



Cancer Information and Support Service 2016 Key Achievements

Our specialist cancer nurses provided information by way of **10,636 phone calls and emails** through 13 11 20 and askanurse@cancervic.org.au services.

One-on-one telephone delivered peer support was provided by **105 trained volunteers across 39 cancer types to 514 people** affected by cancer.

Cancer Council Victoria recognised **121 face-to-face support groups**.

We fitted and loaned wigs to **203 people experiencing hair loss** due to cancer treatment.

Holiday breaks were provided to **114 cancer patients and their families**.

We collaborated with 84 health organisations to provide **\$250,000 of financial assistance to 1325 people** experiencing hardship as a result of their cancer diagnosis.

146 health professionals were supported in the facilitation of **47 education programs** across Victoria to help reduce the impact of cancer for **583 patients, their families and friends**.

664 health professionals, support staff and GPs participated in 83 experiential workshops to enhance skills in effective communication with cancer patients.

Our network of volunteer lawyers, small business accountants and HR professionals provided **free advice to 737 people over 859 issues** related to a cancer diagnosis.

We received over **1,828,800 webpage visits** for reliable cancer information and support, accounting for a 15% increase in pageviews and a 65% increase in downloaded resources.

251,890 free cancer information booklets, factsheets and brochures were distributed throughout Victoria.

Our 13 11 20 oncology nurses delivered **414 nutrition and physical activity coaching calls to survivors** resulting in behaviour change for healthier lifestyles.

186 people received free telephone based counselling delivered by clinical psychologists through a new partnership with Cancer Council Queensland.

596 people registered for two education webinars featuring how to look after yourself when supporting someone with cancer and clinician communication skills for optimal care.

Our team contributed **15 conference abstracts and 6 peer reviewed manuscripts** to disseminate new evidence for best practice supportive care in cancer.

- Our survivorship and cancer education programs utilised telehealth to increase access to programs and support for clinical partners across Victoria.
- We supported student placements from disciplines of Medicine, Nursing, Business and Economics in their workforce development, resulting in new information resources and research evidence to inform public health policy.
- Delegates representing 22 universities, 22 hospitals and 17 organisations attended our inaugural Teaching Communication in Healthcare conference hosted in partnership with the European Association of Communication in Healthcare and the Department of Health and Human Services.
- A model of education and support for GPs delivered by Cancer Council Victoria nurses was recognised by a Victorian Public Healthcare Award, a project led by Western Health and The University of Melbourne. This model will now be used to support the implementation of *Optimal Care Pathways* in primary care.



How we help

Empowering Victorians affected by cancer with free, trusted information and support in 2016

