

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 20th December, 1991

RE: **ADDITIONAL HOURS: LORRAINE LINDSAY**

Lorraine Lindsay will be working extra hours in January and early February to complete data entry on our Breast Cancer Support Service Patient Profiles. Her timesheet will reflect this and this is just to give Janine and yourself prior notice.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Lorraine Lindsay

SOCIAL SERVICE POLICY UNIT
MEMORANDUM

TO: Liz Tucker
FROM: Susanne Baxandall
DATE: 20th December, 1991
RE: **REQUEST BOOK PURCHASE**

Liz, could I request that the ACCV purchase the attached publication for housing in the Social Service Policy Unit? Everyone seems to think it's a good idea to buy it but no-one is actually willing to put up the money. If the Council can afford it to extend the library, that would be great. If not, we will have to stretch it to purchase it.

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Bob Fraser, CBRC

FROM: Susanne Baxandall, SSP Unit

DATE: 17th December, 1991

RE: **FOLLOW-ON INFORMATION**

Following on from our stimulating talk last week, here are some examples of evaluation tools that we have used in some of our projects.

The first one is the **Living with Cancer Education Program** questionnaires for people with cancer and their family members and friends. With the help of Ron Borland in CBRC and eight experienced course leaders we are currently reviewing our evaluation. We have a hunch that we could do it better and we are in the process of doing that and we should have a new tool in place by late February, early March 1992.

The cancer support group program, **How We View Ourselves**, has used several tools. The development of a history sheet, a questionnaire, a workshop process that encourages people to look at how things are going themselves as well as membership records and the consultant's report. I enclose a full kit for your perusal.

The book: **The Courage to Care** which was a spin-off from the **Living with Cancer Education Program** - I enclose a copy of the homework that we asked oncology social workers to undertake last year, the questionnaires that we developed in our in-depth interviews with people who responded to the advertisement in **Cancer News**, which is attached, and I am sure a final copy of the book should be available just before you head back to Canada.

I look forward to continuing our discussions.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 18th December, 1991

RE: **ACCV COMMUNICATION STRATEGY 1991
AND BEYOND**

Please accept my apologies for being unable to attend today's meeting.

The Social Service Policy Unit have been having a series of meetings and planning programs for 1992/93. During discussion last week, we were talking about communications and strategies that may improve the above amongst staff and volunteers at the Anti-Cancer Council and we put this forward for consideration when considering the implementation of the communication strategy.

The two main areas are as follows:

Developing an organised orientation and ongoing education program for staff and volunteers who work with the Anti-Cancer Council of Victoria across all activities. I know this idea has been mentioned on several occasions. Maybe it is time to take it down from the shelf, dust it and do it. There are many working models in non-Government organisations. It could also be the opportunity for major donors to the Council if they choose to receive an insight into the history, the philosophy, the research, the day to day activities and the future directions of the organisations.

I also understand that when people work with the Anti-Cancer Council of Victoria, whether it is in a paid or volunteer capacity, there is a community expectation that they will have some basic knowledge of cancer, its treatments and have a willingness to help

or know where to get help if it is required, in terms of information, services, research endeavours, etc. An opportunity for ongoing education exists. The Social Service Policy Unit and Education Unit have a regular program of in-services and updating the professional and personal knowledge on all aspects of cancer. We could well ask the staff and volunteers of the Anti-Cancer Council of their willingness to participate in an organised education program that covers the basics of cancer and the other points mentioned in the Orientation program. This could be offered once a month at a venue within the Council.

For those who have more detailed needs, they could be put in touch with existing education programs that are run by places of high learning, specific services and community education networks.

The second area is communicating - who does what now within the organisation. The staff newsletter instigated by Rick Barrett is being read by people and interest is being shown. Maybe there is room for every second edition to focus on a particular unit, show photographs of the people and illustrate a map of where they live in the maze of the building and very quickly, like a weather forecast, what it is that they are doing over the next month in point form.

Another way of using our skills in the visual area could be to provide a static display every month or every second month in a general area that highlights for our staff and those who come into the building, the activities of a particular unit. This could be tested for a year and see the reaction, the directors to be involved in briefing the person to be responsible for co-ordinating such efforts.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Dorothy Reading
Rick Barrett

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Christine Walker

FROM: Susanne Baxandall

DATE: 16th December, 1991

RE: ROYAL WOMEN'S HOSPITAL - GRANT

I had a call this afternoon from Cynthia Holland. They have \$144 left in their Welfare Grant budget and they have approved a grant for a patient in need to the tune of over \$500. Their request is for a top up of \$500 and I have okayed this. Cynthia is to organise an advance from the Accounts Department at RWH and we are forward the cheque as soon as possible. I asked whether the grant would be enough to tide them over until the 1st January, and they seemed to think that this would be the case. However, the door was left open should they have an additional need between now and 1st January.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Bob Fraser, CBRC

FROM: Susanne Baxandall, SSP Unit

DATE: 17th December, 1991

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SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 16th December, 1991

RE: **PALLIATIVE CARE ADVISORY COUNCIL**

Attached is a copy of the November minutes and the agenda for December for the above Council. Council members decided that there was a need to respond to the Brand and Fairfield Reports and Reviews. We have worked out a process by which to respond in an intelligent and thoughtful way. This involves developing discussion papers and consulting with various key representatives. I will keep you posted on the responses.

With regard to children, people with HIV AIDS and non-English speaking Victorians, it was decided to ask the Minister to appoint several co-opted experts with this field to advise on their specialist areas.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: White File

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 12th December, 1991

RE: VCOTA FORUM NOTES

Dorothy, as mentioned just before COSA, here is a copy of my interpretation of notes taken at a forum organised by the Victorian Council on the Ageing which looked at the Commonwealth-State Relations, the National Housing and the National Health Reviews. Attached to this is a somewhat abstract but nonetheless interesting document, prepared by John Rimmer.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. David Hill

FROM: Susanne Baxandall

DATE: 26th November, 1991

RE: **SOCIAL SERVICE POLICY UNIT'S REQUEST
FOR COLLABORATION ON SEVERAL PROJECTS**

**Survey of Cancer Support Groups and Services, titled
"How We See Ourselves"**

We would need the help of CBRC in March 1992 to complete Stage 1, that is to enter the data from 500 individual membership cards. We have to date 100 and you suggested that we keep them all together and put them in a batch. Louise Glanville has agreed to be available to do the writing up.

The next part of the project is Stage 2, which is that work process of reviewing ourselves - what does it mean to you to belong to an ACCV Cancer Support Group. Here we would expect about 90 group questionnaires. I have enclosed a copy of the information kit and instructions that have gone to the group so that your staff can have an idea of what is required. It is anticipated that we will need assistance with retrieving the data by June 1992. We have geared up for Louise Glanville, Project Worker to do the writing up of Stage 2 a few days a week for June, July and August 1992.

To date we have received Stage 2 paperwork from eight groups so you can have a look to see what has happened. I understand that there is an agreement to assist with Stage 1 follow up - a possibility to help with Stage 2 subject to you having a look at what is involved.

Supportive Measures

The final project that was discussed was the above kit and it was agreed that it might be difficult to gear up groups for pre-testing until February of next year. When the completed information series is available which should be in the next week or two it will come across to you for consideration. I understand that it is a possibility for CBRC to help with pre-testing this in February next year.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Pat Dobson
Trudy DeLuise

Ref: cbrc

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Christine Walker

FROM: Susanne Baxandall

DATE: 28th ^{Nov.} ~~July~~, 1991

RE: **WELFARE GRANT SERVICE - SUGGESTIONS
FOR CHANGING CATEGORIES**

Nigel Gray suggested that with regard to the cost of metered telephone calls he would like to have five case examples as well as the amounts as this may well be an area that we could seek specific funding from a particular donor in any one year. Regarding the cost of funeral expenses, Nigel welcomed the opportunity to continue the existing practice where it was categorised as Emergency Living Allowance or Household Expenses which were paid often because the cost of the funeral had to be organised within the family at that time.

With regard to sponsorship, Nigel took my point and we would not be actively soliciting "thank you letters" from people who received the grants. Nigel very firmly suggested that where those cheques are now going out from other places, each cheque should go with an acknowledgement that it is the Anti-Cancer Council of Victoria who has provided the cheque. My suggestion would be that it could be done on With Compliments cards and we could supply as many of these as was needed just to go in with each cheque.

I think this is reasonable.

(Susanne Baxandall)

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 25th November, 1991

RE: **SSP UNIT REPORT TO EXECUTIVE CTTEE**

Video

The video "A Better Way to Go" - the Social Service Policy Unit has purchased a copy and it's with the Resource Centre.

In my view, a more interesting in-depth video has also been purchased and is with the Resource Centre, prepared in New Zealand and available from the Australian Film Institute, is "I Want to Die at Home". Also available on loan from the Resource Centre.

Supportive Measures Kit

Today the Supportive Measures Kit will be available in its first draft form. I have already discussed pre-testing with David Hill and they are geared up for February 1992. I am keen to ensure that the same kinds of standards for readability, vocabulary, selection be consistent throughout the Council and thanks to Fran and her thorough briefing of Sandra, the above was taken into account in the editing.

We have a meeting scheduled for 16th December with yourself, myself, Doreen and Sandy Benjamin.

Living with Cancer Education Program

Thanks for the offer of help from the Education Unit staff to develop this program as self-instructional. I have already discussed this in brief with David Hill and will early in the new year consult with educational psychologists at Seven Dimensions who helped developed the **Living with Cancer** video.

Let's talk further about the opportunity of what skills are available within the Council to develop this. Our next step is to decide if this is the way to go and develop the budget then secure the fund. Maybe a joint SSPU, CBRC and Education Unit project could see the light of day during 1992/93.

You probably know by now that Valda Ferns, Social Worker, is working as my assistant with this program each Monday at least for 12 months.

Welfare Grant Service

Thank you for directing Grazyna to us. Anne Lloyd and myself are working with the RDNS at the moment to look at possibilities of how we might use their liaison nurses in places like PANCH, where we know people are being treated for cancer but we don't have much call for any of our written, visual, audio or indeed staff resources.

Maybe we could take these items further when we meet to plan the agenda for our joint meeting on 3rd December.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Ron Borland

FROM: Susanne Baxandall

DATE: 26th November, 1991

RE: **IMPACT OF GROUP EDUCATION SUPPORT ON COPING WITH CANCER**

Further to our chat of last week, I am attaching the copy of my report with my comments as they go along.

Overall I understood what was being said and it rang true to my experience. I think probably a greater emphasis should be placed on our measures not being able to accurately explore the experiences of those people with cancer and their families. There may well be a role for repeating the study, looking at different ways of learning what there is to learn about people's experiences in a structured, organised and systematic way. This is with a view to seeing what the experience of people is now, given that the criteria is open to all cancer patients and their family and friends and the new-look training program for course leaders. This new-look program was prompted by my practice observations that leaders who were running the program were asking for more information, support and opportunity to share ideas, things that worked and things that were less successful amongst fellow course leaders.

The course leaders' training program is now well organised. Here we aim to parallel experience for course leaders and **Living with Cancer** participants. Much of the content of this training has drawn on adult learning theory.. With particular reference to page 13, without exception, all the suggestions that have been made have been incorporated. At each training program there are additional ideas developed and passed on to course leaders for consideration. A recent example is looking at the whole area of rest and sleep and

changes when one is ill or tired from caring. New handouts on re-occurrence and supportive measures are now available to all involved in **Living with Cancer**. I think too on pages 12 and 13 reference to missing data, from the outset it has been the case that course leaders had driven very firmly the message home that they are to observe and reflect in their program - topics, guest speakers and exercises that reflected the needs of the people with cancer and their family. For themselves as a professional group, if they are not able for whatever reason to respond to participants' needs, they were encouraged to attract leaders who could seek out others for help who could fill the gaps, e.g. relaxation. Organisations like the Alfred Hospital now have 11 health professionals from the disciplines of nursing, social work, occupational therapy, psychology, medicine and chaplaincy as course leaders.

I think it would be of value to mention Moss's study and to also emphasise the year the study took place so that people have a sense that things have progressed, although it is moving to be more organised and responsive since this initial study was done.

I look forward to talking with you about the opportunities to do further exploration and the audience for this comprehensive review of what has happened from CBRC's perspective thus far.

Thanks very much,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 26th November, 1991

RE: **PLANS DURING CONFINEMENT -
SUSANNE BAXANDALL**

The date of arrival is Anzac Day, Saturday 25th April, 1992. It is my attention to do the following:

To work until a day or so before the birth, health willing, and to have twelve weeks leave and then work part-time two to three days per week for the following twelve weeks, health and childcare willing. So, part-time would be from August 1992 until end of October and I would return to full-time work the first Monday in November.

It is not necessary to employ a locum. In most of my projects, I adopted a collaborative approach once I knew I was pregnant and can call on our project social workers Christine Walker and Valda Ferns to work extra time if necessary, particularly in regard to the **Living with Cancer Education Program**.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Ron Borland

FROM: Susanne Baxandall

DATE: 21st November, 1991

**RE: ARTICLE FOR HEALTH PROFESSIONALS AND THE
GENERAL PUBLIC ABOUT THE LIVING WITH CANCER
EDUCATION PROGRAM**

Please find attached a copy of a draft prepared by Angela Kirsner. I would welcome your constructive comments as people who became involved with the program at a later stage.

Could I have have these comments by Tuesday, 12th November? If you have any queries, please feel free to contact me.

Thank you,

SUSANNE BAXANDALL
Directore
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT**M E M O R A N D U M**

TO: Dr: Nigel Gray

FROM: Susanne Baxandall

DATE: 19th November, 1991

RE: **ACCV CANCER CAMPAIGN OCTOBER 1991
COMMUNICATIONS STRATEGY - COMMENTS**

This document is one which we could well be proud of, be it staff, advisors or volunteers, in giving people and community a picture of who we are, what we are currently doing and what we are striving to do.

Specific comments on the front page:

8th paragraph - "the ACCV provides..." - I am wondering if there isn't room here to also give the impression that patient groups are attached to the ACCV through it's volunteer units, self-help groups and direct services to other patients.

Page 2 - under "Target 3 - discovering more of the fundamentals..."there are no 3.1's mentioned on the Table of Contents, whereas they appear in the body.

Page 7 - Paragraph 3 - Would it be worthy of mentioning that the new preparation of morphine offer pain relief over longer periods of time. The reports mentioned in 1983 is the Webster Report and the Ministerial Committee to the Review of Cancer Services in known in the community, 1985, as the Lovell Report. Is there room to mention our ongoing work implementing the findings of these reports in the Palliative Care Advisory Council to the Minister of Health, Victoria.

Another things that we have done is the Where People Die Study which is about to be published in the medical circles but also accesses a base for service planners and community groups and it is something that we are going to repeat in the future.

Page 8 - second paragraph. Are we to continue with basic fact sheets or are we replacing them with information sheets?

Where he mentions specific publications available, should we be specific and mention where they are available in languages other than English.

Page 9 - the Welfare Grant Program providing the safety net. It is the case that the cheque comes first before the form.

Page 11 - Paragraph 3 - Developing a resource to meet these needs requires a combination of skills available from our Education, Social Service Policy and Behavioural Science staff.

Page 12 - Paragraph 4 - What do we want to do, in the Breast Cancer Support Service. It is more factual to say: "At present, we estimate that over 50% of women with breast cancer now choose to use the Breast Cancer Support Service. Our immediate aim is to continue to promote this service and look at ways of improving our coverage to patients." As a note of explanation, our aim of course would be to increase it to over 90% but the realistic picture and matter of facts is that someone may choose not to use the service, several well-known breast surgeons prefer women not to use the service, women who are having lumpectomies are in and out of hospital so quickly that BCSS nurses and volunteers don't have a chance to catch up with them.

Page 20 - Item 3 - Discovering more of the fundamentals. Saying that the ACCV has no patients isn't factually correct. There are people involved in the Breast Cancer Support Service, Cancer Support Groups, CANLINK and indeed our staff. It might be more useful to say that the ACCV treats no patients and has no laboratories. Where you mention DNA it might be worthy of mentioning it in full first and then the abbreviations thereon, for uninitiated.

The Metropolitan Map of Cancer Support Groups & Services is enclosed as a list of ACCV recognised groups currently in the pipeline.

In closing I would suggest that this document be pre-tested as we would with any public document trying to reinforce a message that may affect behaviour.

Desktop publishing would make it more crisp and inexpensive and graphics that relate to the public face of some of our programs might well emphasize an additional visual cue to the reader.

COMMENTS ON COMMUNICATIONS STRATEGY FOR THE ACCV - OCTOBER 1991

Once the Victorian Cancer Campaign is in place, the Communications Strategy then has a starting point.

My general comments are that it is eminently sensible, achievable and could be done straight away. Specific comments are as follows:

Page 3 - It should be made clear to the general public that we are a charity.

Communication Objectives should include something about having our well-tested, known and admirable services accessible and available to Victorian citizens - something along the lines of improving the outlook for a person with cancer and their family members.

The more you look at it, the need for a Public Relations arm of the ACCV that liaises with all Units, is obvious. Likewise is the need for each ACCV Unit to devote time and creative thought and energy into making a communication strategy work.

Page 10 - in the area of Volunteers, an obvious omission is a deliberate, planned process of preparation, orientation and ongoing support for all ACCV volunteers be they decision-making bodies or working in the community.

Donors ought to have some sense of participating, ownership stake in the work of the ACCV. On a practical level, one measure could be for them to participate in general staff meetings or existing public relation events or something separate. A slogan that comes to my mind when thinking of donors is something along the lines of "Help the Anti-Cancer Council of Victoria help someone you know who has cancer: you can help by being a member of the ACCV".

Media Relations - an obvious existing gap is some organised preparation and ongoing support of staff involved in media relations. On page 12 - Media Relations - to appoint a person with writing and media relations experience. My suggestion is that the person should have an overall Council responsibility and I would go along with the idea of relating to Management, PR, Administration and indeed the Council as a whole.

Item 8 - I can see parallels with things like the ABC Literary Lunches.

On Activities - page 13, Item 14, I would suggest that a Public Relations Division in concert with all Unit heads construct a calendar of events.

Page 14 - Items 4 and 5 - currently neglected and much needed in my view.

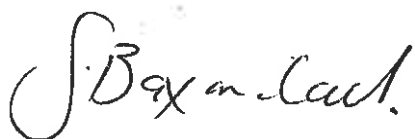
Page 16 - Health Professionals - omission we have in this area is actually finding out what the health professionals that we work with on a regular basis view the Council as. We have an insight into our donors but not to health professionals and this could assist us with fund-raising, getting our education and support messages across.

Page 17 - Health Professionals - I would suggest that 7. also include oncology social work - included in the annual prize.

In the short term, it would seem like a good idea to have the media person attached to the Education Unit, but then move as the organisation shifts to employing more people in public relations, General Manager, etc. and that they move to be available to the whole of the Council.

Comments from recent press clippings could have included ACCV making a statement about its Cancer Support Groups, given many recent activities from our recognised groups across the State, bone marrow transplantation and the ethics involved in this will be ongoing, the access and increased costs of medical treatment.

I look forward to seeing the final document and a schedule by which we can implement those activities that are immediately achievable. I would recommend too that this document and the Victorian Cancer Campaign be tested and used for 6-12 months and then it be reviewed involving the people who are then involved thus far.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Dorothy Reading

SOCIAL SERVICE POLICY UNIT**M E M O R A N D U M**

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 18th November, 1991

RE: **ACCV WELFARE GRANT SERVICE**

I have two items on the agenda to discuss with you. The first is in regard to changes to the established practice of the categories by which the Anti-Cancer Council spends money on Welfare Grant Funds:

- The cost of metered telephone calls;
- The cost of funeral expenses.

The second is suggestions on sponsorship for this ACCV program.

Cost of Metered Telephone Calls

During 1991, we have had regular close contact with those nine treatment centres who now receive a block grant. The Oncology Social Workers and Senior Social Workers advise us that increasingly they have people affected by cancer who have close relatives overseas. It is often the case that those relatives will come to Australia to care for the person in their own home while they are living and dying with cancer. During this process cancer patients run up large phone bills. Patients have reported considerable comfort from being able to get support from their kin in this way. In the past this area has been excluded from consideration - it is now time for a change. For 1992, I would propose that those administering our funds have the flexibility to

include this area household expenditure as an item that ACCV would consider.

Cost of Funeral Expenses

We are also advised that many families budget extremely well and that the cost of the funeral throws the whole financial situation askew. There have been several instances where people have gone without the very basics of life, not wishing to ask for financial assistance. Conversely, there are those situations where the large "expensive/extravagant" funeral has been arranged, particularly from non-English speaking cancer patients and needless to say we have not considered offering extravagant financial assistance in these circumstances.

We have been successful in gathering a list of five or six reasonably-priced, sensitive, caring funeral directors. This list has come from experienced Oncology, Palliative Care and Senior Social Workers in hospitals. We understand that many social workers negotiate in funeral directors to get the "best price" when it is known that a family's finances are tight. Our Welfare Grant Co-ordinator is calling for the flexibility to include this once-off expenditure item. At present, our Welfare Grant Service has assisted in individual cases under the guise of an Emergency Living Allowance. If each case is assessed on its merits with experienced social workers, a contribution towards the cost of a funeral could be reasonable.

Sponsorship for the Welfare Grant Program

WHAT WE KNOW AT PRESENT -

People with cancer often face financial hardship as a direct result of a cancer diagnosis. Increasingly, patients have to financially contribute more to costs associated with their cancer treatments, e.g. transport, accommodation per diem, pads, dressings, analgesics, anti-emetics, prostheses, etc. Social workers in hospitals (public and private) report that benevolent funds previously available to patients has simply dried up during this recession.

The ACCV Welfare Grant Program remains as reliable, flexible, prompt and gratefully received by patients and family members. It is often the case that the ACCV attracts volunteers and unsolicited finances as a direct result of individuals and families who received help from our service.

People find it hard to ask for financial help. Often patients and family members are at their wits' end physically, emotionally and financially when they seek financial help.

The ACCV has a good track record in being accountable for public funds, learning through this service about patient's needs and then being prepared to adapt to make a good service better. Sponsorship could assist the ACCV to do just this.

WHAT WE NEED TO KNOW

Who are our potential sponsors? What are their requirements in considering approaches for organisations? Any potential sponsor will want to know what is in it for them, i.e. our communications channels to their targets, synergy, will giving us funding be identified with the sponsor and their products or services? What we have on our side to sell is our name, tapping their sense of community responsibility and ability to demonstrate that their money could do good instantly.

Now we can explore creative, no fuss, useful ways of finding out consumer satisfaction and sponsor exposure, i.e. develop stickers to go on all associated correspondence, mention sponsors at professional gatherings and in ACCV documents.

In speaking today with the Manager of Community Relations, State Bank Victoria, I was advised that this program would appeal to organisations wanting to be seen as a "good, caring citizen, giving something back to the community". Coverage of the sponsor's name in the general community and health/welfare sector would be a benefit by seeing their name in print in journals and pamphlets. He suggested that soliciting thank you letters was inappropriate and would be seen as suspicious. (He thought the program was worthy of sponsorship and offered information freely).

To Sum Up

I have stated the need for two new categories to be considered for ACCV Welfare Grant coverage as a direct response to patient requirements. I suggest we expand the categories for 1992, monitor this for 12 months, convene a workshop for social workers on financial counselling by June 1992 and advise those nine outlets of this change in current practice.

In regard to the sponsorship proposal, I would not support the draft proposal/questionnaires and letters and would welcome assisting with the hunt for a sponsor.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Christine Walker, Welfare Grant Co-ordinator

Ref: welfare

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Mike Murphy

FROM: Susanne Baxandall

DATE: 14th November, 1991

RE: **LIVING WITH CANCER QUESTIONNAIRES**

Please find enclosed the pre and post questionnaires for the **Living with Cancer Education Program** run at Frankston that started on 31st July and ran for 8 weeks. Nicole Linton, Social Work Co-Leader said that she has had great difficulty with fluctuating numbers and knowing when to issue the questionnaires and having difficulty in recalling them - something that I know that Ron, Valda and myself are addressing at the present time.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

To: Bill Rae
From: Lorraine Lindsay
Date: 14th November, 1991
Subject: Christmas Leave

Susanne Baxandall has agreed for me to work on Monday, 23rd December and Monday, 6th January in lieu of 28th and 30th December.

I worked from 11.30 am to 7.30 pm on Cup Day so will take Friday, 3rd January, to make up for this day.

My workload is such that I cannot afford to take the time off without making it up at this point in time.



Lorraine Lindsay



Susanne Baxandall

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Liz Tucker

FROM: Susanne Baxandall

DATE: 11th November, 1991

**RE: RECENT DA PUBLICATION: SOCIAL POLICY
& SOCIAL WORK: CRITICAL ESSAYS ON THE
WELFARE STATE (Mornay)**

**ONCOLOGY NURSING FORUM 17 (6) 1990
PP. 929-936**

Could I please request a copy of the first publication for a reference for Social Service Policy Unit staff and colleagues?

In regard to the second publication, I am looking for the article published in it's entirety in booklet form titled: **We Can Make It: Teenager's Guide to Beating Cancer.**

Thank you in anticipation,

Yours sincerely,

SUSANNE BAXANDALL
Director
SOCIAL SERVICE POLICY UNIT

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 7th November, 1991

RE: **PALLIATIVE CARE ADVISORY COUNCIL**

On Friday of last week the Minister for Health, Maureen Lyster, released the copy of the document attached which we have prepared on guidelines and standards for palliative care. The target of this group is addressing the issue of guidelines and standards for organisations where people may well die outside the hospice/palliative care stream within the state. Maureen Lyster also produced a "rabbit out of a hat" which was a \$40,000 grant to the Victorian Association of Hospice Palliative Care. She also talked about her continuing commitment to funding palliative care services within the state of Victoria irrespective of the fact that the Commonwealth Medicare incentives package money finishes at the end of 1992.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 7th November, 1991

RE: **TRAINING DONATIONS**

Valda Ferns asked me to pass on this article that appeared in the ACOSS journal **Impact**, not to be confused with the Victorian Education Foundation money.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNI

M E M O R A N D U M

TO: Lorraine Lindsay

FROM: Susanne Baxandall

DATE: 30th October, 1991

RE: **PAGEMAKER**

This morning I spoke with Ross Millward and we have decided on the following things.

Staff from the SSPU - mainly yourself and Ann Taylor - undertake a course on Pagemaker this year, run by Logical Solutions.

The next step is that over the next four weeks that you book some time on Fran Lowe's large screen to have some hands-on experience of Pagemaker.

In terms of equipment, Ross will order the Pagemaker package, which costs about \$1,000, and over the next few months Brownyn Silver from Epicentre will have a larger screen and we will have the opportunity to receive her upgraded larger screen and then the following financial year, we would look at the option of you having a very large screen like Fran's, if required.

I have enclosed a copy of the information from Logical Solutions.

SUSANNE BAXANDALL

cc: Ross Millward

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Sue Noy

FROM: Susanne Baxandall

DATE: 29th October, 1991

RE: **LISTING OF RESOURCES SENT OUT FROM SSPU**

I understand that yesterday afternoon Elizabeth Reardon asked Ann Taylor to give her a list of all the information that we send students and cancer patients who phone in with requests or help. As you can appreciate, this is a vast task and what I am seeking is clarification of the purpose for such a compilation and suggest that it might be useful to look at some of the broad categories which our staff and volunteers handle. For example, palliative care is very much an area which is a speciality within the unit. We would be happy to devote an hour or so to this task and could you let us know a reasonable deadline?

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 29th October, 1991

RE: **TRADEMARKING OF LIVING WITH CANCER**

This morning I spoke with David Hughes, of David Hughes Design, at 363 George Street, Fitzroy, 3065, Tel: 419 9288, Fax: 419 5104. David Hughes advises that our legal people just need to send a formal note to him, as David Hughes Design, saying that he no longer has a claim to anything to do with the **Living with Cancer Education Program**. He is used to this and said that there was standard form that is used and that he would be happy to comply with this. It should also be noted that there are no outstanding accounts to be paid to the designer.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 29th October, 1991

RE: **LATEST N.H.M.R.C. PRELIMINARY DISCUSSION
PAPER ON INFORMATION TO PATIENTS**

This morning, Pat Dobson and I received a copy of this publication and the Social Service Policy Unit intends to comment. We thought it might be more useful for interested senior staff within the Council to be invited to comment if it's their wish.

The SSPU probably received a copy because of our submissions to the enquiry into informed consent. Could we discuss this soon, given the deadline for comments is the 31st December?

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc. DR

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 29th October, 1991

**RE: REQUEST FOR ASSESSMENT OF AIR-
CONDITIONING DIFFICULTIES IN THE NEW
SOCIAL SERVICE POLICY UNIT AREA**

We have now had some time to settle into our new area. The one difficulty which will just not go away is two-fold. The coldness in the whole general area and in particular Anne Loyde's office as well as my own just doesn't seem to be correcting itself and is making conditions difficult to work in. I have recently had the flu and this week Anne Loyde has developed a heavy flu and cold and witness our heavy winter clothing when everyone else is in summer gear! We understand that this is an experience that is familiar to the QUIT staff. What we would request is the opportunity to speak to one of the air-conditioning consultants so that we could explain to them what we are noticing and see if there are options to remedy this.

The second half of the problem is the most unnerving and noisy rattling that occurs in the ceiling above both Anne's office and my own office when the wind is coming from a "westerly" direction. When this happens, we cannot hear anything on the telephone. I will tape record the noise on my dictaphone, so that we have proof of the sound.

We would welcome the opportunity to speak with the necessary consultants as soon as possible.

Thanking you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 23rd October, 1991

RE: **IAN GAWLER & INCOME TAX DEDUCTABILITY**

Professor, in regard to the above, I have my colleagues in nursing and social work with their "antennae" up and they are enquiring directly with patients if this is the case. I will be you posted of developments soon.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Liz Tucker

FROM: Susanne Baxandall

DATE: 21st October, 1991

RE: INFORMED CONSENT STUDY AMONGST NON-ENGLISH SPEAKING PEOPLE

We are looking at the feasibility of working on a project to identify the concerns and issues involved in informed consent for people who speak languages other than English.

Can I ask you to do a literature search with the key words "informed consent". Doreen has given us several pointers to publications from Oregon in the US and an American Cancer Society publication called "Cancer and the Poor", published in 1989.

Would three weeks be enough time for you to complete this literature search, Liz? Let me know if not.

Thank you in anticipation,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 21st October, 1991

**RE: VALDA FERNS - PART-TIME LIVING WITH
CANCER EDUCATION PROGRAM PROJECT
WORKER, SSPU**

Valda has agreed to work extra hours to complete an evaluation project which involves her having to travel to five different hospitals around Melbourne, in addition to working on Mondays. Her casual timesheet will include extra hours between now and the next five to six weeks. This is just for your information that I have approved those additional hours within our budget.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Valda Ferns

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Ron Borland,

FROM: Susanne Baxandall

DATE: 21st October, 1991

RE: **CHALLENGE CANCER SUPPORT GROUP
NETWORK CO-ORDINATOR: DAVID ROGERS,
VICTORIAN RED CROSS**

Last week I was speaking with David Rogers, who works with the Challenge Cancer Support Group Network (formerly Camp Challenge), based at the Red Cross in South Melbourne. David wants to design a questionnaire and is seeking some assistance. I suggested your name, but recommended that before he made a time to come and see you, it would be advisable for him to think about why he was asking the questions, of whom he was asking the questions, who the answers to the questions were going to be available to, if they are being presented and if you did have any questions, to actually have done some homework and jotted them down. The literature on the area should also have been reviewed in advanced. My hunch is that he hasn't sat down and taken the time to do what I have outlined above.

I hope this referral is OK!

Thanks, Ron,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

P.S. Ron -
Challenge organises
Support for kids
with cancer -
camps etc -
(also family
support)
(based at the
Vic. Red Cross)

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 17th October, 1991

RE: **SEXUALITY & CANCER**

This is a prompt to my memory and a request that we raise the area together about cancer and sexuality. We have had the opportunity to review the work of the Danish Cancer Society and made some constructive comments and aware that as yet we have nothing "on the books" in our information for patients and health professionals about sexuality and cancer.

Could we put this on the agenda to actually follow up some of the work that is all ready being done, or start afresh? Sometime in November seems like a good starting time.

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy
Fran Lowe

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 17th October, 1991

RE: **SUPPLY OF WIGS WITHIN THE P.A.D.P.
GUIDELINES**

Thanks for the opportunity to comment on the letter by Mr. T. Daly.

To our knowledge, private patients in a public hospital are not eligible for wigs or prostheses under PADP. There are also several public hospitals which won't supply breast prosthesis to women who have had a mastectomy. After many telephone calls and much correspondence the Health Department of Victoria and Community Services Victoria, there are certainly discrepancies between the guidelines and the practice of the individual outlets of PADP.

I spoke with someone at Community Services Victoria today and they were going to send me multiple copies of the latest guidelines, but it would appear that things have not changed.

I would be happy to talk with you about this before the next VCOG.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Social Service Policy Unit Staff

FROM: Susanne Baxandall

DATE: 17th October, 1991

RE: **COMMENTS ON RECENT BROCHURES:
SEXUALITY & CANCER
SOCIAL SERVICE & PATIENT SUPPORT
BROCHURE**

Thanks, everyone, for your constructive and thoughtful comments on ideas and growth in this area. I have triggered action for November to get cracking on the task so that come March next year, we do have the information available to men, women and families about sexuality and cancer and indeed a general pamphlet about patient services in the Anti-Cancer Council.

SUSANNE BAXANDALL

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 16th October, 1991

RE: **LIVING WITH CANCER EDUCATION PROGRAM
TRADEMARK**

Adrienne, as discussed today here is the **Living with Cancer Education Program** kit. We would like to trademark the identity and the components of the program.

Yet to come is the training program for course leaders and that should be available by the end of the year.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Pat Dobson

FROM: Susanne Baxandall

DATE: 15th October, 1991

RE: **CANCER SUPPORT GROUP SURVEY - UPDATE**

This morning I spoke with Louise Glanville and we have organised a date for her to present her preliminary findings. The date is Tuesday 29th October and will be in Nigel Gray's office. Nigel is unable to be there himself as he will still be in Canada, and the following people have been invited and have accepted:

Susanne Baxandall
Judy O'Leary
Professor Lovell
Dorothy Reading
David Hill
Lorraine Nottling
and, of course, yourself!

If there is anyone else that you would like to invite, please let me know.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Louise Glanville

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 14th October, 1991

RE: **CANCER SUPPORT GROUPS**

Just a short note to confirm our conversation last Friday, 11th October, that after a decision made between Dorothy Reading and myself, the Social Service Policy Unit will be responsible for maintaining this section of the Cancer Information Service database. On a daily basis we have contact with these 110 recognised groups and instantly update our information. We envisage doing a formal update early next year and will have it complete and ready for inclusion in the database for the Cancer Information Service. It will be distributed in the well-known, ACCV-identified Victorian Listing folder.

Doreen, I also note that you are to follow up a meeting for the Cancer Information Service management with Nigel Gray, for later in October.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy
Ross Millward

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Bev Lovegrove

FROM: Susanne Baxandall

DATE: 14th October, 1991

RE: **NEXT EDITION OF THE LWCEP NEWSLETTER**

Bev, Valda Ferns is preparing the next newsletter for health professionals who run **Living with Cancer**. We were wondering if you would be able to prepare two or three paragraphs that describe the retail business that the Anti-Cancer Council is now involved in, with any relevant fund raising messages that need to go out. This will go to 130 professionals across Victoria. Could we have this back to Valda by Monday, 11th November?

Thank you in anticipation,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Ron Borland

FROM: Susanne Baxandall

DATE: 14th October, 1991

RE: **NEXT EDITION OF THE LWCEP NEWSLETTER**

Ron, Valda is in the process of preparing items for the next newsletter to go out on 10th December. One item we would like to include is Evaluations, with an emphasis on the purpose of the evaluation. I'm trying to do the "hard sell"! Would you be able to prepare a three to four paragraphs for the newsletter by November 11th, to go to Valda.

Thank you in anticipation,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Lorraine Grigg/Denise Kendrick
Resource Centre

FROM: Susanne Baxandall

DATE: 14th October, 1991

RE: **NEXT EDITION OF THE LWCEP NEWSLETTER**

Our next edition of the **Living with Cancer Education Program** newsletter will be going out very soon. We would like to tell health professionals who are course leaders about the services of the Resource Centre. Would you be able to write three or four paragraphs that best describe what you do and the process of how they may call on your services. Could we have this back to Valda Ferns, who works with us on Mondays, by 11th November?

Thank you in anticipation,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

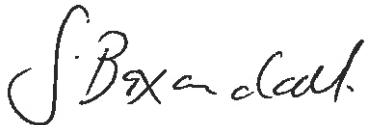
DATE: 14th October, 1991

RE: **GENERAL MANAGER - ACCV**

I read with interest the advertisement in "The Age" the other week, for the General Manager for the Council and thought that I would take this opportunity to jot down ideas for the Job Specification of a General Manager that will help this Director in day to day tasks:

1. Personnel Management - every aspect of providing a confidential and informed service to our expanding professional and volunteer staff, including pay rates, industrial issues, formal representative of Council management in the Staff Association, acknowledging, taking account, and referring individual staff members who require personal counselling.
2. Occupational Health & Safety, including first aid for staff and volunteers who receive an injury during work time and the area of detection and prevention to ensure that our staff are not harmed by the physical surroundings in which they work for the Council.

3. Communications - in this area it would be more than useful to have someone implement the ideas for a strategy to ensure that the ACCV's activities and events are known across the building. A calendar could be developed so that we "spread" our effort across the year, the idea being that the Council have some publicly-known event, activity, piece of research launched each month so that our name is kept before Victorians.
4. Ongoing professional education and development. The General Manager could play a role in ensuring that those units who have a formalized program in place continue to do so and that opportunities for collaboration across the Council occur. Those units which currently don't have a program could be actively encouraged to do so.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: SSPU unit staff
D. Reading

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Christine Walker

FROM: Susanne Baxandall

DATE: 10th October, 1991

RE: **WELFARE GRANT ADVISORY GROUP**

Christine, could we do several things?

Set a date for the next meeting of the above group, invite Lynn Mather from Bethlehem Hospital, who is replacing Diane Price, distribute this letter and resource list on reasonably priced funerals and decide whether we pass this information on to our Cancer Information Service, and if we do so, how do we ensure that it is handled?

Thanks,

SUSANNE

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 10th October, 1991

RE: **CANCERLINK PUBLICATION: WHEN CANCER
COMES BACK**

A couple of us in the SSP Unit have had the chance to read this booklet carefully. Our recommendation is that this is a good introduction, however it doesn't answer the specific-site cancer questions.

The sections on complementary therapies are marginal and more attention should be paid to one's emotional responses and the practicalities of money, effects on family, children and sexual relationships has not been addressed.

However, as we said, it could be used as a good introduction in Australia. Needs some adaptations of the support services so that we encourage people to think local and regional.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy

CANCER SUPPORT GROUPS

MEMORANDUM

TO: Susanne Baxandall
FROM: Pat Dobson
DATE: 4th October, 1991
SUBJECT: CSG VISITS

I have a concern that Doreen and CIS staff visiting CSG's to check that they are providing what they say in their Listing entry" may cause a break down in the established relationship between ACCV and the Groups. This is being done, apparently, as part of the inservice training for CIS staff.

I would be quite happy to talk for staff inservice when appropriate about the Groups and arrange visits if they wish. However, timing and choice of Groups is often an important factor.

I spend a lot of time and energy on building friendship, trust and confidence between CSG and ACCV. The early and established Groups did look on us as a possible policing body who might threaten their essential independence. I think that I have overcome this, in most cases. We could not possibly take day to day responsibility for 110 plus CSG and the strength of our relationship depends on the trust and honesty between us. This requires tact, diplomacy and informed contact between ACCV staff and Groups.

Unfortunately the Ferntree Gully Group CIS have chosen, without consultation, is a very independent Group which was already in operation before we made contact. They have already voiced the comment that "ACCV is checking up on them" after Doreen's visit was planned. I have not forced myself on them but have been monitoring them through local health professionals quite successfully up to date. Without a copy of their 1991 Listing form I am unable to comment on any very recent changes.

Pat

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

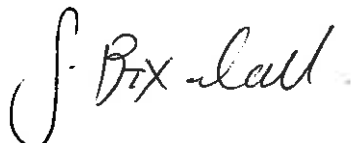
TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 21st September, 1991

RE: BONE MARROW TRANSPLANTATION

Professor, following VCOG last week I talked with Nigel Gray about funding for the above. Steven Vaughan is in the process also of preparing a letter to me which outlines his worries and ideas on this issue. I have placed the item on the agenda of the newly-formed Australian Cancer Society's Patient & Community Services Committee and I will keep you posted of activities and outcomes.



SUSANNE BAXANDALL

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Anne Lloyd
FROM: Susanne Baxandall
DATE: 20th September, 1991
RE: R.D.N.S.

On Monday of this week, I was at the Palliative Care Advisory Council meeting and Bev Armstrong raised with me the possibility of charging patients to consult BCSS nurses. This is in the context of the following:

- 1) "User pays" principle and practice applies to all RDNS services;
- 2) RDNS being short of funds;
- 3) Service users expecting a bill for services;
- 4) Discontinuation of ACCV grant to RDNS.

I said that there would be willingness to discuss this and I would wait for Bev to raise it with me.



SUSANNE BAXANDALL

CANCER SUPPORT GROUPS

MEMORANDUM

TO: Susanne Baxandall
FROM: Pat Dobson
DATE: 20th September, 1991
SUBJECT: Westgate CHC LWCEP

A nurse, Dianne Hoffman, of 45 Farm Street, Newport 3015 (Ph: 391 1245) telephoned about a research project that she is doing for a Palliative Care Certificate. She is based at Mercy Hospice and attended the Westgate CHC LWCEP where Mercy had referred patients.

Dianne is interested in CSG/CSS in the Williamstown area for her project. She said that the Westgate CHC Nurse told her that they would not be running it again because it was not successful and not well attended. They only had 2-3 people at some sessions. If they were all palliative care stage this may not be too bad. I wonder how and who they recruit.

I suggested that she meet the West CSG and she has already spoken with Werribee to find them active and effective. I sent Dianne some resource material.

Pat

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Rosemary Leech

FROM: Susanne Baxandall

DATE: 18th September, 1991

RE: RELIEF WORK - BCSS

Thank you, Rosemary, for advising me of the need to discuss salary and conditions. I fully agree with parity, that is, that your salary is the same as it is when you are working for the Cancer Information Service and also that the time that you work with the BCSS as a reliever is accrued to your leave entitlements, etc.

I have sent Janine a copy of this memo and agree with the idea of organising an extra four hours per week added to your usual time for the period worked that were extra hours.

I would be happy to discuss this when you are next in and thanks for raising it with me straight away.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Janine Leviney, Accounts
Anne Lloyd, BCSS

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 16th September, 1991

RE: **BONE MARROW TRANSPLANTATION**

Professor, I was wondering if we could make a time to discuss the issues involved in the above area and look at the implications for patients, health professionals and indeed the Anti-Cancer Council of Victoria. Enclosed is a copy of a letter received from the Senior Social Worker at the Alfred Hospital. In addition, discussions have taken place with my counterparts in South Australia and Western Australia and in a recent meeting of the Patient and Community Services Committee of the Australian Cancer Society, people were alerted to the difficulties and concerns, as were the Victorian Oncology Social Workers Group members at their meeting last week.

Steven Vaughan advised that he would prepare a letter for me and it does seem appropriate for us to find out more about the facts, to look at the need for counselling for individuals and families, management of volunteer groups, the expectations of the individuals and families, the State and Commonwealth Health Department's fiscal responsibilities, just to name a few.

I would welcome the opportunity to talk with you soon about this.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Dr. Nigel Gray

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Social Service Policy Unit Staff

FROM: Susanne Baxandall

DATE: 12th September, 1991

RE: **AUSTRALIAN CANCER SOCIETY'S MEETING
OF THE PATIENT & COMMUNITY SERVICES
COMMITTEE ON 6TH SEPTEMBER, 1991**

Note the new name! This ACS Committee has now been formed to co-ordinate patient support functions at a national level. On 6th September, we had representatives from each State and Territory and we went through the procedural matters involved in forming such a new committee.

Work has been done on the following and should be available within the next week. The purpose, in terms of reference, membership, full and co-opted, the name, frequency, location and duration of meetings, relationship with the Australian Cancer Society Executive and other Australian Cancer Society Standing Committees and ACS member organisations.

Selection of Chairperson: Heather Wain until May of next year and then we will talk about the relationship with patient support groups, breast cancer support service and laryngectomy groups.

Heather Wain chaired the session with Robyn Jewell as a facilitator. When the notes become available, they will come your way.

Should you want to look at any of the discussion papers, please let me know as they are available from my office.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 12th September, 1991

RE: **TRADE MARKS**

Adrienne, since your information in May this year, I have given the idea of trade marks a re-thinking. It would be of value to register the **Living with Cancer Education Program** for the protection of the intellectual capacity and possible fund-raising potential and public relations for the Anti-Cancer Council of Victoria.

On return from your leave, could we please discuss this further.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Dorothy Reading, Education Unit

FROM: Susanne Baxandall

DATE: 6th September, 1991

RE: **EARLY DETECTION OF CANCER**

I am wondering if you could give me a brief rundown on the Education Unit's early detection programs that may target general practitioners.

I enclose this letter from the **Living with Cancer Education Program** course leader at Monash Medical Centre and would welcome a response soon so that I can pass it back to them before they start their next course in October.

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Ron Borland
Mike Murphy,

FROM: Susanne Baxandall

DATE: 6th September, 1991

**RE: ATTACHED LETTER FROM MONASH MEDICAL
CENTRE ONCOLOGY SOCIAL WORKER**

This latest report is an example of the reticence of course leaders to fill in the existing evaluation forms. I have some basic information - not enough to say much about the program.

The review of the evaluation is certainly timely!

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
M E M O R A N D U M

TO: Michelle Scollo, QUIT

FROM: Susanne Baxandall

DATE: 6th September, 1991

RE: **SAFEWAYS, MENTONE - CIGARETTES**

Michelle, last week I received this note from Dr. Ruth Redpath, who is the Chairperson of the VCOG's Palliative Medicine Study Group and a vigilant watcher of activities of tobacco companies.

Should you want to find out more about this observation at Safeways, Mentone, you can contact Ruth at the Dandenong Palliative Care Service on Ph: 794 8080.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
M E M O R A N D U M

TO: Graham Giles

FROM: Susanne Baxandall

DATE: 30th August, 1991

RE: **WHERE PEOPLE DIE STUDY**

Graham, earlier this week I was catching up on my journal reading and came across this article in Hospress, which is the quarterly newsletter of the S.A. Association of Hospice Care. It was Vol. 5, No. 2, April-June, 1991. I thought it could be useful when we renew our process of updating the **Where People Die** Study for Victoria.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT
M E M O R A N D U M

TO: All Social Service Policy Unit Staff

FROM: Susanne Baxandall

DATE: 27th August, 1991

RE: **REQUEST FOR ASSISTANCE WITH REFERENCE LIST
FOR RESOURCE CENTRE BORROWERS**

Last week there was a meeting of the Education Unit Program Managers in which, as outsiders, myself and Michelle Scollo were invited to attend, to look extensively at the new catalogue. The decisions that were made while I was present are as follows: That the Resource Centre is to establish a "lending set" of books that could be available on smoking, support, etc. Doreen has prepared a list from the Cancer Information Service, which follows the books that we have recommended.

Local libraries are to receive such a list with a view to encouraging them to purchase books as well as a copy of our catalogue. At the present, the Resource Centre has 2,000 regular borrowers. The decision was made that the catalogue be produced in the following way - the outside cover to be printed, and the inside to be desk top published. It was interesting to know that there was no record in the Education Unit or indeed in the Resource Centre of the process of distribution format in anybody's files. They are looking at probably a minimum of 10,000 for distribution.

Denise has asked our Unit, because she has always referred to us with success, to add to the reference list (attached) that Doreen has and to confirm whether the books that are mentioned are ones to be recommended.

I will be speaking with Doreen this week so that we can avoid duplicating our effort. I enclose the meeting papers on the resource catalogue for your information. Could we discuss this within the next two weeks?

SUSANNE BAXANDALL

ANTI-CANCER COUNCIL OF VICTORI

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Lorraine Grigg

FROM: Susanne Baxandall

DATE: 9th August, 1991

RE: **UPDATING ACCV RESOURCE CATALOGUE**

Thanks Lorraine for the opportunity to comment on the update of this catalogue.

The first thing I would ask is who is the catalogue for, in 1991/92? Is it to continue the tradition of being available mainly for health professionals or is it time to increase the weighting towards patients. An obvious question to ask is who uses it at the minute? Is there any monitoring as to how often it is used and who are the users? Is it to stay in its current form?

It is certainly bright, and now identified with the ACCV. What is the cost of producing it and the possible cost to the users of the catalogue?

Gaps that I see here are:

More promotional material on the ACCV
Children and cancer
Bereavement

Social Service Policy Unit additions under Written Resources, Cancer Support Groups - CANLINK, procued by a group of people who have had cancer. This is a chatty newsletter amongst our 105 ACCV recognised cancer support groups is available and there are three editions per year.

The Cancer Support Group - Victorian Regional Workshop reports would be available for health professionals.

Breast Cancer Support Service - it should be noted that the BCSS brochures are now available in Greek, Italian and Spanish. Also there are BCSS manuals for both Volunteers and BCSS Nurses.

In thinking about the books that I have on my shelf that could be used by patients, my recommendation would be the the Cancer Information Service continue its practice of developing booklists because books just "walk". They are not returned and expensive to purchase in the first place.

Our SSP Unit bookshelves, which may be of use to the audience of the resource catalogue include the following video:

The Quiet Picture Series (Meditation & Relaxation) - Australian scenes as a visual form of relaxation.

Audiotapes:

ABC tape that I have from the Health Report - Cancer and the Mind. It's worth a listen to review.

Audiotape from the Australian Physiotherapists Association and pamphlet which deals with learning skills of relaxation and the C.I.S. use that extensively already.

LIVING WITH CANCER EDUCATION PROGRAM

This should remain under "Courses".

Available to health professionals only would be the Guidelines for Cancer Support Groups and the Starter Pack for Cancer Support Groups. They are available from the Co-ordinator of Cancer Support Groups, Pat Dobson.

We can assist with the sales of two publications, **Life After Leukaemia** by Wayne Reed, and **Palliative Care: The Creative Option**, by Anne Turley & Patty Hodder.

For health professionals, we have access to the latest palliative care reports.

One item that we noticed that needs discussing by the Education Unit is the current practice of the Cancer Information Service to photocopy in full certain small publications, namely Bob Montgomery's "Coping with Stress" and Mal McKissock's "Coping with Grief". My understanding is that this is a breach of copyright and these two authors would not hesitate to remind us so.

I look forward to hearing of the result of your updating process and if you need any clarification of the above, just give us a call.

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
M E M O R A N D U M

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 8th August, 1991

RE: OFFER OF RESEARCH ASSISTANCE

Dorothy, there was something else that I remember that I needed to mention to you after our lunchtime gathering earlier this week. I had a call from Prasuna Reddy, Senior Research Lecturer in Psychology at Swinburne. Two of her colleagues, Anne Kowles and Anne Seitz are looking for research opportunities in the ethnic area. They have a proven track record and they are not looking for funding. They would like to gauge your interest and indeed the Council's interest in meeting with them sometime in the next two weeks.

If you could let me know your answer as soon as possible, Prasuna will be in here on Thursday 15th.

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Christine Walker

FROM: Susanne Baxandall

DATE: 2nd August, 1991

SUBJECT: WELFARE GRANT - DENTURES

Christine, I am requesting in principle to know if the Welfare Grant Program will assist in the replacement of dentures.

Patient: Mr. Charlie Sammut

Referred from: Gayle Fry, Social Worker, Western Hospital

Mr. Sammut is currently a palliative care patient at the Sunshine Hospital. He was in a public toilet where he vomited and his dentures went into the toilet bowl where they were flushed away before he realised what had happened. Gayle is to get a medical referral to the Dental Hospital to see if we can hasten the process for his dentures to be replaced. If he goes into the private health system, it will be very expensive. Gayle will speak to you next Wednesday about whether Mr. Sammut still needs his teeth, and the cost.

Thanks,

SUSANNE

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 31st July, 1991

SUBJECT: **ATTACHED BOOKLETS:**
HEALING GRIEF
LOSS: (CHILDREN & TEENAGERS)

Doreen, I solicited the best professional advice in Melbourne about these two publications and thought you might be interested in the response (attached). Irene and I will make plans to develop the booklets mentioned. I would value the experience from the Cancer Information Service as to whether the titles that she has mentioned on the second page would be of use outside enquirers.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy, Education Unit

Encl.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 29th July, 1991

SUBJECT: **VICTORIAN ASSOCIATION OF HOSPICE CARE PROGRAMS (V.A.H.C.P.)**

This morning I was speaking with the Executive Officer of this organisation, Alice-Anne McNaught. In 1992, Victoria is going to be host to the National Hospice Conference and Alice-Anne has the job of organising a committee. The one position she has yet to secure, and asked for my recommendation on, is somebody who is good at financial planning, specifically for this conference. I recommended you and you may well hear from her. I understand that the commitment will be a meeting at 4.00 pm on a date yet to be set once a month, probably for twelve months.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

BREAST CANCER SUPPORT SERVICE

MEMORANDUM

TO: Wilma Hart
FROM: Anne Loyde
Coordinator, Breast Cancer Support Service
DATE: 26th July, 1991
SUBJECT: Annual Leave

I will be away from 1st August to 30th September, 1991 inclusive.

While I am away I have arranged the following coverage of the Breast Cancer Support Service:

Mondays	1.00 - 5.00 pm	Rosemary Leech (Support Worker, Cancer Information Service)
Tuesdays	9.30 - 11.30 am	Pam Harris (Volunteer Visitor, BCSS)
Thursdays	9.30 am - 2.45 pm	Pam Harris

Otherwise there is always someone in the Social Service Policy Unit and the Cancer Information Service.

Anne Loyde

BREAST CANCER SUPPORT SERVICE

MEMORANDUM

TO: BCSS State Coordinators
FROM: Anne Loyde
Coordinator, Breast Cancer Support Service
DATE: 19th July, 1991
SUBJECT: Annual Leave

I will be away from 1st August to 30th September, 1991 inclusive.

While I am away I have arranged the following coverage of the Breast Cancer Support Service:

Mondays	1.00 - 5.00 pm	Rosemary Leech (Support Worker, Cancer Information Service)
Tuesdays	9.30 - 11.30 am	Pam Harris (Volunteer Visitor, BCSS)
Thursdays	9.30 am - 2.45 pm	Pam Harris

Otherwise there is always someone in the Social Service Policy Unit and the Cancer Information Service.

Anne Loyde

BREAST CANCER SUPPORT SERVICE

MEMORANDUM

TO: Doreen Akkerman
FROM: Anne Loyde
DATE: 16th July, 1991
SUBJECT: Annual Leave

I will be away from 1st August to 30th September, 1991 inclusive.

While I am away I have arranged the following coverage of the Breast Cancer Support Service:

Mondays	1.00 - 5.00 pm	Rosemary Leech (Support Worker, Cancer Information Service)
Tuesdays	9.30 - 11.30 am	Pam Harris (Volunteer Visitor, BCSS)
Thursdays	9.30 am - 2.45 pm	Pam Harris

Anne Loyde



Anti-Cancer Council of Victoria
BREAST CANCER SUPPORT SERVICE

MEMORANDUM

TO: BCSS Volunteer Visitors
FROM: Anne Loyde
DATE: 10th July, 1991
SUBJECT: Annual Leave

I am writing to let you know that I will be away from 1st August to 30th September, 1991 inclusive.

While I am away I have arranged the following coverage of the Breast Cancer Support Service:


Mondays	1.00 - 5.00 pm	Rosemary Leech (Support Worker, Cancer Information Service)
Tuesdays	9.30 - 11.30 am	Pam Harris (Volunteer Visitor, BCSS)
Thursdays	9.30 am - 2.45 pm	Pam Harris

Otherwise there is **always** someone in the Social Service Policy Unit and the Cancer Information Service.

.....

New Resource: *After Breast Cancer: A booklet for women who have had conservative breast surgery*, is now available.

Regards,


Anne Loyde
Coordinator
Breast Cancer Support Service

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
MEMORANDUM

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 4th July, 1991

SUBJECT: Lorraine Lindsay - Extended Hours

Bill, while Ann Taylor is on annual leave for the next three weeks, Lorraine Lindsay will be working full-time. She will complete her usual timesheet and it will have the increased hours on it. Anne Lloyd will be the Supervisor.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Lorraine Lindsay

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 4th July, 1991

SUBJECT: **BREAST CANCER SUPPORT SERVICE
NURSES' MANUAL PAYMENT FOR PRINTING**

Bill, the Breast Cancer Support Service Nurses' Manual is nearing completion. This week, Fran Lowe, in the Education Unit, is going to take the necessary steps to set up the words of the manual so that we can do in-house publishing. It will take the printer then another two weeks to do the printing. What I am asking is to carry forward \$3,500 to a maximum of \$5,000 from the Social Service Policy Unit budget for 1990/91, Subcode: 01 34 450 204, carried over for three weeks into the new financial year. Funds were allocated during that financial year 1990/91 and Anne Lloyde will come to you with the cheque request and quotation from the printer.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 28th June, 1991

SUBJECT: **WIGS FOR PEOPLE WITH CANCER**

Professor, further to last Wednesday night's meeting, I thought you might be interested in a copy of the Guidelines for the Program of Aids for Disabled People. Dr. Bell is correct in his interpretation that someone needs to have a disability for twelve months before they are eligible and the difficulty of funds being available and then running out is very much the experience of nurses and social workers.

So what are we doing to help patients at the present? If people with cancer who have financial difficulties are unable to meet the cost of a wig for the hair loss that may be temporary and well below the one-year guideline for PADP, the Anti-Cancer Council's Welfare Grant Program is placed to assist those people. This service offers block grants at major cancer treatment centres and for those smaller hospitals and community services, our part time Welfare Grant Co-ordinator, Christine Walker works here on Wednesdays.

Sometimes it is also a matter of knowing where to get good advice about the wigs and I include a copy of some of our resources regarding wigs. The Peter MacCallum Cancer Institute through its Social Work Department receives many donations of wigs which they clean, prepare and offer to other patients being treated. The Corrective Hair Centre in Malvern Road, Toorak has received good responses from patients and family members alike.

In order to assist individuals and family members to learn more about coping with cancer treatments, of which hair loss is a major part, the Anti-Cancer Council of Victoria has assisted in the development of the **Look Good, Feel Better** program, and as I mentioned at last Wednesday's meeting, this program is in the process of being implemented at the Peter MacCallum Cancer Institute, the Repatriation General Hospital and the Alfred Hospital. At the latter two hospitals, the program would be offered as an inclusion to the **Living with Cancer Education Program**. In enclose a brochure and if you want more detailed information about the program, I would be happy to assist.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

SOCIAL SERVICE POLICY UNIT
CANCER SUPPORT GROUPS
MEMORANDUM

TO: Bill Rae
FROM: Pat Dobson
DATE: 25th June, 1991
SUBJECT: Expenditure Coding

All entries in Cancer Support Groups Budget 01 34 500 are entered under sub code 410 Projects - Ostomy and should be under Travel sub code 300.

Pat Dobson
Coordinator
Cancer Support Groups

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Rosemary Leech & CIS Staff

FROM: Susanne Baxandall

DATE: 24th June, 1991

SUBJECT: PEOPLE REQUESTING PSYCHOLOGICAL SERVICES

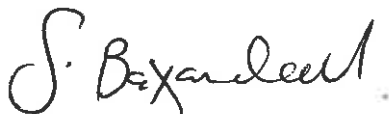
Prasuna Reddy suggested the following organisations train, prepare and formally register psychologists who work in Victoria in the specific psychological specialities:

The Australian Psychological Society can be telephoned on Ph: 347 2622.

The Board of Counselling Psychologists, Chairperson Roger Cooke, can be contacted on Ph: 819 8653 or 819 8205.

The Board of Clinical Psychologists - Mr. John Pead Ph: 478 3244.

The Board of Clinical Neuro-Psychologists - Dr. David Maddocks, Ph: 420 5300.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Liz Tucker

FROM: Susanne Baxandall

DATE: 21st June, 1991

**SUBJECT: NEW PUBLICATION BY CECILY SAUNDERS,
TITLED: HOSPICE AND PALLIATIVE CARE,
AN INTERDISCIPLINARY APPROACH.**

Liz, I can see the value in purchasing a copy of this publication at eight pounds ninety five. It seems to offer an honest account of the challenges that may face people working in hospice and palliative care, for example, the difficult family, staff exhaustion, requests for euthanasia, ethical dilemmas, etc.

The information comes from palliative care books from Edward Arnold and this particular publication is a paperback, ISBN: 034 0544 627. It's 128 pages and was published in October 1990.

Thank you in anticipation.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
M E M O R A N D U M

TO: Social Service Policy Unit Staff

FROM: Susanne Baxandall

DATE: 20th June, 1991

RE:; NEW RESOURCES FOR JUNE 1991

The following resources have come my way over the last few weeks.

Group Leadership: A Manual and a Resource for Group Leaders, produced by the Western Sydney Area Health Promotions Unit in Westmead, N.S.W. Co-authors are Bunday, Cullen, Denshire, Grant, Norfor and Nove. Cost including postage is \$25.00.

How Can I Relax: Dealing with Tension & Anxiety Resulting from a Diagnosis of Cancer. This is a 10 page publication from the Patient Services Unit at the Anti-Cancer Foundation of the Universities of South Australia. Copies available by telephoning Margaret Skene on Ph: (08) 267 5222 or writing to the Foundation. I have ordered 10 copies to share with Council staff who may consider ordering further copies.

SUSANNE BAXANDALL

cc: Cancer Information Centre

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Christine Speakman
FROM: Susanne Baxandall
DATE: 14th June, 1991
RE: **ANNUAL LEAVE**

Judy, just a short note to let you know that I am on annual leave from Monday, 8th July and returning on Monday, 29th July. From Sunday 30th through to July 5th I will be participating in the International Grief & Bereavement Conference in Sydney and my contact number is in my diary. The rest of the time I will be in Fiji.

Cheers,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

TO: Cancer Information Service Staff

FROM: Susanne Baxandall

DATE: 13th June, 1991

SUBJECT: **PRESENTATION AT THE VICTORIAN ONCOLOGY
SOCIAL WORKERS' GROUP YESTERDAY -
LOOK GOOD, FEEL BETTER PROGRAM**

Following on from the Victorian Oncology Social Workers' Group presentation yesterday, people may want information about **Look Good, Feel Better**. Victorian nurses and social workers may contact the Cancer Information Service, asking for details about the program.

The following organisations are in the throes of offering the program:

Peter MacCallum Cancer Institute is to start the program on 2nd July, but they only accept Peter Mac patients. Contacts: Anne Officer, Outpatients Charge Nurse and Diana Close, Senior Social Worker. Ph: 641 5555.

Alfred Hospital have just started their planning, and will cater for both Alfred patients and others. Their contacts are: Ivan Hochberg, Oncology Social Worker and Adrienne James, Health Promotions Officer. Ph: 276 2000.

Repatriation General Hospital are to run the first workshop for staff to learn about the program in July. The contact there is Helen Foster, Oncology Social Worker. Ph: 490 2111.

Please direct all general enquiries about the program to Kathryn Emerson, General Manager, Look Good, Feel Better, P.O. Box 49, Balgowlah, NSW, 2093. Ph: (02) 907-9196; Fax: (02) 949 7007.

Brochures on the program are available from the Social Service Policy Unit.

As details change, I will contact you.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

M E M O R A N D U M

MEMO TO: Sue Noy
Doreen Akkerman

FROM: Susanne Baxandall

DATE: 11th June, 1991

RE: **SUPPORTIVE MEASURES**

In preparation for our next get together on Thursday 19th June, could I ask you to have a look at the Table of Contents of the Supportive Measures Project and see if there are things you think ought to be included, excluded or added to.

The draft sections are about to be re-written and edited and standard introduction and design of the final product are in progress.

Susanne Baxandall
Director
Social Service Policy Unit

Encl.

MEMORANDUM

TO: Bill Rae

FROM: Susanne Baxandall

DATE: 24th May, 1991

RE: VOLUNTEER - LYN COOKE

We have just recruited again a volunteer to work on the "book" project. Lyn Cooke will be working in Pat Dobson's office every Thursday for the next couple of months.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

BREAST CANCER SUPPORT SERVICE

MEMORANDUM

TO: Fran Lowe, Education
FROM: Anne Lloyd
DATE: 21st May, 1991
SUBJECT: Grief and Bereavement Publications

LOSS: How Children and Teenagers Can Cope with Death and Other Kinds of Loss

Overall, I think that this booklet is quite good. The booklet is divided into different sections giving specific information for different age groups which may be helpful. The important thing is not to get locked into thinking that certain things must happen at a particular time in the grieving process and in a particular order.

I think that the booklet had some useful information for parents, children and teenagers and was easy to read. There was only a couple of sentences on Page 10 that I found a bit worrying: "If a family member has died, put yourself in your parent's shoes. They may have a tough time, **harder than yours...**". This doesn't seem very helpful advice to teenagers. The loss you feel greatly depends on the investment you have in the relationship.

The booklet "Loss" also refers people to other sources of support which is often helpful; so people don't feel that they are completely on their own.

HEALING GRIEF

My overall impressions of this booklet are a bit mixed. The booklet contained helpful information and some personal experiences of loss but I thought that it was a little drawn out in places. I don't like the idea of pushing religion especially Page 17 and thought that this might be a bit off-putting for some people.

Ann Lloyd

Anne Lloyd
Coordinator, Breast Cancer Support Service

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Ron Borland

FROM: Susanne Baxandall

DATE: 21st May, 1991

SUBJECT: **LIVING WITH CANCER EDUCATION PROGRAM**

On Monday, 9th September and Tuesday 10th September, my counterpart at the South Australian Anti-Cancer Foundation, Dr. Margaret Skene, is visiting Melbourne and is wanting to learn more about the practicalities and the theory in running a **Living with Cancer** program in her state.

In the morning she will be meeting the trainers of the course leaders and was wondering how you might be placed between 2.00 - 3.00 pm to brief her on some of the theory and the evaluation process. Could you let me know as soon as possible?

Thank you.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Professor Lovell

FROM: Susanne Baxandall

DATE: 9th May, 1991

SUBJECT: **CLOSURE OF CITYMISSION HOSPICE BEDS**

Early this week, Dr. Ruth Redpath asked if I could bring the matter of the closure of the Citymission Hospice Beds, as directed by Roger Woodruff, to the Palliative Care Advisory Council meeting which is to be held on Friday, 10th May.

As a member representing the Anti-Cancer Council I am delighted to do this and I will keep you posted as to the outcome.

Thank you,

SUSANNE BAXANDALL
Director.
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 6th May, 1991

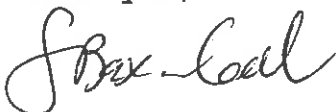
SUBJECT: **CANCER INFORMATION SERVICE**

Dorothy, thanks for the opportunity to talk with you last week on the following issues.

The Education Foundation submission - I look forward to floating the idea with the Hospitals Association of Victoria, the RDNS, Municipal Association of Victoria and that you and I should visit some of these intended partners with a small note of intention to do something and gauge their interest.

As regards the Cancer Information Service Management Group, I look forward I hope we have given the necessary "spark" to get appointments in Nigel's diary and for us to get on with things. Could I put several things on the agenda for the Cancer Information Service Management Group, although not necessarily the first one - that is a follow up on industrial matters with Cancer Information Staff, an update on the evaluation, an update on the Victorian Listing of Cancer Support Groups and Services (and developing a practice or policy of handing out our mailing list of cancer support groups and services etc. to companies wishing to promote or endorse a particular product) and the Supportive Measures Project.

Thank you,



SUSANNE BAXANDALL
Director
Social Service Policy Unit

P.S. Also note good idea to have input into the weekly management meetings if appropriate. - Yes partly is a long time to wait.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Bill Rae
Sam Botoulas

FROM: Susanne Baxandall

DATE: 3rd May, 1991

SUBJECT: **REQUEST FOR TRANSFER OF FUNDS**

In March 1991 the Social Service Policy Unit received a donation of \$1,100 from the Redpath family for patient education. It is in the Social Service Policy Unit's general income account with the end code 434. Could \$600 please be transferred from this into the Social Service Policy Unit's Patient Education Program, **Living with Cancer Orientations** (01 34 300 430)?

Thank you in anticipation.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 1st May, 1991

SUBJECT: **PALLIATIVE CARE - RUTH REDPATH'S REQUEST**

Following our talk this morning, I telephoned Ruth Redpath to ask her the name of the Liberal people that she and Bruce were talking with about palliative care. It was the case that many of the people did not announce themselves so names were not forthcoming, but it appears that they were members of the Health Policy Committee of the Coalition. There was an MLC, Jeff Cannard, who didn't turn up, Graham Swinton, a surgeon and general practitioners and someone by the name of Anne, who didn't introduce herself. As you had predicted, there had been financial contributors to the Liberal Party but were wary of mentioning it. I think that will be corrected.

Ruth is to follow up an MLC from Ballarat by the name of Shoales, who was on the Social Development Committee for Options for Dying with Dignity and we trust that we might have some success in having palliative care on the map with the Liberal Party.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

lw.pall

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Ron Borland

FROM: Susanne Baxandall

DATE: 29th April, 1991

SUBJECT: **LIVING WITH CANCER EDUCATION PROGRAM -
ORIENTATION FOR COURSE LEADERS - FRIDAY 7TH
JUNE, 1991**

I am writing to ask if you would be able to give a short talk on **Living with Cancer** - the Evaluation Process at the third and final session of the Group "A" Orientation intake of course leaders. Group "A" was the first intake for 1991, each Orientation now being held in three sessions over a six month period and based on Moss Arnot's research.

If you are able to do so, could you please let me know as soon as possible and I will send you the program at least a week before that date.

Thanks Ron,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 29th April, 1991

SUBJECT: **MAMMOGRAPHIC SCREENING STANDARDS**

This is just letting the "right hand know what the left hand is doing". This morning I had a telephone call from Paddy Begg, who is the Chief Social Worker at the Royal Melbourne Hospital. At lunchtime she was meeting with the Head of the Radiotherapy Department at the Royal Melbourne to discuss standards for mammographic screening.

I suggested that she contact yourself and mentioned that Louise had started work. You may well hear more from them.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Liz Tucker

FROM: Susanne Baxandall

DATE: 26th April, 1991

SUBJECT: **REQUEST FOR INFORMATION**

This morning I had a call from an oncology social worker at the Warrnambool Base Hospital who has been asked to participate in the training program for volunteers. Her topic is the Psychosocial Aspects of Terminal Illness.

I am wondering if you could do a literature search. She is particularly interested in articles and she needs to have the information posted to her middle of the second week of May.

If there are any difficulties, could you please let me know as soon as possible.

Thanks Liz,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 22nd April, 1991

SUBJECT: **INFORMATION ON IAN GAWLER AND
LIVING WITH CANCER EDUCATION PROGRAM**

Appendix A outlines the number of calls regarding Ian Gawler received through the Cancer Information Service between 17/12/90 and 8/4/91. There have been a total of 39 calls recorded.

With regard to the **Living with Cancer Education Program**, up until March 1991, there have been 60 **Living with Cancer** programs convened over the years 1988 - 1991 and 1,140 people have participated. This includes patients and family members. In addition to those people, during the pilot phase (1985 - estimate 60) and the evaluation phase (1988 - estimate 48), additional patients and family members participated.

The next section is a brief history of the stages and then the organisations that participate and the number of course leaders that have been prepared (see Appendix B).

HISTORY

1984

1984 saw the idea, searching the literature, reviewing existing programs, consulting with colleagues. 1984/85 financial year saw a Social Service Policy Unit budget secured to modify the American Cancer Society's **I Can Cope** program.

1985

Around Christmas 1985 a pilot was convened, or started, at St. Vincent's Hospital, Prince Henry's Hospital and Chadstone Community Health Centres. Each of those programs had a minimum of 11 participants, divided between patients and family members.

1986-87

In 1986/87 SB developed the program tools, the assistance of patients, et al. The video was prepared, the manuals were started, the logo developed, the brochure and poster developed and the first Orientation for course leaders was prepared. The whole question of evaluation has been discussed with colleagues in the Centre for Behavioural Research in Cancer and the work for the CANCOPE study.

1988

During 1988 the CANCOPE Evaluation took place with 48 patients (see Appendix C). Participating organisations were St. Vincent's, the Royal Melbourne Hospital, Prince Henry's Hospital, Geelong, Repat and Chadstone Community Health Centre. Later that year, the results were published by the CBRC (document available on request).

1989

In 1989, following the evaluation, the **Living with Cancer Education Program** was offered to those organisations across Victoria requesting to run the program. The Social Service Policy Unit developed an Audit - this tells us who is doing what and how many courses have been run - the newsletter for course leaders, the implementation of a refined Orientation based on the work done during the previous years and an ongoing evaluation with CBRC was organised. Later that year, the **Living with Cancer Education Program** was talked about in papers presented at the Clinical Oncological Society of Australia, Victorian Oncology Social Workers' Group, NSW Oncology Social Workers' Group and VCOG.

1990

In 1990, the program continues to be offered at large, with CBRC doing ongoing evaluations. Research was conducted by the Rev. Moss Arnot on the education component of the course leader's Orientation. Dr. Judi Johnson, the co-founder of the **I Can Cope** program in Minnesota, came to Melbourne in November and shared ideas. Requests from each State Cancer Council's patient support and social services staff have the **Living with Cancer Education Program** - New South Wales has it, Western Australia has it also with community nurses offering it. Queensland and Tasmania use parts of it and A.C.T. have purchased two kits for use.

1991

In 1991, the program continues to be offered at large. We are piloting the "new-look" course leaders Orientation and hope to do the preparation for a "non-English" pilot in 1992. Outside consultants assist with the Orientation for course leaders and

consultants assist with the Orientation for course leaders and research is underway to determine where people with cancer are being treated in Victoria and matching that against where the **Living with Cancer Education Program** is offered.

In short, up until March 1991, we have had 60 **Living with Cancer Education Programs** run in three years, between 1988 and 1991, totalling 1,140 people.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

Ref: lwc.stat

APPENDIX A

CALLS RECEIVED BY CANCER INFORMATION SERVICE

REGARDING IAN GAWLER - 17/12/90 - 8/4/91

8/4/91	2
1/4/91	2
25/3/91	1
18/3/91	3
11/3/91	4
4/3/91	2
25/2/91	1
18/2/91	1
11/2/91	2
4/2/91	3
28/1/91	4
21/1/91	8
14/1/91	4
17/12/90	2

APPENDIX B

ORGANISATIONS INVOLVED IN THE LIVING WITH CANCER

EDUCATION PROGRAM SINCE 1984

The following outlines the name of the organisations involved and the number of course leaders prepared.

* Trained course leaders but have not offered the LWCEP to date;

In process of preparing to run their first LWCEP.

St. Vincent's Hospital	-	trained 3 course leaders
Prince Henry's Hospital	-	trained 5
Chadstone C. Health Centre	-	trained 2
Royal Melbourne Hospital	-	trained 3
Geelong Hospital	-	trained 2
Repatriation Hospital	-	trained 4
Peter MacCallum	-	trained 3
Alfred Hospital	-	trained 5 (9 booked)
Austin Hospital	-	trained 2
Box Hill Hospital	-	trained 3
Numurkah & District Hospital	-	trained 1
Sandringham & District Hosp.	-	trained 2
Warnambool District Base	-	trained 2
Western Hospital	-	trained 4
Westgate Comm. Health Centre	-	trained 2
Wimmera Cancer Support Team	-	trained 1
Eaglehawk Comm. H. Centre	-	trained 2
Echuca Unit C.S.G.	-	trained 2
Jewish Crisis Centre	-	trained 3
Sunraysia C.S.G.	-	2 to be trained in Aug.
Cairnmillar	-	trained 2
Western C.S.G.	-	trained 2
Western Region H.C.	-	trained 1
*Benalla Cancer Support Group	-	trained 1
*Caulfield Comm. Care Centre	-	trained 2
*Churchill Comm. H. Centre	-	trained 2
*Diamond Valley C. H. Svce	-	trained 1
*Eltham Comm. H. Svce	-	trained 1
*Garfield-Can-Support	-	trained 2
*I.T.I.M.	-	trained 5
*Knox Private Hosp. C.S.G.	-	trained 1
*Mountain Dist. C.H. Service	-	trained 2
*Prahran Comm. Health Svce.	-	trained 1
*Royal Women's Hospital	-	trained 1 (left org.)
*Sunbury Community H. C.	-	trained 2

#Delecombe C.H. Centre	-	trained 1
#Heathcote C.H. Centre	-	trained 1
#Sebastopol C.H. Centre	-	trained 1
#Peninsula C.H. Service	-	trained 2
#RDNS	-	trained 1
#Moe/Naracan Comm.H.C.	-	2 to be trained in Aug.
#Colac Comm. H.C.	-	3 to be trained in Aug.

Ref: lwc.stat

Concove 1988

Table 1: Basic characteristics of the sample

All patients had been diagnosed as having advanced disease

Sex distribution:

26 males 22 females

Age:

Mean 56 Range 25-77

Primary Site:

Lung	10
Breast	9
Colon	8
Blood	5
Genito-urinary	4
Other	12

FILE NOTE: MEETING WITH NIGEL GRAY

16/4/91

Budget

To check to see if there was a request to have a 5% cut (the answer is "yes") and the principle of "user pays", particularly for the **Living with Cancer Education Program**.

Nigel supported the user pays idea and suggested that we advise people that we are asking for the cost to meet 50% of the actual costs of running training and providing the packages.

Ian Gawler

We talked about the split and Burwood Centre doing massage.

ACTION: SB to ask Adrienne Holzer to follow up whether the Victorian Cancer Support Group is a registered name and of charitable status.

Patient Advocacy

SB advised on the ACS Manager's gathering on Wednesday 10th April at the Rathdowne, and asked Nigel about the National Cancer Prevention Plan. It is prevention and not control. It is in the process of getting there and will be reviewed every two years. We also talked about the importance of the discussion from managers of patient support having a voice and advising Lawrie as well as Heather Wain, ensuring that messages are formally delivered and not to rely on our current representative at Executive.

Distance Learning

SB advised on discussions with RDNS on looking at a Distance Learning Program for the Breast Cancer Support area, mentioning that this financial year would not require a fiscal commitment about our allocation.

Follow Up

In preparing for the ACS Executive meeting, Nigel wished to have information about Ian Gawler - could the Cancer Information Service offer trends, and this is attached, the numbers of patients who have come through the **Living with Cancer Education Program** since its inception, and ask Graham Giles if we can link with people involved in palliative care.

SB

SUSANNE BAXANDALL

Ref: lw.200

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 22nd April, 1991

SUBJECT: **GAWLER FOUNDATION**

Adrienne, in Ian Gawler's newsletter, April-June 1991, we note the formation of the Gawler Foundation and enclose the attached. This is just an alert to another group who may be wanting to compete with us for the public dollar.

It also appears that John Nathan is to establish the Cancer Support Group of Victoria as a continuation of the Melbourne Living Centre at East Burwood. Would you be able to check to see whether the above group is incorporated and has the status for income tax deductability, etc?

Thanks,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

cc: Pat Dobson, SSPU

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman
Pat Dobson

FROM: Susanne Baxandall

DATE: 19th April, 1991

SUBJECT: **RESOURCE INFORMATION FOR CHILDREN & PARENTS
WHO ARE GOING HOME FOR PALLIATIVE CARE**

This morning I had a telephone call from Sr. Cathy Hodgkinson. She is a Clinical Nurse Specialist working in neo-natal intensive care at the Royal Children's Hospital. She is currently doing study at the College of Nursing in the area of palliative care. One of the projects that she has to do over the next couple of weeks is to prepare a resource file of what services, information and support are available for children and parents who are going home for palliative care. It is not confined to cancer.

I have directed her to the Oncology Social Workers at the Royal Children's Hospital and was wondering if you have any information that you could pass to me within the next week so that I can pass it on to Cathy.

Thank you in anticipation.



SUSANNE BAXANDALL

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 17th April, 1991

SUBJECT: **USE OF SSPU OFFICE ROOM ON MONDAY**

Just a short note to confirm that the Social Service Policy Unit has agreed that the Cancer Information Service use one of our offices each Monday for Janie Bayton. If we double book the room, we will do our best to accommodate Janie.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Mike Murphy, CBRC

FROM: Susanne Baxandall

DATE: 17th April, 1991

SUBJECT: **URQUENT REQUEST FOR HELP WITH STATISTICS**

In preparation for an Australian Cancer Society meeting, Nigel Gray has asked for the figures of how many people with cancer and family members have gone through the **Living with Cancer Education Program**. Can you help? With Ron being away, we need to unearth the figures as to the people who participated in the CANCOPE study. I have access to people who have been involved in the program interstate, but I need your help for the intervening period. Could we please talk very soon?

Thanks,



SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 11th April, 1991

SUBJECT: **SOCIAL SERVICE POLICY UNIT PROGRAM 1991/92**

Our costings are currently being organised and I will forward those to you within the week.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 10th April, 1991

SUBJECT: **JOB DESCRIPTIONS AND SALARY REVIEW**

Please find enclosed for 1991 updated job descriptions for Social Service Policy Unit salaried staff. I would make the following recommendations for increasing the salary.

The first would be to the Co-ordinator of the Welfare Grant Service whose status has been casual until 1st July. I would recommend permanent part-time status of a minimum of one day per week and an upgrade to Social Worker Class 3. There is an increased responsibility for counselling individual private patients who have not had access to social work support, which is a changed aspect of the job from its previous incumbent that requires a specialised skill that we now have.

The second would be the Co-ordinator of the Breast Cancer Support Service whose original job has changed from enquiries from breast cancer women in addition to developing a wide range of educational resources in the patient and professional education to formal research and evaluation. With this has come an increased responsibility and a proven track record for increased performance.

Thank you,

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

Ref: lw.150

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Anne Lloyde & Pat Dobson

FROM: Susanne

DATE: 28th March, 1991

SUBJECT: **DISCUSSION THIS AFTERNOON WITH DOROTHY READING**

The following came out of my discussion with Dorothy.

The Mammography Project Officer is Louise Glanville, a Social Worker from the wester region who will start work as the Project Officer to implement the Mammography Program plan for Victoria. She starts on Monday 8th. Her office will be next to Professor Lovell's so we might bump into her.

The next thing we talked about was following up a suggestion that was mentioned in our joint Patient Education Strategy meeting and that was to look at the funding source of the Victorian Education Foundation and look towards developing an education program and calling on their funding. Dorothy and I decided that the breast cancer would be an obvious first model and we are to follow this up after Easter with Dorothy and I approaching the Victorian Education Foundation and trying to get something together. Nigel Gray has already given his OK for us to be taking their money and working with them - that's if they'll part with their money!

I mentioned to Dorothy about our work with the RDNS in developing a distance education package.

SUSANNE

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 27th March, 1991

SUBJECT: **CASUAL PAY RATES FOR OVERTIME**

Thanks Adrienne for the opportunity to comment. From the comments from staff we may well develop a policy.

I think it is a good idea to offer current market entitlements for people working overtime on a casual basis. These people do not have the advantage of security of tenure, sick leave, leave loading, etc. What you suggest does seem reasonable - the Saturdays, Sundays and holidays.

Could you let us know if and when it becomes the accepted practice so that we can plan for it in our budget for the 1991/92 financial year which is happening now.

SUSANNE BAXANDALL

Ref: lwc.138

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 27th March, 1991

SUBJECT: **LEAVE LOADING**

Adrienne, this is an excellent principle and I would make the request that we keep a watch on relevant industrial moves as this may be OK this year and next year, but may be subject to change in later years. It would be my advice not to set things in concrete forever, but rather review it every three years and would request that this be one of those things that are reviewed.

With regard to Leave Loading payments my preference would be for the first one as it seems administratively easier and it is a date that people will remember, i.e. their anniversary date. Again let's try whatever the staff decide for two years and then review it by asking people how it has worked for them.

SUSANNE BAXANDALL

Ref: lwc.139

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 22nd March, 1991

SUBJECT: **UPDATING OF PATIENT SUPPORT RESOURCES -
NATIONAL SIDS COUNCIL OF AUSTRALIA**

Doreen, an update of patient support resources - the latest on the National Sudden Infant Death Syndrome Council groups across Australia. You may never need them but here they are if you do.

SUSANNE BAXANDALL

cc: Sue Noy, Education Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Beverley Lovegrove

FROM: Susanne Baxandall

DATE: 22nd March, 1991

SUBJECT: **SSPU IDEAS FOR CORPORATE SPONSORSHIP**

Thanks for the opportunity to make suggestions. I am painfully aware of the difficulty of developing ideas and finding out that you don't have the funding, having lost a full-time staff member and then being advised the other day that we may have to face a 5% cut. Many of our ideas for patient education literature may not ever reach people with cancer and their families. This year our major focus is to get patient education/information and support resources to people with cancer.

The following suggestions are put forward:

Living with Cancer Education Program

To set aside funds for piloting a non-English speaking **Living with Cancer** program. Funds will be required to have the handouts for the people attending available in the language. Our contacts have been with Greek, Spanish and Italian communities through the work of Irma.

To re-edit the **Living with Cancer Education Program** video. Expensive, necessary, and one which would have the name of any company at the forefront.

As an extension of the **Living with Cancer Education Program**, we are looking to develop an information series which would offer small booklets on topics such as communicating with friends and family, unproven methods, coping with uncertainty, sexuality, aspects of loss and grief, the target for this would be adult people with cancer and their families, of which young people are obvious.

Extension of the information series would be to look not only at the written word, but as series of audiotapes. Much of the groundwork has been done by our staff, now calling in a professional writer on this information series. The printing costs, writers' costs, pretesting costs are what I would be looking for.

Supportive Measures Project

This project aims to offer people with cancer, their families and health professionals a reliable source of information about things like acupuncture, legal services, visualisation, etc. The costs here would be the costs of printing a series in a similar style to a fact sheet and the cost of writing, producing and distribution. At the present, the descriptive data has been prepared and content checked by VCOG members. The Cancer Information Service will be the contact point for cancer patients. A brochure will alert people to the range of information that is now offered.

Prior to these ideas going to organisations outside the ACCV for sponsorship, I request that approval be sought within the ACCV first, i.e. Dr. Gray and Executive Committee.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.82

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dorothy Reading
FROM: Anne Lloyd
DATE: 5th April, 1991
SUBJECT: Mammographic Screening

As you are aware, Susanne and I are compiling a manual for Breast Cancer Support Service Nurses.

We would like to include a section on Mammographic Screening and we were wondering if you could write an overview of current practices regarding mammographic screening in Victoria.

If possible, could we please receive this by Monday, 15th April, 1991.

Regards,

Anne Lloyd
Coordinator
Breast Cancer Support Service

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 12th March, 1991

SUBJECT: **DAVID BULL LABORATORIES PUBLICATIONS**

Please find enclosed a copy of recent publications we have chased up. I trust these will be of use to the Cancer Information Service. They are: **When You Have a Tumour and When Your Brother or Sister Has a Tumour**. The target is primary school aged children. It was an English publication originally, now offered to Australians.

Contact for additional copies:

Grace Poggi,
David Bull Laboratories Pty. Ltd. Inc.,
7-23 Lexia Place,
MULGRAVE, VIC. 3170

Tel: 560 2533.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

cc: Sue Noy, Education Unit

Ref: lw.90

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Graeme Fletcher

FROM: Susanne Baxandall

DATE: 12th March, 1991

SUBJECT: **INFORMATION ON CANCER FOR TEACHERS AND YOUNG PEOPLE IN SCHOOLS**

This morning I met with Sr. Margaret Noone, who is the Director of Very Special Kids, one of our recognised Cancer Support Groups. Margaret is regularly invited to schools when there is a young person who has cancer, by the teachers and the young people themselves. I mentioned your resources. I also mentioned that there was a possibility of funding available through the Victorian Education Foundation. I would imagine that you would shortly get a call from Margaret Noone.

If you need any further information, please let me know.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.89

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

FROM: Susanne Baxandall

DATE: 7th March, 1991

SUBJECT: **PRINTING FIRMS**

Adrienne, I have pleasure in recommending Reade Offset. I have attached the business card with Sabina Nettleton as Director, and enclose the examples of the **Living with Cancer Education Program** brochure and poster and the multi-lingual Breast Cancer Support Service brochures.

Reade's are a small family firm who have always met our deadlines, been competitive in price, the staff have always been willing to discuss difficulties we have had, like securing artwork from previous firms, they are geographically close to the Council and I would have no hesitation in recommending them as preferred printers for Council departments.

e.g. BCSS brochure, 5,00 each of Spanish, Italian, Greek

Typesetting and layout	-	\$1,247
Printing	-	\$1,540
TOTAL:		\$2,787

1,000 Living with Cancer letterhead	\$172.00
1,000 Living with Cancer stickers	\$348.00
	(including artwork)

S. Baxandall

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

Ref: lw.79

Reade
OFFSET

Sabina A. Nettleton
Director

Reade Offset Press Pty. Ltd.
Offset Colour Printers. Finished Art, Bromides
170 Wellington Street, Collingwood, Victoria 3066.
Telephone: (03) 417 1611. Fax (03) 419 2815. A.H. (03) 438 4164.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

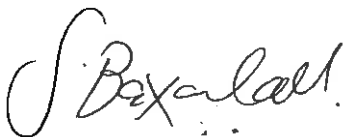
DATE: 6th March, 1991

SUBJECT: **SUPPORTIVE MEASURES PROJECT**

Doreen, just a note to confirm our conversation on 4th March, 1991, and that is that the Cancer Information Service and the decision-makers within the Education Unit have agreed to accept the information in the Supportive Measures project as part of the database of the Cancer Information Service.

It was noted that Lorraine Lindsay, Social Service Policy Unit, has agreed to prepare the data ready for entry into the Cancer Information Service and that the data will be the responsibility of the Cancer Information Service to then be updated every twelve months. The information will be set out to be consistent with the Cancer Information Service database, with the assistance of EDP to add extras to the program. The descriptive information in the Supportive Measures project will be part of a separate information series. They may well be a similar style to the fact sheets and this is to be investigated. We may well call on the financial resources and the design advice of the Education Unit in assisting in the preparation of this descriptive data. It was seen as important to ensure that the information available for immediate access for enquirers be available as well as hard copy, describing what the measures are.

In closing, what is in progress currently is preparing the descriptive information for the check by VCOG working group members. We would welcome acknowledgement of the work that has been done by the Social Service Policy Unit staff and volunteers in preparing this additional information for the Cancer Information Service.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Ross Millward, Dorothy Reading, Sue Noy

Ref: lw.80

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 28th March, 1990

SUBJECT: **VICTORIAN LISTING OF CANCER SUPPORT GROUPS
& SERVICES**

In looking at our Social Service Policy Unit diary, we notice that this is about the time of the year that we started the Listing update process, by which information and data collection sheets go out to cancer support groups. The current entries are checked by these groups and then returned to us. Lorraine, Anne and Pat have a series of steps that they have developed, having done the job for several years and they would be available to brief you.

Indeed, I mentioned it to Dorothy in passing, and she suggested that this might well be a job for people at the front desk. I understand that Ross Millward will be talking with you regarding Rosemary's computer's ability to sort information as it is entered into the database.

I enclose a copy of the Strategy Paper that was prepared and agreed to between the Social Service Policy Unit and the Education Unit.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy, Education Unit

Ref: lw.62

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 28th February, 1991

SUBJECT: RAY LOWENTHAL'S BOOK: "CANCER & WHAT TO DO ABOUT IT"

Earlier this week one of our staff took a telephone message from Michelle from Lothian Books. Michelle was chasing up a mailing list of all ACCV recognised cancer support groups to send an order form to them regarding this publication. I would strongly suggest that this does not take place and would be happy to discuss with you the agreement that we have with our recognised cancer support groups. However, we certainly have other networks to which we could send the order forms.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy, Education Unit

Ref: lw.63

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Chris Keeler

FROM: Susanne Baxandall

DATE: 26th February, 1991

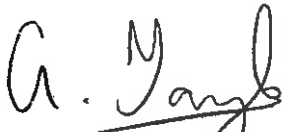
SUBJECT: **BACKGROUND PAPERS REQUESTED FOR PATIENT
EDUCATION PLANNING SESSION 1/3/91**

As requested, please find enclosed a Social Service Policy Unit proposal for short-term priorities in resource production. We understand that there are some similarities and differences between the Education Unit and the Social Service Policy Unit

Many of our Unit's short-term written resources are nearing completion. SSP Unit staff also acknowledge that patient education strategies incorporate patient information activities, i.e. written, videos, audio tapes, discussion groups, personal accounts as well as formal patient education programs, e.g. **Living with Cancer Education Program**, bereavement support programs. The attached background paper outlines our eight priorities and briefly mentions targets, progress to date and markets. Our updated SSP Unit Status Report offers a quick reference for patient education activities across the project areas (Appendix A).

Examples of current patient education strategies for the Breast Cancer Support Service and Cancer Support Group program are available on request. We would welcome the opportunity to work on joint projects with Education Unit staff.

I would request that the facilitator give time to ask all participants what their understanding of **objectives** of this planning session are.



for. SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl. "

Ref: lw.54

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. David Hill

FROM: Susanne Baxandall

DATE: 14th February, 1991

SUBJECT: **EVALUATION COSTS: LIVING WITH CANCER**

Thanks for your recent memo, David. The truth of the matter is we haven't discussed the costing. I am sure there have been outgoings, particularly the salary of Michael Murphy. In this last financial year the Social Service Policy Unit had not budgetted at all for the evaluation costs. If there are costs involved, could you advise me and we can plan for the next financial year, as there is no "slack" in our budget at the present.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.49

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 6th February, 1991

SUBJECT: **UPDATE STATE CONTACTS FOR THE NATIONAL ASSOCIATION FOR LOSS & GRIEF (NALAG)**

Doreen, here is the latest list of the above.

State Contacts

NALAG (SA)

SUSANNE BAXANDALL

Secretary: Margaret Buist, 63
Clairville Rod, Campbelltown, 5074.
(H) (08) 336 2106

cc: Sue Noy

President: Anne Graham, Flinders
Medical Centre, Social Work Dept.,
Bedford Park, SA 5042.

NALAG (TAS)

Secretary: Pam Large, 144 Albert
Road, Moonah Tas. 7009. (002) 282
493

WAALAG

President: Gabrielle Egan, PO Box
110, Fremantle, WA 6160 (09) 443
2697

NALAG (VIC)

PO Box 64, Footscray, 3001. 8 Peter
St, Footscray, 3001, (03) 688 4760.
Answerphone when unattended.

NALAG (QLD)

302 Bennetts Road, Norman Park,
4170. (07) 881 1505. Answerphone if
unattended.

NALAG (NSW)

Administrative Secretary Faye
Cameron, PO Box 79, Turrumurra,
2074. (02) 988 3376. Fax: (02) 988
3856.

President: Dr G. Glassock, 27
William Edward St, Longueville,
2066.

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

TO: Dr Graham Giles
FROM: Anne Lloydde
DATE: 5th February, 1991
SUBJECT: Breast Cancer Support Service Nurses'
Manual

Could you please check the following paragraph on the incidence of breast cancer for inclusion in the Nurses' Manual.

Incidence of Breast Cancer

Breast cancer is the second most common cancer in women, after skin cancer. Of all cancers, it causes the highest mortality among women, and the fourth highest mortality overall. [or it is the most common form of cancer among Victorian women, who experience about 15% more of this cancer than other Australian women - from VCR 1986.] In Victoria about 1,600 women are diagnosed each year; and 1982-3 figures showed it to account for 24% of all new cancers in women.

It is most common in older women. Around 25% of cases occur before menopause, but it is rare before the age of 30.

One Australian woman in fifteen will develop breast cancer during her lifetime, and one woman in 39 risk dying of the disease before the age of 75. The breast cancer rate has not changed significantly over many years, although with an ageing population, the overall number of cases is growing as age is a risk factor for the disease.

Breast cancer is rare among men; for every one man with breast cancer, 100 to 150 women will be diagnosed.

Anne Lloydde
Coordinator
Breast Cancer Support Service

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Marion

FROM: Susanne Baxandall

DATE: 4th February, 1991

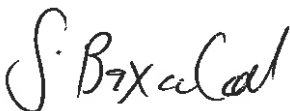
SUBJECT: **REQUEST TO HAVE DOOR LOCK FIXED AND BLIND
INSTALLED**

Marion, over the last little while I have had several books "borrowed" and not returned. Could I have my door lock attended to so that I can lock it in the evenings. At the moment it the key is jammed in and will not turn.

I also discussed with Adrienne a couple of weeks ago about having a blind or some other kind of window covering that would remove my line of sight from the blue flashing light in the Cancer Information Service.

I await your advice in these matters.

Thanks,



SUSANNE

Ref: lw.14

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Cancer Information Staff
Switchboard
White File

FROM: Susanne Baxandall

DATE: 1st February, 1991

SUBJECT: **WELFARE GRANT SCHEME - 1991**

Can I introduce you to Ms. Christine WALKER, a Social Worker who will be working with the Social Service Policy Unit on Wednesdays. Christine will be administering the Council's Welfare Grant Scheme.

Since January 1st this year, the Council has allocated block grants to the major organisations where people are being treated for cancer. Those organisations include:

Peter MacCallum Cancer Institute
St. Vincent's Hospital
Royal Melbourne Hospital
Royal Women's Hospital
Austin Hospital.

Royal Children's Hospital
Prince Henry's Hospital
Bethlehem Hospital
Alfred Hospital

The senior and oncology social workers are responsible for assessing needs amongst patients attending their particular organisation. Those organisations have agreed to follow ACCV guidelines for accountability of these grants.

In addition to these organisation, people with cancer and family members use the services of many other places - for example, Royal District Nursing Services, community health centres, other hospitals and hospice services and support groups, etc. Individual patients also approach the Council directly for financial assistance. Christine will be working on requests from these other organisations and individuals on Wednesdays.

If you receive an enquiry regarding welfare grants, could you let them know that Christine is available on Wednesdays on Ext. 131. Please take a message including the date and time of the call and Christine will contact them.

If you have any questions, please discuss them with Christine or myself.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 1st February, 1991

SUBJECT: **SUPPORTIVE MEASURES KIT**

Just to confirm our discussion on Wednesday, Doreen. Could the topic of the Supportive Measures Kit and Cancer Information Service please go on the agenda of the advisory group for CIS? In the meantime, Sandy Benjamin and I will continue to refine the information that has been collected and check the content with VCOG members.

You will already have received the latest progress report in regard to the Supportive Measures. I look forward to talking with you about the project.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy
Dorothy Reading
Dr. Nigel Gray

Ref: lw.8

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Adrienne Holzer

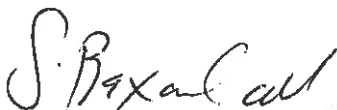
FROM: Susanne Baxandall

DATE: 31st January, 1991

SUBJECT: **WELFARE GRANT CO-ORDINATOR (1 DAY PER WEEK)**

Adrienne, you will have received by now the decision by Nigel Gray to appoint a Welfare Grant Co-ordinator one day per week, to be reviewed 1st July. Please find attached the job description. Could I request that a formal note of appointment go to Christine Walker, 10 Waratah Street, Ascot Vale, 3032 Ph: 375 3827. Christine commenced at 9.00 am last Wednesday, 30th January. Christine has already filled in a Confidentiality form.

Thanks,



SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.1

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen & Staff, Cancer Information Service

FROM: Susanne Baxandall & Anne Lloyd

DATE: 31st January, 1991

SUBJECT: **IAN GAWLER - LECTURE IN BENDIGO 17/2/91**

Just a short note to let you know that according to information given to Anne Lloyd from a cancer support group member, Ian Gawler will be giving a lecture in Bendigo on 17/2/91. The lecture is being organised by the Centre for Continuing Education and is being held at the Capital Theatre. The cost is \$39.00, including lunch, and \$29.00 without lunch.

Thought you might get a few calls in reference to this!



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: February VOSWG

Ref: lw.3

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 30th January, 1991

SUBJECT: **DECISION MADE REGARDING VICTORIAN ASSOCIATION
OF HOSPICE PALLIATIVE CARE: APPROACH FOR ACCV
FUNDING**

Dr. Ruth Redpath, Chairperson of the VAHPC, is asking the Anti-Cancer Council of Victoria to consider being an inaugural funder of this new constituted organisation which will be an advisor to the Minister and Health Department on Palliative Care.

DECISION: The ACCV should be an inaugural contributor to this Victorian Association of Hospice Palliative Care. That the Director of the Social Service Policy Unit include this in the Budget for 1991 and advise Ruth Redpath that the door may well be open next financial year.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.996

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. N. Gray

FROM: Susanne Baxandall

DATE: 25th January, 1991

SUBJECT: **SUPPORTIVE MEASURES KIT DECISION**

Just a short note to confirm our decisions made regarding the change in targets for the Supportive Measures last Friday, 18th January. The decision was that the prime target for the information on Supportive Measures be the Council's Cancer Information Service, that the program be at three phases. Phase 1 - that the information be ready for the Cancer Information Service on the items agreed so far, with the involvement of VCOG members. Phase 2 - produce a brochure for health professionals alerting them to the fact that this information is held and how they might get hold of it and monitor demands over twelve months. Phase 3 - maybe produce a product to those who most often respond for the information, for example, general practitioners and community health nurses.

The draft submission prepared for the Ross and Buckland Foundations are not to proceed.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.992

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dr. Nigel Gray

FROM: Susanne Baxandall

DATE: 25th January, 1991

SUBJECT: **ACCV WELFARE GRANT MODUS OPERANDI 1991**

Just a short note to record our decision of our meeting yesterday morning: that the Director of the Social Service Policy Unit have the go-ahead to instigate Option 1, that is that the Social Service Policy Unit appoint a professional advisor to undertake the Welfare Grant work one day per week as soon as possible, to be reviewed on 1st July, 1991.

The Director will advise the Accounts Department, Adrienne Holzer and Cancer Information Service colleagues.

The cost will be close to Social Worker Class 2, Year 3 at the casual rate of \$20.71 per hour.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Bill Rae, Accounts
Adrienne Holzer, Administration
Dorothy Reading, Education Unit

Ref: lw.991

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 24th January, 1990

SUBJECT: **ENQUIRY RE DISSEMINATION, INFORMATION & LISTING**

Alex Kenworthy from 3AW telephoned on 882 1415. He has used the Listing to answer many enquiries and wanted to discuss further information dissemination and use of the Listing. I suggested he speak with you. Just letting the left hand know what the right hand is doing!

Thanks,



SUSANNE BAXANDALL

Ref: lw.986

MEMORANDUM

SOCIAL SERVICE POLICY UNIT

TO: Doreen Akkerman, Manager CIS
FROM: Anne Loyde
DATE: 24th January, 1991
SUBJECT: Lack of Support for Breast Cancer Patients at Freemason's Hospital

I met with Ros Pearson, the Director of Nursing at Freemason's Hospital last Tuesday to discuss this problem. She was very concerned and after quite a long discussion, it was decided that we would try to collect facts to demonstrate this need. This would then make it easier for her to approach the Hospital Board of Management.

Doreen, could I ask the CIS staff to make a brief note of any such cases and I will do the same. I will then follow up with the DON at Freemason's as well as collecting other information needed.

Thank you.

Anne Loyde.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Dorothy Reading

FROM: Susanne Baxandall

DATE: 23rd January, 1991

SUBJECT: **WELFARE GRANT ENQUIRIES & CANCER INFORMATION SERVICE**

As requested in preparation for our gathering tomorrow, Leigh has prepared an estimate of the number of calls involved on a weekly and yearly basis and the number of staff hours required to deal with them.

Referrals for 1990

January	6
February	7
March	14
April	11
May	22
June	19
July	26
August	11
September	17
October	22
November	11
December	10

TOTAL: 176 (an average of 3 and a half referrals per week.)

Most calls would take about 6-7 minutes, the greater time being spent in recording, making a file and requesting a cheque - approximately 10-15 minutes. The Guidelines for Health Professionals, attached, began to be distributed in mid-September 1990 and Leigh reports that he is just noticing over the last three weeks a slight increase over the number of above figures. There seems to be an average of five referrals per week, for example, for agencies like the Royal District Nursing Service, who have now disseminated the Guidelines for Health Professionals.

Unaccounted calls include for the odd enquiry from many sources, including agencies which are unfamiliar for the procedures and have to go back to the client for further details. Leigh also notes that it is surprising that many of these initial enquiries do not come back for a grant. There are also students doing projects or new social workers. It would seem that the number of these calls is approximately two per week.

Leigh also suggests that those taking phone calls from patients and agencies from 1st February, may need to have a quick reference to the card system that currently operates, which would be available. The difficult task, no matter who you are, being new to the job of thinking of financial assistance, is saying how much ought to be allocated in this particular situation. The Cancer Information support staff had an advantage in that they have a knowledge of cancer, the stages, possible prognosis and the treatment regimes and so may be able to get an idea as to how long finances may be a consideration.

The Social Service Policy Unit will be examining the added administrative role and the implications for our staff and budget, for example handling all the accounting and the servicing of the Advisory Group, etc.

If you have any questions before tomorrow afternoon, please feel to contact me.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.985

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Sue Noy

FROM: Susanne Baxandall

DATE: 22nd January, 1991

SUBJECT: **NATIONAL PATIENT SUPPORT GATHERING 1991**

Last week I spoke with the Convenor of this group, Heather Wain in the ACT, and the Patient Support Co-ordinators are to convene a meeting between 10th and 20th April in Melbourne. We have issues to discuss and we would be happy to talk with you about the idea of national cancer information and support.

SUSANNE BAXANDALL
Director
Social Service Policy Unit

Ref: lw.978

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Cancer Information Service staff
Resource Centre
Library

FROM: Susanne Baxandall

DATE: 9th January, 1991

SUBJECT: **NEW RESOURCES - JANUARY 1991**
SOCIAL SERVICE POLICY UNIT

The following are books, tapes and video-cassettes that I have acquired over the last month. They are available on a loan basis.

The Health Report: Cancer and the Mind - (tape)

Quiet Picture Series (video) which is designed to assist you find relaxation and tranquillity in your day to day life.


Janice Harris Lord "Beyond Sympathy" (book) - what to say and do for someone suffering an injury, illness or loss. (Millenium Books Pty. Ltd., N.S.W.) Chapters include From Uneasiness to Understanding, Understanding the Needs of People in Specific Situations, Helping Principles, Special Issues and Conclusion (Time & Recovery). Janice Harris Lord is a social worker and professional counsellor from California in the United States.

Eugenie G. Wheeler & Joyce Dace-Lombard, "Living Creatively With Chronic Illness: Developing Skills for Transcending the Loss, Pain & Frustration", (Millenium Books Pty. Ltd.) The authors are a family counsellor and a social worker from California. Contents include: Lost Expectations, Restoring Your Sense of Self, Transcending Pain..."

Greer Allica, "Meditation Workbook: A Practical Guide to Doing It Your Way", David Lovell Publishing, 1990. Contents include Transforming the Senses, Body Blocks, The power of the breath, Training the

Mind, The Power of Visualisation, Breaking Down the Barriers, Symbols of Wholeness, Synthesis: Meditation and Daily Life and some Further Reading. The author is a secondary school teacher who has studied psychology and massage.

Pauline McKinnon, "Quiet Magic: A Fantasy" - an introduction to Relaxation and Meditation for Children. David Lovell Publishing, Melbourne. The book is written as a resource book for parents and teachers and the author is a consultant in the Meares form of meditation and the author of "In Stillness Conquer Fear".



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: LWCEP Newsletter
VOSWG

Ref: lw.959

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 8th January, 1991

SUBJECT: **ACCV'S "NEW LOOK" WELFARE GRANT PROGRAM 1991**

Doreen, this is an invitation for a representative from the Cancer Information Service to participate in this Welfare Grant 1991 Advisory Group. The first meeting as you can see from the correspondence is for Tuesday 22nd January.

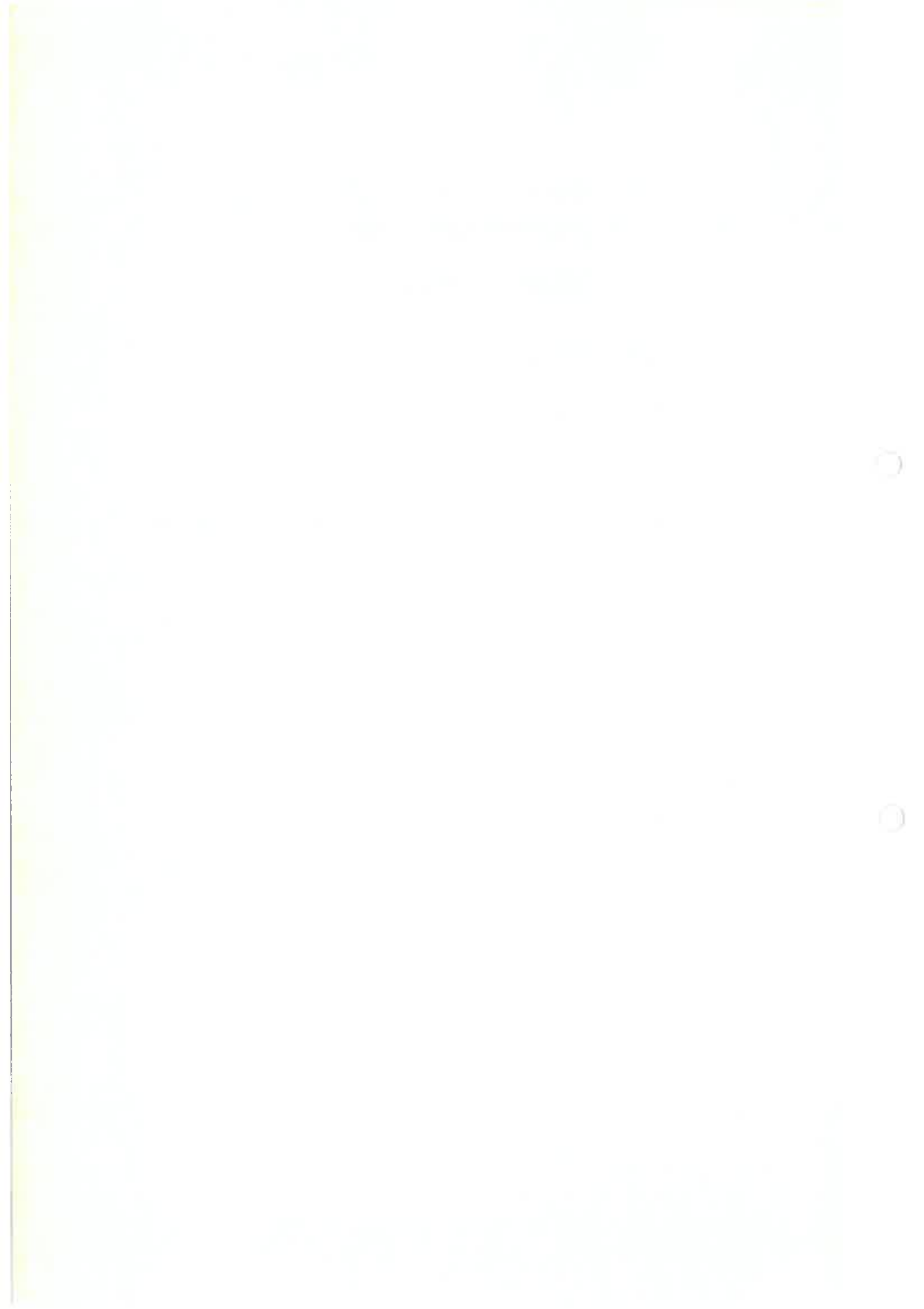
Thanks,



SUSANNE BAXANDALL
Director
Social Service Policy Unit

Encl.

Ref: welf.958



ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

MEMORANDUM

TO: Doreen Akkerman

FROM: Susanne Baxandall

DATE: 7th January, 1990

SUBJECT: CIS MANAGEMENT MEETING DATES

Doreen, this is just a note to jog my memory in planning for 1991. Could you advise me of the dates of the Cancer Information Service Management Meetings. I know that there are several items to be discussed from our last gathering with Nigel Gray and wondered if we could include on the agenda a discussion of the pilot research, a review of job descriptions for the support workers, a look at career structure, salary and education and training, professional advisory group and links with the supportive measures project.

I look forward to talking about these.



SUSANNE BAXANDALL
Director
Social Service Policy Unit

cc: Sue Noy
Rosemary Leech
Leonie Salmans

Ref: lw.956