interpreter Awareness**  
Anna Epifanio  
Amanda Hordern

**Interpreter Cards**  
Louisa Davies  
Trish Waters

**Introduction to Public Speaking**  
Sophy Chirnside  
Michael Jefford

**Legal Issues**  
Kate Wakelin  
Trish Waters

**Living Well Services – Dynamic Living**  
Louisa Davies  
Anna Sofronas

**Loss, Grief and Disability (NALAG)**  
Kate Wakelin

**Loss and Grief**  
Trish Waters

**MundiPharma**  
Alma Hughes

**Novartis Update**  
Karena Hanlon  
Michele Meachen  
Giovanna Raco  
Danielle Rickard  
Tina Thomas  
Kate Wakelin

**Oncology Social Workers Mindful Techniques**  
Trish Waters

**Outlook Intermediate/Advanced**  
Alma Hughes

**Overview of Community Language Program, Multicultural Resources and Website**  
Trish Waters

**Overview of Project Management**  
Anna Epifanio  
Giovanna Raco  
Tamara Rogers

**Performance Review Process – Staff or Supervisors**  
Amanda Hordern  
Alma Hughes  
Trish Waters

**Powerpoint – Introduction**  
Anna Epifanio

**Powerpoint – Intermediate/Advanced**  
Amanda Hordern  
Tamara Rogers

**Preparing a Brief for a Designer**  
Tamara Rogers

**Project Management**  
Sophy Chirnside

**Sexuality and Cancer Workshop**  
Danielle Rickard  
Trish Waters

**Sexuality Forum**  
Trish Waters

**Staff and Volunteer Orientation**  
Trish Waters

**SunSmart**  
Louisa Davies  
Karena Hanlon  
Alma Hughes  
Michelle Meachen  
Giovanna Raco  
Anna Sofronas

**Telephone Support Group Facilitation Training**  
Louisa Davies  
Suzi Grogan  
Kate Wakelin

**The Power of Persuasive Facilitation**  
Amanda Hordern  
Michael Jefford  
Robyn Metcalfe

**TimeTrack Time Management**  
Trish Waters

**VCCCP Facilitator Training Transition to Palliative Care**  
Karena Hanlon

**VCCCP Facilitator Training Discussing Sexuality**  
Amanda Hordern

**Victorian Cancer Agency**  
Giovanna Raco  
Danielle Rickard  
Kate Wakelin

**VITS Information Session**  
Louisa Davies  
Karena Hanlon  
Amanda Hordern  
Alma Hughes  
Michelle Meachen  
Giovanna Raco  
Trish Waters

**Word Advanced**  
Tamara Rogers

**Word Intermediate**  
Anna Epifanio  
Tamara Rogers

**Writing Policies and Procedures that Work**  
Tamara Rogers

## CONFERENCES

**Australia Prostate Cancer Collaboration**, Melbourne, October 2007  
ROBYN METCALFE

**Clinical Research Excellence Conference**, Melbourne, August 2007  
MICHAEL JEFFORD

**Clinical Oncological Society of Australia 34th Annual Scientific Meeting**, Adelaide, November 2007  
ROBYN METCALFE  
TRISH WATERS

**Cancer Nurses Society of Australia Winter Congress**, Melbourne, August 2007  
KARENA HANLON  
SUE HEGARTY  
ANNE MCVILLY  
KATE WAKELIN

**Ninth World Congress of Psycho-Oncology**, London, September 2007  
DOREEN AKKERMAN

**Ninth Australian Palliative Care Conference, Melbourne**, August 2007  
TINA THOMAS  
TRISH WATERS  
KATE WAKELIN

**The Way Forward: Chronic Disease Self Management in Australia Conference**, Melbourne, November 2007  
SUE HEGARTY

**World Congress of Sexual Health**, Sydney, April 2007  
DOREEN AKKERMAN  
SUE HEGARTY  
AMANDA HORDERN

## PUBLICATIONS OF CISS WORK

**D Akkerman, M Jefford, C Thomsen, A Vezina, M A Bright, C Dickens, D J Hill and M E Morra 2007**. The International Cancer Information Service: a worldwide resource. *Journal of Cancer Education* 2007, 22 (suppl) S61–9.

**S Hegarty, M Jefford, V White, J Coffin and G Sutherland 2007**. Development and evaluation of a brief, peer-led communication skills training program for cancer clinicians. *Asia-Pacific Journal of Oncology*, 3, 207–13.

**L Hoey, V White, S Ieropoli and M Jefford 2007** Systematic review of peer support programs for people with cancer. Accepted for publication by the *Patient Educat Couns*, 24 November 2007.

**A Horder and A Street 2007**. Communicating about patient sexuality and intimacy after cancer: mismatched expectations and unmet needs. *Medical Journal of Australia* 186 (5), 224–7.

**A Horder and A Street 2007**. Constructions of sexuality and intimacy in cancer and palliative care. *Social Science & Medicine* 64 (8), 1704–18.

**A Horder and A Street 2007**. Issues of intimacy and sexuality in the face of cancer: the patient perspective. *Cancer Nursing* 30 (6), Nov/Dec, E11–E18.

**A Horder and A Street 2007**. Let's talk about sex: Risky business for cancer and palliative care clinicians. *Contemporary Nurse* 27, 49–60.

**M Jefford, M Rosenthal and C Carden 2007**. Information about cancer clinical trials: an analysis of internet resources. *European Journal of Cancer* 43:10, 1574–80.

**M Jefford, C Baravelli, M Carey, P Schofield, A Pollard, S Aranda, J Franklin and A Karahalios 2007**. An audiovisual information resource to assist in the transition from potentially curative treatment for cancer through to survivorship: A systematic development process. *Journal of Cancer Survivorship* 1(3) 226–6.

**M Jefford, M Carey, P Schofield, M Krishnasamy and S Aranda 2007**. The development of audio visual materials to prepare patients for medical procedures: an oncology application. *European Journal of Cancer Care (England)* 16(5) 417–23.

**M Jefford, D Milne, S Aranda and P Schofield 2007**. Further considerations around discussions regarding the transition to palliative care. *Palliative Medicine* (October) 21(7), 651.

**G Sutherland, L Hoey, V White, S Hegarty and M Jefford 2007**. How does a cancer education program impact on people with cancer and their families and friends? *Journal of Cancer Education* (accepted 25 April 2007)

## PRESENTATIONS

### DOREEN AKKERMAN

*Sexuality and cancer* – Ballarat Palliative Care, Ballarat, March 2007.

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Echuca, April 2007.

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Swan Hill, April 2007.

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Hamilton, May 2007.

*Grief and loss* – Belmore school, Balwyn, June 2007.

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Wangaratta, July 2007.

*Sexuality and cancer* – Ringwood Private Hospital, Ringwood East, July 2007.

*Sexuality and cancer seminar for health professionals*, Carlton, July 2007

*Sexuality and cancer* – Austin Health, Heidelberg, July 2007.

*Sexuality and breast cancer* – BreastScreen Victoria, Carlton, July 2007.

*Sexuality and cancer* – Gateway, Wangaratta, August 2007.

*Cancer Survivors Seminar* – The Cancer Council Victoria, Carlton, August 2007.

Poster presentation *Improving communication around sexuality. The impact of a training program for allied health professionals working in an oncology setting: initial results* – Ninth World Congress of Psycho-Oncology – London, September 2007.

*Cancer information and support* – Nutraceuticals, Wantirna, November 2007.

*Sexuality and cancer full day workshop* – World Congress for Sexual Health Conference: April 2007



*Healthy relationship-enhancing intimacy after cancer* – Victorian Teachers and Business, Melbourne, November 2007.

*Sexuality and cancer* – Royal District Nursing Service, St Kilda, November 2007.

*Sexuality and cancer* – Cancer Connect Training, Carlton, November 2007.

### SOPHY CHIRNSIDE

*Working with the media* – Cancer Support Groups, The Cancer Council Victoria, April 2007.

*Working with the media* – Living with Cancer Education Program Facilitators, The Cancer Council Victoria, May 2007.

*Working with the media* – Cancer Connect volunteers, The Cancer Council Victoria, June 2007.

*Working with the media* – Living with Cancer Education Program Facilitators, The Cancer Council Victoria, August 2007.

*Working with the media* – Living with Cancer Education Program Facilitators, The Cancer Council Victoria, November 2007.

### AMANDA HORDERN

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Wonthaggi, February 2007.

*Sexuality and cancer* – First World Congress for Sexual Health, Sydney April 2007.

*Sexuality and cancer* – The Cancer Council Victoria, Melbourne, July 2007.

*Cancer information and support* – Monash Medical Centre, Clayton, July 2007.

*Sexuality and cancer* – Gateway, Wangaratta, August 2007.

*Cancer information and support* – Monash Medical Centre, East Bentleigh, August 2007.

*Sexuality and cancer* – Peninsula Palliative Care, Frankston, August 2007.

*Cancer Survivors Seminar* – The Cancer Council Victoria, Carlton, August 2007.

*Cancer information and support* – Living Well Forum, The Cancer Council Victoria, Carlton, August 2007.

*Cancer information and support* – The Cancer Council Victoria, Carlton, August 2007.

*Cancer information and support* – The Cancer Council Victoria, Carlton, September 2007.

*Cancer information and support* – Department of Health Services, Melbourne, September 2007.

*Sexuality and cancer* – NSW Breast Care Nurse Clinical Update, Sydney, September 2007.

*Cancer information and support* – The Cancer Council Victoria, Carlton, September 2007.

*Cancer information and support* – Myeloma Victoria, Mount Waverley, September 2007.

*Cancer Information and Support Service* – Cancer Council Regional Seminar, Bacchus Marsh, October 2007.

*Cancer information and support* – Prostate Cancer Foundation of Australia, Melbourne, October 2007.

*Cancer information and support* – Breast Care Nurse Conference, Melbourne, October 2007.

*Sexuality and cancer* – Leukaemia Foundation, Melbourne, October 2007.

*Sexuality and breast cancer* – Young Action on Breast Cancer Conference, Melbourne, October 2007.

*Sexuality and breast cancer* – ABC day, Albury, October 2007.

*Cancer information and support* – Beyond Blue meeting, Carlton, November 2007.

*Sexuality and cancer* – The Cancer Council Victoria, Melbourne, November 2007.

*Cancer information and support* – Children's Cancer Network, Melbourne, November 2007.

*Cancer information and support* – St Vincent's Hospital, Fitzroy, November 2007.

*Cancer information and support* – Breast Care Nurse Conference, Sydney, December 2007.

*Cancer information and support* – Prostate Foundation Australia, Government House, Melbourne, December 2007.

*Cancer information and support* – Freemasons Hospital, East Melbourne, December 2007.

### SUE HEGARTY

Oral presentation *Victorian Cancer Clinician Communication Program – Developing a peer-led communication skills program for cancer clinicians: Discussing sexuality with cancer patients*, to the World Congress of Sexual Health, Sydney, April 2007.

Oral presentation *Victorian Cancer Clinician Communication Program – Improving communication around sexuality. The impact of a training program for nurses and allied health professionals working in an oncology setting: initial results*, to the Cancer Nurses Society of Australia (CNSA) conference, Melbourne, August 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop* Royal Women's Hospital, Carlton, February 2007.

*Group work*, Encore Facilitator training, Sydney, June 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop* North-East Health, Wangaratta, July 2007.

*Cancer Information and Support Service*, Western Region Prostate Cancer Support Group, Altona, August 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop* Cancer Council of Victoria, Carlton, August 2007.

*Cancer Information and Support Service*, Austin Hospital, September 2007.

*Discussing Sexuality with Cancer Patients their Families and Friends*, Box Hill Hospital, Box Hill, September 2007.

*Discussing Sexuality with Cancer Patients their Families and Friends*, Northern Hospital, Epping, October 2007.

*Cancer Information and Support Service*, Austin Hospital, September 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop* North-East Health, Wangaratta, September 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, Albury Wodonga Health Centre, Albury, October 2007.



*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, North-East Health, Wangaratta, October 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, St John of God Health Care, Ballarat, October 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, The Cancer Council Victoria, Carlton, October 2007.

*Discussing the Transition to Palliative Care*, Palliative Care Special Interest Group, Sunshine, November 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, Peter MacCallum Cancer Centre, December 2007.

## MICHAEL JEFFORD

Poster presentation outlining the development and evaluation of an evidence-based DVD for cancer survivors at treatment completion – ECCO 14: The 14th European Cancer Conference – Barcelona 2007 (on behalf of E Karahalios, C Baravalli, P Schofield, M Carey, J Franklin, A Pollard, S Aranda and M Jefford).

Poster presentation *Understanding issues for cancer survivors: informing the development and evaluation of a written information booklet for survivors at treatment completion* – World Congress of Psycho-Oncology, London, 2007 (on behalf of E Karahalios, A Angle, C Baravelli, D Akkerman and M Jefford).

Oral presentation *Tailored chemotherapy information faxed to General Practitioners improves knowledge and confidence in managing side effects: Results from a randomised controlled trial* at the American Society of Clinical Oncology Annual Meeting in Chicago, 2007 (on behalf of C Baravelli, A Dabscheck, M Evans, M Moloney, P Schofield and M Jefford).

Workshop Chair *Psycho-Oncology* at the Australian Gastro-Intestinal Trials Group Annual Scientific Meeting – Melbourne, October 2007.

Development and evaluation of a brief, peer-led communication skills training program for cancer clinicians at the Clinical Oncological Society of Australia Annual Scientific Meeting – Adelaide, November 2007.

Development and evaluation of an audiovisual information resource to assist in the transition from completion of potentially curative treatment for cancer through to survivorship at the Clinical Oncological Society of Australia Annual Scientific Meeting – Adelaide, November 2007.

## ROBYN METCALFE

*Cancer Information and Support Service*, Andrew Love Cancer Centre, Geelong, May 2007.

*Cancer Information and Support Service*, VCOG Breast Group meeting, The Cancer Council Victoria, Carlton, May 2007.

*Cancer Information and Support Service*, VCOG Gastrointestinal Group meeting, The Cancer Council Victoria, Carlton, June 2007.

*Cancer Information and Support Service*, Cabrini Hospital, Brighton, June 2007.

*Cancer Information and Support Service*, Andrew Love Cancer Centre, Geelong, June 2007.

*Cancer Information and Support Service*, Western and Central Melbourne Integrated Cancer Service (WCMICS), June 2007.

*Cancer Information and Support Service*, VCOG Sarcoma Group meeting, The Cancer Council Victoria, Carlton, July 2007.

*Cancer Information and Support Service*, La Trobe University Nurse Education, Bundoora, July 2007.

*Cancer Information and Support Service*, Rosebud Palliative Care, Rosebud, August 2007.

*Cancer Information and Support Service*, Andrew Love Cancer Centre, Geelong August 2007.

*Cancer Information and Support Service*, Southern Melbourne Integrated Cancer Service (SMICS), Bentleigh, August 2007.

*Cancer Information and Support Service*, Community Health Centre, Melton, August 2007.

*Cancer Information and Support Service*, Western and Central Melbourne Integrated Cancer Service (WCMICS), Parkville, August 2007.

*Cancer Information and Support Service*, St John of God Hospital Oncology Day Centre, Geelong August 2007.

*Cancer Information and Support Service*, St John of God Oncology Ward, Geelong August 2007.

*Cancer Information and Support Service*, Breacan, Melbourne, August 2007.

*Cancer Information and Support Service*, Southern Melbourne Integrated Cancer Service (SMICS), Bentleigh, September 2007.

*Cancer Information and Support Service*, La Trobe Regional Hospital, Traralgon, September 2007.

*Cancer Information and Support Service*, Health Professional Conference, Lakes Entrance, September 2007.

*Cancer Information and Support Service*, Western and Central Melbourne Integrated Cancer Service, Parkville, September 2007

*Cancer Information and Support Service*, VCOG Sarcoma Group meeting, The Cancer Council Victoria, Carlton, October 2007.

*Cancer Information and Support Service*, Melanoma and Skin Cancer, Andrew Love Cancer Centre, Geelong, October 2007.

*Cancer Information and Support Service*, Monash Hospital, Clayton, October 2007.

*Cancer Information and Support Service*, Royal Melbourne Hospital, Parkville October 2007.

*Cancer Information and Support Service*, Victorian Aboriginal Community Controlled Health Organisation (VACCHO), Melbourne, November 2007.

*Cancer Information and Support Service*, Southern Melbourne Integrated Cancer Service (SMICS), Melbourne, November 2007.

*Cancer Information and Support Service*, Southern Melbourne Integrated Cancer Service (SMICS), Bentleigh, November 2007.

*Cancer Information and Support Service*, Australian Practice Nurses Association (APNA), Melbourne, November 2007.



*Cancer Information and Support Service*, International Medical Graduates, South Melbourne, November 2007.

### GIOVANNA RACO

*Cancer Information and Support Service*, Springthorpe Retirement Village, Macleod, May 2007.

*Cancer Information and Support Service*, Italian Social Club, Brunswick, June 2007.

### TINA THOMAS

*Cancer Information and Support Service*, Masonic Lodge conference, Keysborough, July 2007.

*Sexual function and cancer*, The 4 C's Cancer Support Group, Eltham, August 2007.

*Cancer Information and Support Service*, Upper Kiewa Valley Cancer Support Group launch, Mt Beauty, September 2007.

*Cancer Information and Support Service*, Shepparton Cancer Support Group, Shepparton, September 2007.

*Dealing with Loss and Grief*, The Cancer Council Victoria staff in-service, Carlton, September 2007.

*Cancer Information and Support Service*, Cohuna Health Expo, Cohuna, September 2007.

*Cancer Information and Support Service*, Corner Inlet chat group, Foster, October 2007.

*Cancer Information and Support Service*, Bunyip Cancer Support Group, Bunyip, October 2007.

*Living Well with Cancer Education Program*, Hereditary Non-Polyposis Colorectal Cancer (HNPCC) family information day, Carlton, October 2007.

*Helping each other: improving communication in support groups*, Korumburra Cancer Support Group, Korumburra, October 2007.

*Maintaining a relationship after a diagnosis of prostate cancer*, Bayside Prostate Cancer Carers forum, Bentleigh, October 2007.

*Cancer Information and Support Service*, Kilmore Cancer Support Group Launch, Kilmore, November 2007.

*Cancer Information and Support Service*, Frankston/Peninsula Cancer Support Group, Frankston, November 2007.

*Men's health: Dealing with a diagnosis of cancer*, Portland Rural Health, Heywood, November 2007.

*Men's health: Dealing with a diagnosis of cancer*, Portland Rural Health, Nelson, November 2007.

*Role of support groups*, Victorian and Tasmanian Prostate Cancer Foundation of Australia (PCFA) conference, Carlton, November 2007.

*Cancer Information and Support Service*, Wangaratta Cancer Support Group launch, Wangaratta, November 2007.

*Dealing with loss and grief*, Immanuel Health Services, Brunswick East, December 2007.

*Helping each other: improving communication in support groups*, Shepparton Prostate Cancer Support Group, Shepparton, December 2007.

### KATE WAKELIN

*Dealing with loss and grief*, The Cancer Council Victoria staff in-service, Carlton, September 2007.

*Cancer Information and Support Service and How to help a friend or colleague with cancer*, Angliss Hospital, Ferntree Gully, June 2007.

*Lung Cancer*, The Alfred Lung Health Promotion Centre, Prahran, June 2007.

*Sexual function and cancer*, Royal District Nursing Service (RDNS), Prahran, August 2007.

*Cancer Information and Support Service*, Royal District Nursing Service (RDNS), Prahran, August 2007.

*Human Papilloma Virus (HPV) vaccine*, Peter Macallum Cancer Institute, East Melbourne, October 2007.

*Cancer Information and Support Service*, North-West culturally and linguistically diverse (CALD) partnership, Parkville, September 2007.

*Cancer Information and Support Service*, Royal Melbourne Hospital Living with Cancer education program (LWCEP), Parkville, May 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop*, North-East Health, Wangaratta, July 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop*, Cancer Council of Victoria, Carlton, August 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Sexuality Workshop*, North-East Health, Wangaratta, September 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, Albury Wodonga Health Centre, Albury, October 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, North-East Health, Wangaratta, October 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, St John of God Health Care, Ballarat, October 2007.

*Victorian Cancer Clinician Communication Program (VCCCP) Emotional Cues Workshop*, The Cancer Council Victoria, Carlton, October 2007.

### TRISH WATERS

*Dealing with loss and grief*, Living with Cancer education facilitators, Carlton, March 2007.

*Cancer Information and Support Service and Cancer Connect* presentation, Bayside prostate support group, Cheltenham, May 2007.

*Survivorship*, Ringwood Private Hospital, Ringwood, June 2007.

*Cancer Support Group Facilitation*, YMCA Encore, Sydney, June 2007.

*Cancer Information and Support Service and Cancer Connect* presentation, Ringwood Community Church, Ringwood, August 2007.

## NETWORKING AND PROFESSIONAL ASSOCIATIONS

### DOREEN AKKERMAN

Member of the Order of Australia, General Division  
Helen Macpherson Smith Trust Fellow

Board Member, International Cancer Information Service Group



Member, The International Society for Sexuality and Cancer  
 Member, Advisory group for The Cancer Council Victoria PROSPECT Study  
 Member, Victorian Association of Telephone Support Services

#### ANNIE DEVINE

Member, Clinical Oncology Society of Australia  
 Member, Cancer Nurses Society of Australia  
 Member, Australian Nurses Federation  
 Member, Nurses Board of Victoria

#### SUZI GROGAN

Member, International Cancer Information Service Group  
 Member, Clinical Oncology Society of Australia

#### KARENA HANLON

Member, Cancer Nurses Society of Australia  
 Member, Australasian Gastro-Intestinal Trials Group  
 Member, Australian Nurses Federation  
 Member, Clinical Oncology Society of Australia  
 Member, Nurses Board of Victoria

#### SUE HEGARTY

Member, Psycho-Oncology Co-operative Research Group  
 Member, Cancer Nurses Society of Australia  
 Member, Nurses Board of Victoria

#### AMANDA HORDERN

Member, NBOCC Survivorship Advisory Group  
 Member of Executive Committee Palliative Care Nurses Special Interest Group  
 Member, National Education Framework Cancer Nursing – Clinical Reviewer  
 Member of the Psycho-Oncology Co-operative Research Group of the Victorian Cooperative Oncology Group

Member of the Palliative Care Co-operative Research Group of the Victorian Cooperative Oncology Group

Member, Cancer Nurses Society of Australia

Member, Advisory group for The Cancer Council Victoria PROSPECT Study

Member, National Reference group Respecting Patient Choices

Cancer Australia Collaborative Cancer Support Networks project leader for The Cancer Council Victoria

Member, Victorian Cancer Clinician Communication Program expert advisor panel

Member, Editorial Board Clinical Updates in Breast Cancer, Astra Zeneca.

Member, Judging Panel Astra Zeneca Breast Cancer Care Award

Member, Expert panel NHMRC Draft intervention protocol: In-patient carer program.

#### MICHAEL JEFFORD

Councillor of the Specialist Medical Review Council (Commonwealth of Australia)

Senior Lecturer, Department of Medicine, University of Melbourne

Member, Oncology Standing Committee, University of Melbourne

Subject coordinator for University of Melbourne Specialist Certificate in Clinical Research, Oncology

Chair, Specialist Advisory Committee in Medical Oncology, Royal Australasian College of Physicians (RACP)

Committee member, Specialist Advisory Committee in Palliative Medicine, RACP

Member of the Executive Committee of the Victorian Cooperative Oncology Group

Member, Executive Committee and Scientific Advisory Committee, Psycho-Oncology Co-operative Research Group

Member, State Accreditation Committee, BreastScreen Victoria

Steering Committee  
 Member, Molecular Medicine Informatics Model, Bio21

Member, American Society of Clinical Oncology

Member, European Society for Medical Oncology

Member, Clinical Oncological Society of Australia

Member, Australasian Gastro-Intestinal Trials Group

Member, International Psycho-Oncology Society

Member, International Cancer Information Service Group

Member, Medico-Legal Society of Victoria

Member, Cancer Trials Australia GI cancer trials group

#### ROBYN METCALFE

Member, Nurses Board of Victoria

Member, Victorian Co-operative Oncology Group (VCOG) Urology Group

Member, Victorian Co-operative Oncology Group (VCOG) Sarcoma Group

Member, Victorian Co-operative Oncology Group (VCOG) Head and Neck Group

Member, Australian Prostate Cancer Collaboration (APCC) Ask Andy Evaluation Group

#### GIOVANNA RACO

Member, Nurses Board of Victoria

Member, Australian Nursing Federation

#### DANIELLE RICKARD

Member, Clinical Oncology Society of Australia

Member, Cancer Nurses Society of Australia

Member, Australian Nurses Federation

Member, Nurses Board of Tasmania

Member, Nurses Board of Victoria



**KATE WAKELIN**

Member, Nurses Board of Victoria

Member, Cancer Nurses Society of Victoria

Member, Clinical Oncology Society of Australia

Member, Royal College of Nursing

Member, Psycho-Oncology Co-operative Research Group

**TRISH WATERS**

Member, National Association of Loss and Grief

Member, Victorian Oncology Social Work Group

Member, Volunteer Managers – City Network

Member, The Australian Centre for Grief and Bereavement

**CISS PUBLICATIONS**

**Information for people affected by cancer**

- *Bladder cancer* (update)
- *Cancer of the uterus* (update)
- *Coping with breathlessness* (new)
- *Life after cancer: a guide for cancer survivors* (new)
- *Mouth, nose and throat cancers* (update)
- *Ovarian cancer* (update)
- *Sexuality and cancer* (update)

**Health professional resources**

*Discussing the transition to palliative care facilitator manual and DVD*

*Eliciting and responding to emotional cues facilitator manual and DVD*

*Oncosexological expertise: Added value for oncology? DVD*

**Corporate resources**

*Cancer Information and Support Services 2006 Annual Report*

**Newsletters**

*Cancer Information and Support Newsletter – March 2007*

*Cancer Support News – July 2007*

**RELATIONSHIPS WITH THE CANCER COMMUNITY**

**AUSTRALIAN PROSTATE CANCER COLLABORATION**

The Cancer Council supports the Australian Prostate Cancer Collaboration by providing prostate cancer nurses to answer Ask Andy questions submitted by prostate cancer patients and their families on the Lions Australia Prostate Cancer Website.

Cancer nurses Giovanna Raco and Sally Anderson co-managed answering the questions submitted to Ask Andy. In 2007, they responded to 220 enquiries.

**PETER MACCALLUM CANCER CENTRE**

The Cancer Council collaborated with the Peter MacCallum Cancer Centre to launch two new resources: *Life after cancer: a guide for cancer survivors*, the first booklet of its kind in Australia, and a DVD titled *Just take it day to day: A guide to surviving life after cancer*.

**ONTRAC@PETERMAC**

The Cancer Council Victoria provided \$12,000 to onTrac@PeterMac to fund the development of a diary for adolescents and young adults with cancer.

**BREACAN**

Through the Think Pink Foundation, The Cancer Council Victoria provided \$19,000 to BreaCan to fund the development of *Young Women Talking*, a DVD exploring the issues affecting young women living with breast cancer.

The DVD, with supplementary booklet, features the personal stories of four inspiring women. Joanne, Mary N, Rita and Mary M were all diagnosed with breast cancer in their early 30's. The women reflect on their experiences and provide insight into how they have learnt to live with breast cancer.

**AVATAR**

The Cancer Council Victoria provided \$19,000 to Avatar to expand their holistic support for patients to cope with cancer through music therapy. The opera *Avatar* was produced and won many awards.

**THE PICCHI BROTHERS FOUNDATION INC**

The Cancer Council collaborated with the Picchi Brothers to develop, launch and distribute *A Helping Hand* DVD for cancer patients, their family and friends.



# acknowledgements

## ADVISORY PANEL

Thank you to the following members of our Advisory Panel who volunteer their time to provide expert advice on the clinical aspects of cancer information and support services:

Mr John ANSTEE  
Associate Professor David BALL  
Dr David BLAKELY  
Professor Henry BURGER  
Dr W. Ivon BURNS  
Professor Jonathon CEBON  
Dr Lawrence CHER  
Mr Neil COLLIER  
Associate Professor John COLLINS  
Mr Bruce DAVIS  
Mr Arthur DAY  
Dr Kate DRUMMOND  
Dr Roslyn DRUMMOND  
Mr Chip FARMER  
Mr Brian FLEMING  
Dr Paul FRASER  
Professor John FUNDER  
Dr Graham GILES  
Mr Jeremy GOAD  
Dr Gregory GOODMAN  
Associate Professor Michael GREEN  
Dr Stewart HART  
Associate Professor Michael HENDERSON  
Professor John HOPPER  
Dr Peter HUGHES  
Dr Michael JEFFORD  
Professor Andrew KAYE  
Associate Professor John KELLY  
Mr Paul KITCHEN  
Mr Simon LAURIE  
Professor Finlay MACRAE  
Professor Robin MARKS  
Professor Donald MARSHALL  
Dr Brian McDONALD  
Mr Ian McINNES  
Dr Robert McLACHLAN  
Mr John McLEISH

Associate Professor Paul MITCHELL  
Dr Robin MURRAY  
Miss Suzanne NEIL  
Professor Paul O'BRIEN  
Mr Campbell PENFOLD  
Dr Maria PISASALE  
Professor Michael QUINN  
Associate Professor Gary RICHARDSON  
Mrs Gwenda ROBERTS  
Professor Mark ROSENTHAL  
Mr Colin ROY  
Associate Max SCHWARTZ  
Mr Ross SNOW  
Associate Professor Ray SNYDER  
Mr David SPEAKMAN  
Associate James ST JOHN  
Dr John SULLIVAN  
Professor Jeff SZER  
Dr Jonathon TVERSKY  
Dr Craig UNDERHILL  
Dr Keith WATERS  
Dr Roger WOODRUFF  
Professor John ZALCBERG

## OTHER CLINICIANS

Thank you to the following clinicians and other health professionals who also volunteered their time to provide expert advice on the clinical aspects of cancer information:

Alison CAMPBELL  
Mary DUFFY  
Jacqui FROWEN  
Jane HOY  
Mr Stephen KLEID  
Dr Jeremy MILLAR  
Dr Deborah NEESHAM  
Dr Keen Hun Tai  
Leanne WEBB

## PROSTATE CANCER CALL-IN

The annual Prostate Cancer Call-in was held on 13 September at The Cancer Council Victoria. Prostate cancer is now the most common cancer diagnosed in Victoria, with more than 3,800

men diagnosed each year. This important event provided men and their families with the unique opportunity to phone the Cancer Council Helpline on 13 11 20 and speak to experts in the field.

We would like to thank the following medical and health professionals for their time and support:

Dr Sue BURNEY  
Associate Professor Ian DAVIS  
Dr Farshad FAROUDI  
Dr Tsien FUA  
Dr Mario GUERRIERI  
Dr Michael JEFFORD  
Ms Kate KAEGI  
Ms Mary LEAHY  
Mr Michael SAPURMAS  
Ms Kath SCHUBACH  
Dr Alex TAN  
Dr Amy TEAY  
Ms Jeanne TIE

Their commitment gave men and their families the opportunity to call the Cancer Council Helpline and have questions answered about risk factors, early detection, treatment and support from the privacy of their own home.

We also thank Cancer Connect volunteer Chris Ryan who gave callers the opportunity to talk to someone who had been through a similar experience.

## THINK PINK FOUNDATION

The Think Pink Foundation is an ongoing advocate and supporter of The Cancer Council Victoria. Every year, they host the Think Pink Ball to raise money so the Cancer Council can provide specialised practical support to women with breast cancer.

A record \$250,000 was raised at the 2007 Think Pink Ball. This money provided welfare grants to hundreds of breast cancer patients experiencing financial difficulties, trained several breast care nurses in regional Victorian hospitals and funded the development of resources such as the *Young Women Talking DVD* for young women with breast cancer.

We extend an enormous thank you to Irene Hendel and the Think Pink Foundation for their ongoing support. We know the wonderful difference these support services make to women affected by breast cancer and are eternally grateful for the foundation's ongoing dedication.

## CORPORATE DONATIONS

We thank the following businesses, who made financial contributions to our work in 2007

### Mobil

\$23,000  
Cancer Information Sheets



\$25,000  
Victorian Cancer Clinicians  
Communication Program  
(VCCCP)

**Cancer  
Council  
Helpline  
13 11 20**  
[www.  
cancervic.  
org.au](http://www.cancervic.org.au)