

# 2021 Annual Report



**Principal Patron**  
**His Excellency the Honourable Hieu Van Le**  
**AO – Governor of South Australia**

## CONTENTS

### Overview

|             |   |
|-------------|---|
| Our purpose | 3 |
| Our vision  | 3 |
| Our mission | 3 |
| Our values  | 3 |

### Governance

|                         |   |
|-------------------------|---|
| Board members and staff | 4 |
| Chair's report          | 5 |
| Director's report       | 6 |

### Membership and Programs

|                        |   |
|------------------------|---|
| Members                | 7 |
| Services and therapies | 8 |
| Journey to Wellness    | 9 |

### Finance

|                    |    |
|--------------------|----|
| Treasurer's report | 10 |
| Financial summary  | 10 |

### Acknowledgements

|                              |    |
|------------------------------|----|
| Volunteers                   | 11 |
| Business and partner support | 11 |

## Our purpose

Supporting people to navigate their own path towards healing

## Our vision

To be the preferred support service for people affected by cancer

## Our mission

We deliver effective cancer support services that provide people with help, understanding and empowerment

## Our values

- H** Holistic
- O** Open
- P** Professional
- E** Ethical

## Our strategic priorities

Our strategic priorities outline the key activities we are committing to over the next few years, to achieve our goals as an organisation.



### A centre of choice

Increasing the use of our services and our members



### Financially secure

Strengthening our financial position



### Diverse service delivery

Delivering services that meet the need of the wider community



### Building a capable team

Ensuring we have all the resources and skills to deliver for our clients

# Board Members and Staff

The adoption of the Australian Institute of Company Directors (AICD) Not-for-Profit Governance Principles, has provided a standard of governance, and the aim is to achieve good governance over all of its functions.

**The 10 principles include:**

- 1. Purpose and strategy
- 2. Roles and responsibilities
- 3. Board composition
- 4. Board effectiveness
- 5. Risk management
- 6. Accountability and transparency
- 7. Stakeholder engagement
- 8. Conduct and compliance
- 9. Culture.

People appointed to the board are members of the Centre with skills and expertise in a broad range of business, finance, marketing, medical and therapeutic areas. All members of the board are appointed at the Annual General Meeting for a two-year period.

**Board Members**

The following were members of the board during 2020–2021 period:

|                                 |
|---------------------------------|
| Susan Ross, Chair               |
| Arthur Galantomos, Secretary    |
| Justin Piteo, Treasurer         |
| Maryanne Cave, Minute Secretary |
| Anne Marie Halligan             |
| Ian Dobbie                      |
| Ivy Diegmann                    |
| James Speechley-Crowley         |
| Kevin McGee                     |
| Lee Hutton                      |
| Nicole Crawford                 |
| Therese Covington               |

The Board are also involved in the following sub-committees:

|                                 |
|---------------------------------|
| Governance                      |
| Finance                         |
| Marketing & Events              |
| Bienke Foundation               |
| Cherrington Therapeutic Gardens |

**Staff**

For most of the year, Calandra Scott was the sole employee of the Centre, working closely across all aspects of the Centre. After Calandra gave notice in April '21, the Board went through a review of what resources were required to grow the Cancer Care Centre for the future. Resulting in 2 appointments, Lidia Pargaliti as Centre Director and Leah Cronin as Office Administrator, both started in mid-June '21.

## Chair's report – Susan Ross

2020/21 has been a year of massive changes to the lives of all Australians.

I cannot praise highly enough the Board, staff and volunteers of Cancer Care Centre for their work in keeping our clients informed and adapting programs to suit restrictions. This has meant that while there were disruptions to our services, we were able to keep them to a minimum and where possible provide modified services to our clients. We are here today to renew that commitment to serving the needs of our community members; to take stock on the year gone; and to look forward to the year to come.

Our new Strategic Plan 2020–2023 provided the board with a tool to look at the longer-term picture for the Cancer Care Centre and its provision of services to the community. Throughout the year board members were supported by staff and volunteers on a number of sub-committees, these being: Marketing and Events, Governance, Beinke Memorial Fund, Cherrington Therapeutic Community Garden.

Our organisational values of Holistic Open Professional Ethical were put to the test. In particular, agility was embraced by all as we learnt to work from home and adopt new methods of communication and new technology. We were challenged to find different ways to foster a deep sense of belonging, be this through email, phone call, virtual meeting, or a chat over a neighbour's fence. At all times, integrity was front of mind as the board had to make some tough decisions on location, services, and appointment of new staff.

During the year the Centre engaged with over 153 people, who attended more than 638 services, programs, therapies or activities.

I would like to acknowledge the work of all our volunteers, therapists, counsellors, and the board who have maintained their commitment to the care of clients and their attention to the efficient operation of the Centre.

The Board made some hard decisions throughout the year that impacted on its budget. In particular, the relocation of the Centre into a commercially rented property, and the appointment of new staff to the Centre.

Calandra Scott Centre Manager for over three years tendered her resignation to the Board early in the year. Commencing in 2018 she worked to ensure the Centre ran smoothly, expanded the range of services engaged many new volunteers. The Board identified a need to change the staffing arrangements at the Centre to meet the challenges of ensuring that the Cancer Care Centre provides a relevant service with a future focus.

The Board appointed Lidia Pargaliti as the Cancer Care Centre Director and Leah Cronin as Administration Officer in mid-June. Both Lidia and Leah come from diverse work backgrounds, bring extensive skills and experience within a wide range of business areas and the not-for-profit sector. The Board looks forward to working with Lidia and Leah over the upcoming months.

Never has it been more apparent how vital our mission is to reduce the burden of cancer for those not only living with this disease, but through a global pandemic as well. To ensure that the Centre provides services that respond to our members needs, we undertook a Members Survey "Your Voice". Results of this survey identified that 93% of members agreed that our services have helped them with their experience with cancer. 98% of members stated based on their experience the services offered by Cancer Care Centre to be more than satisfied to excellent. The full outcomes of this survey will provide valuable information on future activities and services.

While this certainly wasn't the year I had envisioned in the role of Chair, I can say that it gave me a clear insight into the commitment of Cancer Care Centre staff, board, volunteers, counsellors therapists and supporters.

I would like to extend my heartfelt thanks to all board members, volunteers and partners for their contributions throughout the year. Due to the dedication, selflessness and generosity of many, we were able to continue supporting South Australians impacted by cancer throughout 2020–21.

Thank you again, you have given the gift of hope to many South Australian's during the most trying times of their lives.

Susan Ross  
Chair

## Director's report – Lidia Pargaliti

Throughout the year the Centre offered a range of services, therapies, programs and workshops which responded to demand by our members within the community.

During the year 1442 attendance were recorded with the Centre engaging over 153 members, who attended more than 638 activities.

Group support services are offered free or with a small fee and tailored to a broad range of member's needs. Our core services offered throughout the year included:

Services and therapies continued the year with Acupuncture, Art Therapy, Massage, Reiki and meditation being highly sought-after.

Therapies offered were Counselling, Meditation, Men's Support Group, Women's Support Group and Young Women's Support Group.

Courses Art Therapy, Be Well Plan, Beinke Memorial Retreat Day, Gardening Open Day, Hero's Journey, Journey to Wellness, Juicing, Mindfulness, Seeds for Health.

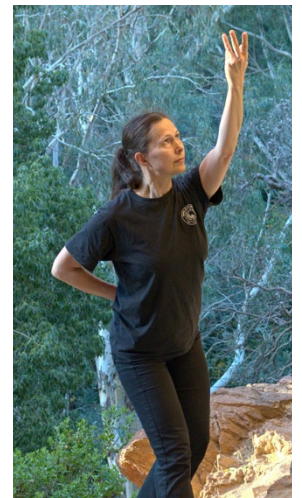
Volunteers also provided Pathway's interviews where members were able to devise a healing plan appropriate to you and your personal cancer journey.

'What's Your Story' biography service was introduced during the past year. The Cancer Care Centre has developed and now provides this service. A biography offers a way of capturing the world of the individual as he/she has experienced and continues to experience their life journey. Nationally, many hospitals and healthcare providers offer biography services to their patients/clients as it is widely believed that the process of the telling of a life story improves psychological and spiritual well-being for the individual.

Over the year the Centre identified several volunteers to undertake this service. On completion six sessions, the client will receive two bound copies of their story plus a copy on USB.

We continue to develop and introduce new and varied courses and therapies that meet the changing needs of our members. 2020/21 has proven that Covid restrictions have played a big part in our ability to fund raise, together with having to move into a commercial premise has had a toll on our results for the past year. Despite all our efforts, 2021/22 looks to be a just as challenging, if not more, however, we are continuously working through all the options to reverse future deficits, and to ensure the same high-quality services are given to our members.

Lidia Pargaliti  
Director

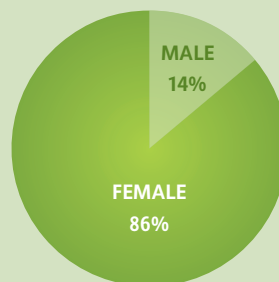




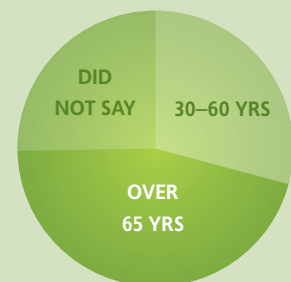
## Members

**Total Members** 311  
**Paid Members** 278  
**Life Members** 33

GENDER



AGE



### Results are in – Your Voice survey

**33%** of members responded

**93%** say Cancer Care Centre have helped with their experience with cancer

**98%** were more than satisfied with the services experienced

**7%** are interested in seminars and talks on cancer related topics

**3%** were disappointed in delays to some services

Members overwhelmingly value their CCC membership.

**Average ranking of 4.5 stars**

### Quotes from members from our survey

"The best support I have found so far in terms of dealing with the cancer"

"Made such a difference to my journey since discovering CCC. I wish I had learnt about it earlier"

"Wonder Service"

"I have enjoyed every experience at the Cancer Care Centre"

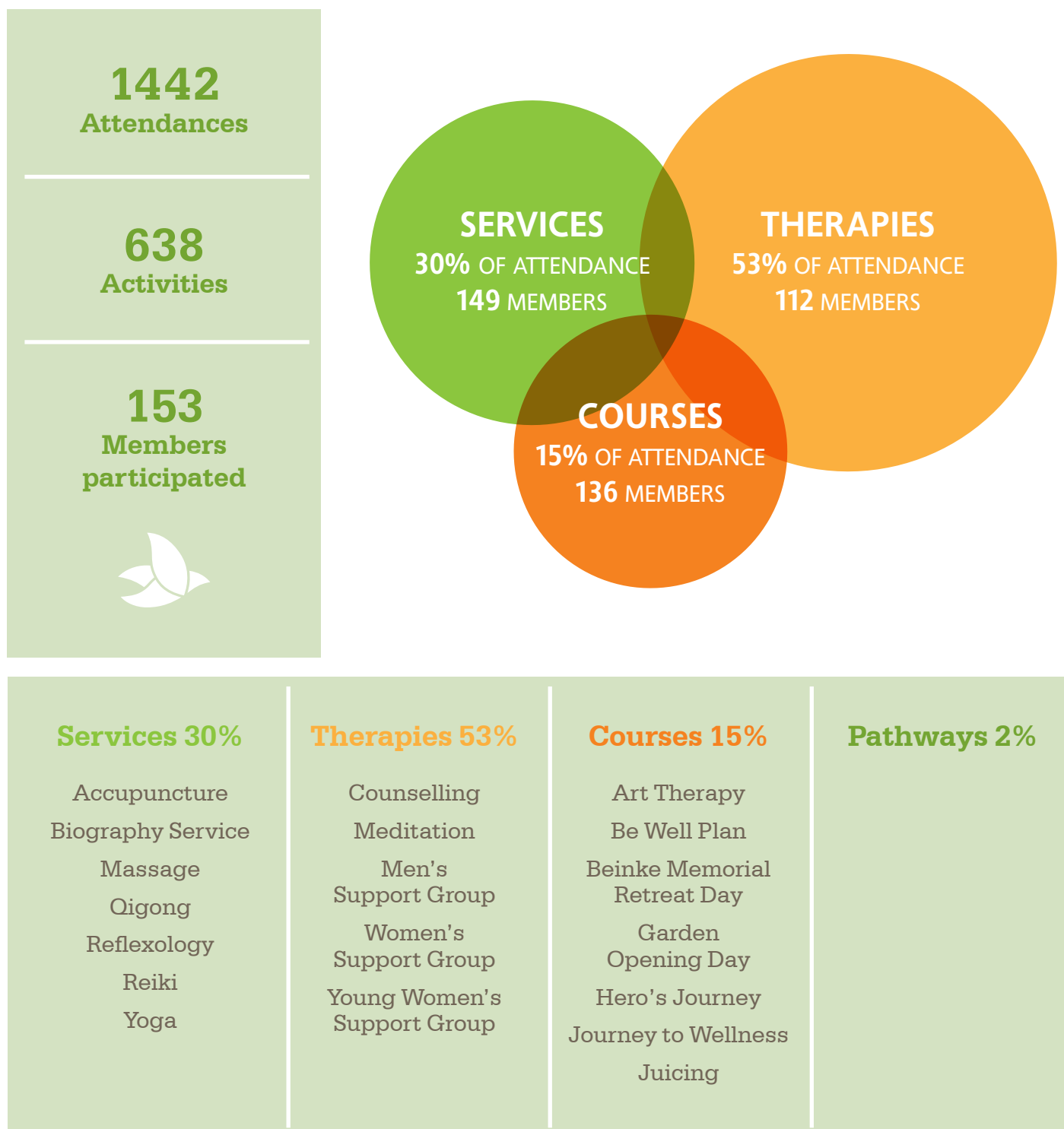
"A valuable source of caring support of me as a whole person"

"Friendly staff, interesting programs and helpful information"

"A very relevant and inclusive 'club' for the changing needs in the journey of cancer"

## Services and therapies to members

Throughout the year our services, therapies, programs and workshops respond to demand by our members within the community. At the same time our work with other community based organisations and providers enables the centre to offer a diverse range of services, programs, therapies and workshops.







Mid-March 2021 saw members of the Cancer Care Centre community gathered at Tara Hills Retreat in the beautiful Adelaide Hills.

After many years of delivering our flagship Journey to Wellness course at the Centre, we decided to provide a retreat experience for our clients as a new experience. This was the inaugural Beinke Memorial Fund sponsored retreat, created after a generous donation to the centre to be used for "retreat and respite".

The feedback was unanimously positive with the general feeling that the participants appreciated the opportunity to step out of their lives for a couple of days and focus on themselves exclusively. They reported feeling nurtured.

The venue is custom built and in a picturesque setting with stunning sunrises, native animals and paddocks to look out on. Wonderful Ayurvedic food was provided by Meredith and Katrina and everybody loved not having to cook!

Tina, our regular yoga facilitator, provided calming yoga and meditation sessions before the programs started each day.

The Journey to wellness program includes sessions such as "Your Body and Cancer", "Meditation", "Your Mind and Cancer", "Enhancing Wellness and Nutrition", "Pain and Stress Management" and "On the Road to Wellness". These were all well received.

Plenty of free time allowed us the opportunity to get to know each other a little better or to take time to relax alone in the peaceful surrounds.

All in all, the retreat was a resounding success.

## Healing in Nature Retreat Day

Saturday 7th November 2020 was the Beinke Memorial Estate Healing in Nature Retreat Day organised by the Cancer Care Centre for our members.

The retreat day was held at the beautiful Warrawong Sanctuary in Mylor, a tranquil and nurturing environment providing an amazing opportunity for healing in nature.

The day began with a Welcome to Country and First Nation Smoking Ceremony provided by Ivan Copley. Sarah Devine then led the group in a serene exercise of Qi Gong. Participants also enjoyed Art Therapy, working with clay provided by Gus Clutterbuck and Forest Bathing led by Bronwyn Paynter. In the late afternoon, families joined their loved ones for a talk from the manager at Warrawong and some free time to explore the Sanctuary.

A sumptuous meal was provided by Nourish Food and Wellness and volunteers from the Centre brought along nourishing morning and afternoon teas.

The day was a fabulous success, thoroughly enjoyed by the participants and volunteers alike.



## Treasurer's report – Justin Piteo

In presenting the financial report for the year, ending 30 June 2021 the Board of the Cancer Care Centre ('Centre') Inc reports a Deficit of (\$41,789).

In the financial year, the Board decided continue using its funds for the needs of its members and find alternative ways to improve the strategic direction of the Centre. As well, the centre was required to relocate the premises to an alternative location to continue their operations.

The financial year 2021 still had ongoing effects from the pandemic, which contributed to the difficult landscape to operate. While operating during the financial year, the Board had continued to comply with all legislative requirements, with the financial hardship. The board will continue to diversify the streams of funds through grants and other fundraising activities to improve the financial position of the association. This will allow for further awareness of the Centre, increase memberships and increase fundraising funds through events. The Board believes that the Centre is in a good financial position and will continue providing its services to the needs of its members.

The 2022 Financial Year will propose a budget (\$64,000) Deficit.

Should any member wish to view the entire financial reports for 2020/21, please contact the Director of the Centre.

### Summary of Financial Performance

Year ending 30/6/2019

|                           | 2021     | 2020    | 2019      | 2018       |
|---------------------------|----------|---------|-----------|------------|
| Income                    | 116,977  | 140,272 | \$127,658 | \$108,037  |
| Expenditure               | 158,766  | 128,041 | \$134,395 | \$133,783  |
| Operating Surplus/Deficit | (41,789) | 12,231  | (\$6,736) | (\$25,746) |
| Net Assets                | 234,359  | 276,148 | \$263,916 | \$270,653  |

### Compliance Review

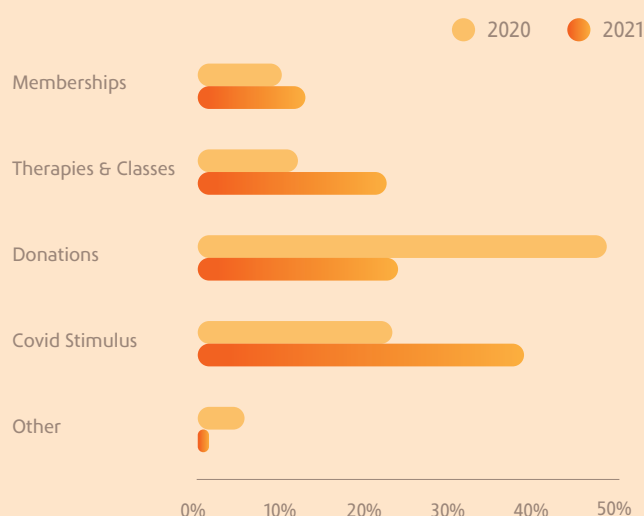
A Compliance Review has been conducted as part of the Board's annual preparation for the AGM.

All aspects of the Centre's operations comply with relevant reporting and legislative requirements including Licensing, Taxation, Industrial conditions and Occupational Health Safety and Welfare.

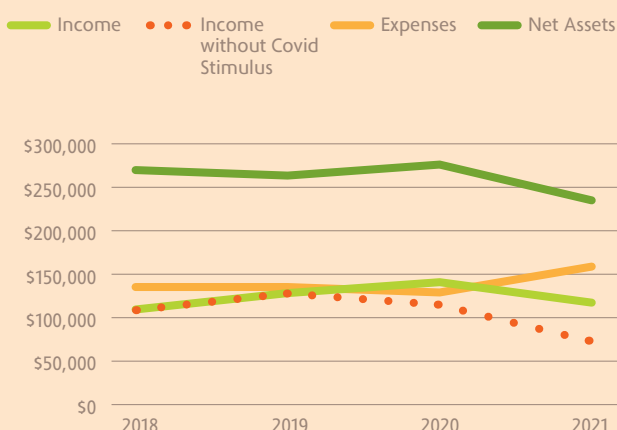
Justin Piteo, Treasurer

*Justin Piteo*

### SOURCES OF REVENUE %



### FINANCIAL SNAPSHOT



A copy of audited financial statements and Auditor's report from the year ended 30 June 2021 are available at Cancer Care Centre

### Volunteers

We are very fortunate that there are those special people within our community that make the Centre a place of Help, Hope and Understanding.

The Board of Management and Centre Director acknowledge the important contribution made by the centre's volunteers. Our wonderful volunteers bring a wide range of skills, counselling, educating, facilitating, information, listening, nurturing, supporting and provide a wide range of therapies for clients.

Our thanks go to all the volunteers who have helped during the year including those that have now left but have brought great value to us.

#### THANK YOU

|                     |                         |
|---------------------|-------------------------|
| Karen Ades          | Vicki Li                |
| Rose Almeida        | Truffy Maginnis         |
| Vicki Anderson      | Kevin McGee             |
| Aruna Avanthika     | Carol Mohan             |
| Emily Berry         | Ryan Moore              |
| Diana Bickford      | Lynne Murphy            |
| Vicki Braidwood     | Midori Oledo            |
| Annette Butler      | Jo Peters               |
| Dharamamodini       | Justin Piteo            |
| Jayne Casey         | Susan Ross              |
| Maryanne Cave       | Susan Sifkus            |
| Julia Clancy        | Geraldine Sladden       |
| Therese Covington   | Alison Slodki           |
| Nicole Crawford     | James Speechley-Crowley |
| Ross Curtis         | Tina Spencer            |
| Ivy Diegmann        | Eva Tepper              |
| Ian Dobbie          | Douglas Tovar           |
| Lynne Forest        | Sarah Trangmar          |
| Arthur Galantomos   | Karen Van Grop          |
| Cherie Gaudi        | Judy Valero             |
| Peter Hancock       | Valerie White           |
| Anne Marie Halligan | Natalie Williams        |
| Mel Heath           | Sarah Yates             |
| Helene Hipp         |                         |
| Lee Hutton          |                         |
| Paul Kern           |                         |
| Angela Kirby        |                         |

### Student placement

Sarah Yates joined us on placement through Flinders University School of Social Work – and undertook her required hours with the Centre. An integral part of the team, Sarah set up systems in our new premises to enable our members to access all services. She reviewed our literature, and researched recommendations to improve printed brochures. An excellent communicator Sarah established herself as a trusted part of the team, valued and respected by all Members and everyone working in the Centre.

### Business and partner supports

Throughout the year the centre is supported by a range of businesses and partners without whom we would not be able to achieve what we do our thanks all those who have contributed.

CMV Foundation  
Lee Green Accounting  
Mayfair Florist  
Sophie Thomson  
MinterEllison  
Xentech Computers



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