



**Cancer  
Council**

# **Cancer Education Programs**

## **2018 Year in Review**

Living with Cancer Education Program  
Wellness and Life After Cancer

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## **Enquiries**

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# Cancer Education Programs 2018 Year in Review

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# Cancer Council Victoria

Cancer Council Victoria is a non-profit cancer organisation dedicated to world leading cancer research, prevention and support.

**Our mission is to prevent cancer, empower patients and save lives.**

Since our establishment in 1936, we have developed an international reputation for innovative work in cancer research, prevention and support. Cancer Council Victoria offers a range of free programs and services to improve the quality of life for all Victorians affected by cancer. We understand a cancer diagnosis can affect relationships with family, friends, and the workplace. We are here to provide reliable information, practical and emotional support.

- **Cancer Council Victoria 13 11 20 nurses** provide practical information and support to more than 11,500 Victorians and respond to questions by many health professionals annually. For information and support call a cancer nurse on 13 11 20, Monday to Friday. In your own language call 13 14 50. Email: [askanurse@cancervic.org.au](mailto:askanurse@cancervic.org.au)
- **The Financial Assistance Program** provides financial support and refers people from across the state into the pro-bono programs. These include legal, financial and workplace advice services.
- **The Holiday Break Program** enables Victorians to enjoy a short break away from their home environment.
- **The Cancer Council Victoria Wig Service** has this year developed short videos to help women with styling and wearing a headscarf.
- **Through the Victorian Cancer Clinicians Communication Program**, clinicians attend workshops to assist with enhancing communication skills.
- **Cancer Support Groups** provide an opportunity for people to meet for discussions in an emotionally supportive environment.
- **Cancer Connect** volunteers provide support to those affected by cancer through phone calls and sharing their own experience.





## Behind the scenes with Chelsey

13 11 20 cancer nurse

**How did you get involved in cancer care? Tell us about your other nursing experience.**

After completing my Graduate Nurse year at Peter MacCallum, I enjoyed working with adolescents and young adults diagnosed with sarcoma. It was after moving to Darwin that I became connected with Cancer Council coordinating their Cancer Information and Support Service and working as a Cancer Support Nurse for people affected by cancer. Returning to Melbourne has seen me join the 13 11 20 team in Victoria.

**Describe a typical day at Cancer Council Victoria.**

I receive emails and phone calls from people diagnosed with cancer, carers and loved ones, friends and health professionals. There are many reasons people contact us. It can range from seeking emotional or practical support, to accessing resources and information about support services, treatment and cancer prevention.

**Do you receive many calls from people who don't know where to turn?**

Yes, definitely. Many people feel overwhelmed during cancer treatment, or whilst caring for a loved one with cancer. People often call us without knowing how we might be able to support them during such a difficult time. Being able to talk to an experienced cancer nurse about their situation can help them process information and better understand their emotions.

**How would you talk to them about connecting with others?**

We can offer a range of services to help people connect with others that may be either going, or have gone, through a similar experience. There is a telephone peer-support service to speak to someone who 'has been there before'. I often talk about what local support groups might be available and appropriate for them and there is an online community if they do not have access to a face-to-face group or prefer other options. Linking callers with these services can help reduce feelings of isolation and enhance self-care, a sense of self and belonging, at what can otherwise be a very difficult time.

# Cancer Education Programs (CEP)

Cancer Education Programs are delivered by health professionals working with those affected by cancer who are trained as facilitators by Cancer Council Victoria and supported by their health service. There are currently 189 trained facilitators of the Cancer Education Programs across 70 Victorian Health Services.

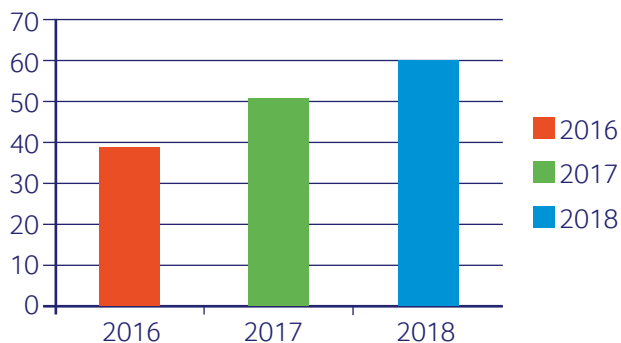
**Living with Cancer Education Program (LWCEP):** Empowers those affected by cancer who are currently undergoing oncology treatments with useful skills and helpful information. The program consists of presentations on relevant topics, delivered by health professionals within the health service to participants with different cancers.

**Wellness and Life after Cancer (WALAC):** Enables those who have completed their initial treatment and are moving into survivorship. It helps participants to build resilience and increase capacity to self-manage their own health and wellbeing.

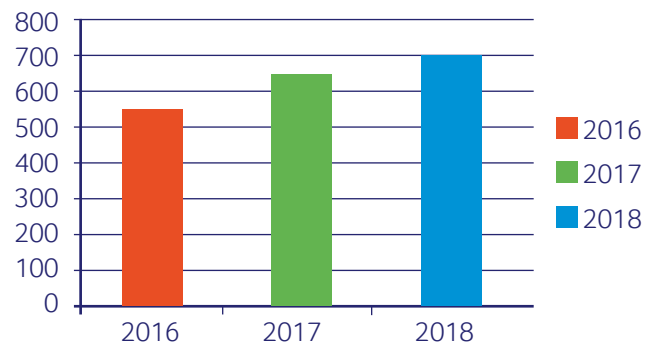
## Program Delivery

With the development of WALAC, tumour specific programs and project work, program delivery has increased over the past three years. In 2018, 60 programs were delivered by 78 active program facilitators across 27 health services to over 700 participants.

### Programs



### Participants



**“The nurse’s talk on support during chemotherapy was the most useful part of the program.”**

– LWCEP participant

**“Being in a group and being able to share was the best part of the day. It was great to hear people with similar problems and how they overcome them. I received encouragement to keep going ... it is normal.”**

– WALAC survivorship project participant.

# Victorian Integrated Cancer Services

Integrated Cancer Services (ICS) support regional and metropolitan health services across Victoria delivering Cancer Education Programs.

Collaboration with and support by each of the ICS in the local region has enabled program delivery to achieve successful outcomes. With existing systems, networks and IT infrastructure, ICS are well placed to enable the implementation of new and local program delivery options.



## LMICS

**4 Health services**  
**6 Facilitators delivered:**  
 2 LWCEP programs  
 7 WALAC programs

## Hume RICS

**5 Health Services**  
**16 Facilitators delivered:**  
 1 LWCEP program  
 8 WALAC programs

## SMICS

**6 Health Services**  
**12 Facilitators delivered:**  
 9 LWCEP programs  
 3 WALAC programs

## GICS

**5 Health services**  
**14 Facilitators delivered:**  
 1 LWCEP program  
 9 WALAC programs

## NEMICS

**3 Health Services**  
**8 Facilitators delivered:**  
 5 LWCEP programs  
 4 WALAC programs

## GRICS

**3 Health Services**  
**10 Facilitators delivered:**  
 5 LWCEP programs  
 1 WALAC program

## BSWRICS

**3 Health services**  
**4 Facilitators delivered:**  
 4 WALAC programs

## WCMICS

**1 Health Service**  
**3 Facilitators delivered:**  
 2 WALAC programs

- Barwon Southwest Region Integrated Cancer Service (BSWRICS)
- Gippsland Integrated Cancer Service (GRICS)
- Grampians Integrated Cancer Services (GICS)
- Hume Region Integrated Cancer Services (Hume RICS)
- Loddon Mallee Integrated Cancer Service (LMICS)
- North Eastern Metropolitan Integrated Cancer Service (NEMICS)
- Southern Metropolitan Integrated Cancer Service (SMICS)
- Western Central Metropolitan Integrated Cancer Service (WCMICS)

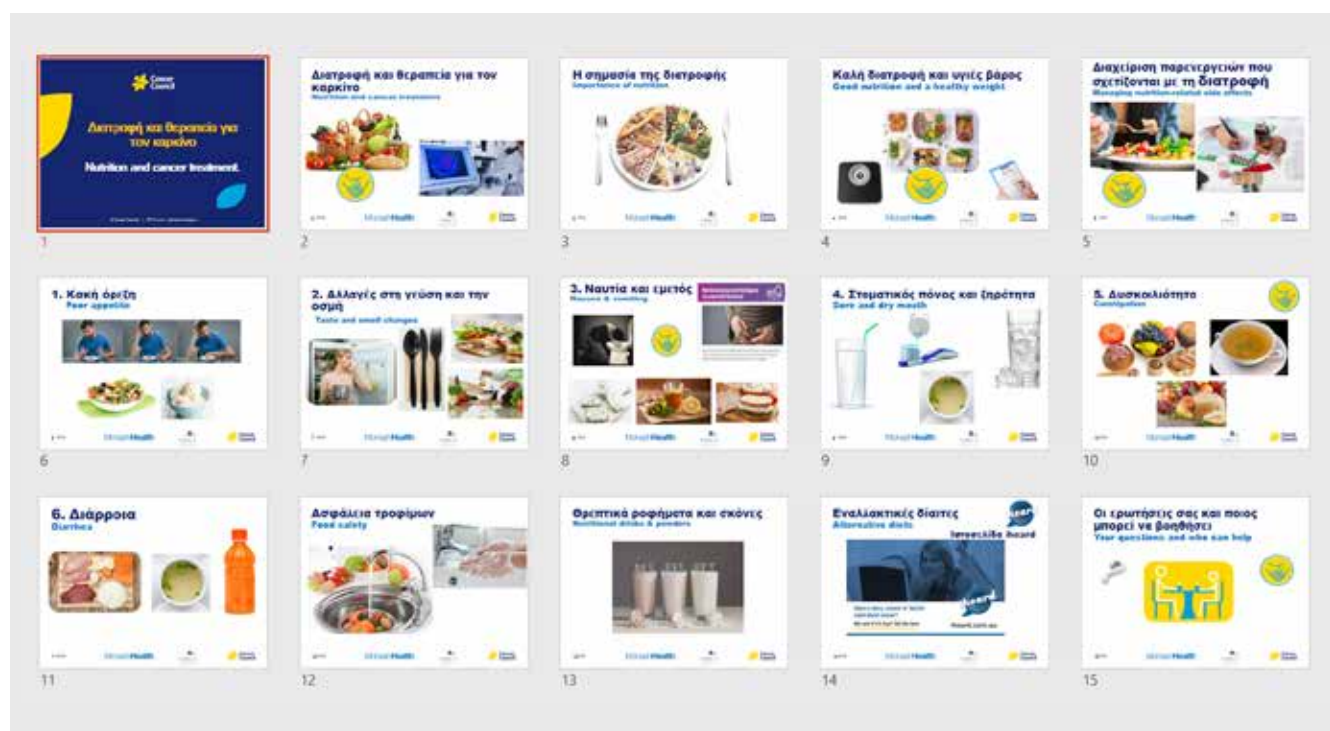
# 2018 Cancer Education Program Projects

## Living with Cancer Education – Greek Community Program

The LWCEP Greek community program was developed in partnership between Cancer Council Victoria, SMICS and Monash Health. With SMICS funding, the opportunity arose to redesign the LWCEP as a bilingual program to meet local needs. This model can be adapted to different cultural or language groups.

The program development started with collecting data relating to patients' preferred languages. As a next step, a focus group discussed the type of information that may be valuable for the program. Based on the data and responses, a gap analysis report identified areas for program development. This led to adapting and translating program material to suit the needs of the Greek community.

The pilot program ran in July, facilitated by June Savva and Linda Marshall (Monash Health) and Jane Auchettl (Cancer Council Victoria). Interpreters and bilingual facilitators assisted to deliver the program content to 17 patients and family members attending on the day.



### Feedback:

**“The interpreters helped me understand more things.”**

– Participant

**“Everything I heard was very useful and thank you for everything.”**

– Participant.

Three referrals for further support were made via 13 11 20 from family members of participants. These included a daughter who shared that for the first time her mum spoke freely to her about her cancer diagnosis after attending the program.





## Telehealth for supportive survivorship care project

From 2016-2018, the Department of Health and Human Services funded a Cancer Council Victoria, Hume and Grampians Integrated Cancer Services project to pilot a new model of survivorship care.

Eight education and exercise programs ran during the project across five rural and regional health services. All programs ran for eight weeks each and all education sessions were delivered using telehealth.

Facilitator Carmel O’Kane said the program offered a valuable experience for people with cancer.

“It is important that everyone exercises because it improves survival by 10 to 15 per cent and we teach them to do it safely. Those participating absolutely loved it. It’s the perfect combination of exercise and education,” she said (Wimmera Mail Times).

The approach to embed the program into existing workforce structures,

and increase regional capacity and health care professionals collaborative relationship across the region, has been a success. Telehealth has been an effective enabler to the provision of access to and the quality of survivorship education to participants from regional Victoria close to home.

### Roger’s story:

#### Why did you attend the program?

I was hoping to get something to help my fatigue. Some mornings I would feel depressed and I was hoping to find something to help.

#### What have been the outcomes for you as a participant of the program?

The program has helped me manage my fatigue a lot better, I can make my bed now! I also really valued the comradery with others involved in the program, they provided you encouragement.

I do physical activity regularly – I bought a rubberised material band, the same we used in class to stretch and I use this nearly every day. I also now go walking for 30-40 mins 2-3 times a week. I found this physical activity really helped with my fatigue and weight gain.

#### Is there anything additional you would like to add?

I really liked the ability to set goals to do and achieve. Mine was to get back to mowing lawns and I have done it four times now! Having the goals written down really set your incentive.



# CEP Facilitator Portal

## New resources

The CEP facilitator portal is the central hub for up-to-date program resources and planning tools. In 2018, over fifty resources were reviewed or developed to meet facilitator and participant needs.

## Topics / Forms

Topic	LWCEP	WALAC	Presentation	Information sheet	Video
Participant registration form	✓	✓			
Participant evaluation form	✓	✓			
Foot health	✓	✓	✓	✓	2019
Medications	✓				
Complementary Therapies	✓	✓	✓	✓	2019
WALAC Eight Week Program		✓	✓	✓	2019
Your GP and long term health		✓	✓	✓	2019
Your bone health		✓	✓	✓	2019
Physical Activity & Exercise		✓	✓	✓	2019

## Video Library



Simple suggestions for incorporating high energy, high protein foods.  
Video length: 1 minute or 5 minutes.  
Programs: LWCEP and WALAC



Tutorial of iheard, a website created to dispel the many myths and fanciful claims about cancer.  
Video length: one minute  
Programs: LWCEP and WALAC

## Words from a facilitator

**“Cancer Education Programs are an opportunity to have health professionals provide specific information relevant in a more informal, small group environment. They also provide the opportunity for people to connect with others who are going through a similar situation away from the busyness of the clinical space.**

**The challenges are trying to get continued engagement from external stakeholders to make referrals to the program as well as engagement with people during treatment. The highlight has been the conversations people have when they attend the programs and feedback with how beneficial they were. Also, the very first LWCEP I facilitated, the group exchanged contact details and for 12 months afterwards the group regularly met for dinner.”**

– Sue Bartlett Cancer Nurse Coordinator LMICS

# 2019 Calendar of events

Date	Activity	Location
March 20 & 21	LWCEP Facilitator Training	Cancer Council Victoria
April 2 & 3	WALAC Facilitator Training	Cancer Council Victoria
May TBC	Regional Facilitator Training	Region TBC
June 25	Facilitator Masterclass	Cancer Council Victoria+ VC
August 29	Facilitator Masterclass	Cancer Council Victoria + VC
October	Regional Facilitator Training	Region TBC
November 22	Facilitator Showcase	Cancer Council Victoria

## Facilitator Profile.

Sharna Purcell, Cancer Link Nurse Southwest Healthcare.

### Briefly describe your role

Cancer Link Nurse (Clinical Nurse Consultant) provides emotional support and education to patients who have a cancer diagnosis in Warrnambool and surrounds during diagnosis, treatment and into survivorship.

### When and why did you become involved in the Cancer Education Programs?

I completed LWCEP facilitator training in 2015 and WALAC in 2016. To me it was absolutely essential to my role to complete the training and hold the program locally, especially in a regional area where these opportunities are not always available to patients. As a busy clinician I saw the benefit of group education as a way to reach a number of patients at the one time. I also felt that partnering with the Cancer Council was an important and significant relationship for our organisation.

### What are some of the challenges and highlights of being a program facilitator?

There are challenges but these are far outweighed by the highlights of the program. Challenges I have encountered are coordinating clinicians' availability as guest speakers and managing strong personalities in a group setting. The facilitator training does give you the tools to assist you in managing strong personalities, but there is nothing like the "real thing" to challenge you.

The highlights are many, I find myself on an emotional rollercoaster during a workshop, I have cried and laughed, been shocked and challenged but overall I feel a great privilege in being able to share in a patient's cancer experience and to see them open up to a group and share their most personal feelings. The support they receive from the other participants can be incredible and beautiful to watch, sometimes I feel as though they can continue without me there. Sure, the practical information on diet and exercise is there but it's the emotional growth I see that is the biggest highlight for me and gives me the most satisfaction as a facilitator.

### What are the benefits for you as a health professional for being a program facilitator?

Facilitating the program has improved my public speaking and has helped me learn to manage group dynamics. It has given me experience with administration and event planning and marketing, it has helped with networking and has improved my working relationships with our guest presenters.

**“It was a wonderfully  
helpful program.  
Thank you.”**

– 2018 Program Participant.

 For cancer information  
and support, call  
**13 11 20**

 **Cancer  
Council**

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