

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Sue Rawlyk
FROM: Susanne Baxandall
DATE: 4 July 1988
SUBJECT: 1988 Annual Report

Here is the copy of the tables, table 1 & 2 from last year's Annual Report.

Could you let me know which headings you would like to see in the 1988 Report and how much space you require?

Susanne



grant setting.

Once again this program was developed by the Council in collaboration with people with cancer, family members, cancer doctors, nurses, social workers and many others.

At present a formal evaluation study of this program is being conducted at seven major hospitals by the Council's Centre for Behavioural Research into Cancer. The hospitals are as follows: St Vincent's, Prince Henry's, Repatriation General, Royal Melbourne, Royal Women's, Geelong and Peter MacCallum.

WELFARE GRANT PROGRAM

Many people suffer hardship following a diagnosis of cancer, and the aim of this Council service is to provide financial assistance to families when they are adjusting to a greatly reduced income, or coping with the extra expenses incurred while undergoing treatment.

Sue Rawlyk, the Coordinator of this service, reports that processing of applications for Social Security Benefits is often slow and many families need emergency living allowances to tide them over, particularly when there are dependent children and limited or no savings to fall back on. Help with transport costs is also often necessary to facilitate access to treatment, as well as to enable family members to visit patients during hospitalisation.

Most grants are made on the recommendation of hospitals or community social workers, visiting nurses, or other professionals involved with the patient and/or

family. This enables assessment of the most constructive way to use funds available (see Table 1). In 1986-87 563 patients received assistance compared to 423 in 1985-86. During the year ended June 1987 the Council spent \$227,727, providing grants to families for many purposes, including rent/mortgage subsidies, transport and accommodation expenses, home help and childcare, telephone installation, and daily living costs. Expenditure increased by 52% from the previous year and this is due partly to families needing assistance over prolonged treatment periods, and many more families experiencing difficulty while nursing a dying relative at home (see Table 2).

This service provides the Council with a picture of the needs of people with cancer, gaps in government services, and issues involved. It has led, for example, to concerted lobbying to increase travel assistance for cancer patients.

BREAST CANCER SUPPORT SERVICE

Another aspect of Council's support to people with cancer is the Breast Cancer Support Service

(BCSS). The Coordinator, Anne Rock, provides practical and emotional support to women who have had treatment for breast cancer.

Every day phone enquiries are received from women with breast cancer, their relatives, nurses, and doctors about organising volunteer visitors to aid in the women's rehabilitation. These volunteer visitors offer quiet, positive encouragement and the opportunity to talk to someone who has been through a similar experience. A training day for volunteer visitors was held last November. Where once all BCSS visitors had had a mastectomy, our pool of volunteers is beginning to reflect the changing nature of breast cancer treatment with its emphasis on conservation.

Many other enquiries come from women wanting to obtain a breast prosthesis. Arrangements are made to ensure women have a breast prosthesis made available to them through hospitals, the Program of Aids to Disabled Persons (PADP) Scheme and health insurance funds.

In response to enquiries regarding swimwear and arm care, our Coordinator has assembled a swim-

TABLE 1 AGENCY EXPENDITURE PATTERN

Agency	1985/86 Expenditure \$	Number of Patients	1986/87 Expenditure \$	Number of Patients
Metropolitan Hospitals	116,041	336	186,925	462
Country Hospitals	9,360	29	10,401	32
Community Health Centres	4,340	12	3,302	9
Municipal/Shire Councils	884	2	3,726	13
Visiting Nursing Services	7,074	20	9,662	24
Hospice Care Services	-	-	4,099	11
Other Agencies	6,891	15	3,245	8
Direct grants from A.C.C.V.	5,201	19	6,367	25
TOTAL	149,791	423*	227,727	563*

*Number of patients adjusted for families assisted through more than one agency.

TABLE 2 EXPENDITURE BY AREA OF NEED

Area of need	1985/86 \$	1986/87 \$
Insurance	76	799
Living Allowances	43,207	72,839
Housing	27,576	44,073
Rates	11,573	16,067
Transport	39,897	57,559
Hire Purchase/Finance	4,118	3,190
Telephone (including installations and rental charges)	5,479	6,151
Accommodation/Per Diem	12,673	15,443
Medical Expenses	4,144	7,973
Other (clothing, school, etc.)	958	3,653
TOTAL	149,791	227,727

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Kevin Pittman, EDP Manager
FROM: Susanne Baxandall, SSPU
DATE: 1 July 1988
SUBJECT: Request For Computer Program Review 1989

Could I request the advice of the EDP team early in 1989 to review our Breast Cancer Support Service patient profile computer program.

I understand from Anne Lloyd that the program needs "cleaning up".

Thank you in anticipation.

Susanne

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Susanne

SB
SB
PD
SB

Memo: To All Staff.

Topic: Football Tipping.

Yes it's that exciting time of the year again when television & newspapers are filled with nothing else but football highlights.

So just to be different we will litter your desks with football propaganda. Such as Football Fixtures & Tipping Sheets.

As in the past we are running a Football Tipping Contest for all staff to compete in for the low amount of \$ 10.00 for the year.

Prizes will be distributed as in the past; every three weeks & Final Prizes for the top three.

RULES:

(1) All tips must be in on Friday afternoon by 3 O'clock.

Judges decision is final no correspondance will be entered into.

(2) Each tipster has to pick the 7 Winners (Hopefully) plus pick the teams they think will Kick the highest & the Lowest.

All Monies have to be in before EASTER.

B/C First Match Starts APRIL 2nd.

Thanking you in anticipation

for your participation.

29 JUN 1988

ANTI-CANCER COUNCIL OF VICTORIA

MEMORANDUM TO: DIRECTORS & UNIT HEADS

FROM: ADRIENNE J. HOLZER

RE: WORKING ENVIRONMENT

With the increasing number of working parents at the Council, who have responsibility for their children during working hours, I think it is quite timely to comment on any arrangements that may be made for the care of children within the Council building.

Whether or not an individual may bring children into work is a matter for discussion between the individual and their Unit Head.

On the occasions when children are in the building during working hours, parents should ensure that the working environment for themselves, and those around them, is not disrupted.

16th June, 1988



A.J.H.



ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr. David Hill
FROM: Susanne Baxandall
DATE: 23 June 1988
SUBJECT: 1988 Workshops On Behavioural Research In Cancer

On the 8th of June 1988 the Victorian Oncology Social Workers' Group discussed your proposal to involve social workers.

The notions of putting forward research questions and participating in a workshop were well received.

Our Members will all receive your letter via our June Minutes this week.

Would you be available to talk for twenty minutes at our 10th August Meeting at Peter MacCallum Cancer Institute?

Susanne

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr Christine Clifford
FROM: Susanne Baxandall
DATE: 23 June 1988
SUBJECT: Affiliation of Australian Palliative Care/Hospice Program's Forthcoming Workshop August 12 & 13 1988

Christine,

This morning the planning group for this workshop met and would welcome your participation in this workshop.

The program group have asked if you would be prepared to share some of your knowledge and experience on establishing a data base, drawing on the headings that Graham has outlined in his paper? With a view to looking at how such a National Association may look at collecting information from the various States to feed into a Commonwealth body, who might be looking at the future directions of funding and important issues for hospice palliative care in the forthcoming decade.

At the moment it looks as if every State will be represented by at least four or five people, and I have just contacted the Northern Territory to see if they are able to send a representative.

Feel free to contact me about this further.

Susanne

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr. Ron Borland
FROM: Susanne Baxandall
DATE: 14 June 1988
SUBJECT: Communication In Cancer Care Seminar

I have just completed my notes from the seminar at Melbourne University conducted by Professor Candlin and the Linguistics Department at Melbourne University.

I was wondering, are we formerly going to follow up the outcomes of this study and is there room maybe to seek advice of applied linguists and those of the pragmatic school who might be able to offer us some advice in how to offer and communicate the Can Cope and Living With Cancer program in a cancer treatment settings, and indeed, the community.

Could we discuss this soon?

Susanne

MEETING MINUTES FORM

Date: 9/6/1988

Circulation:

Attendance: S.B. + R.M.

S	B
R	M

Minutes Recorder: S.B.

Project: weekly management meetings

Subject or Agenda: as below

Date of Next Meeting: 16th / 6 / 1988 11-12mo

	Action Required	By whom	I: w:
<p>① <u>patient information.</u> Following on from R.M. O'Leary's visit it was decided to have a meeting to sift info that could be useful for pt information + the Backup project.</p>	<p>R.M., S.B. and Paty Hodder to meet 11:30 16th June R.M. request S.B. ask Backup U.K. for approval to use their name.</p>	<p>S.B.</p>	<p>ass</p>
<p>② <u>Palliative Care update -</u> update on various projects i.e. Hospice manual, National Affiliative P/C workshops August, where people die, V.C.O.G. - medical education.</p>	<p>follow up Ray Snyder's info on where people die</p>	<p>S & B</p>	
<p>③ <u>Unproven Remedies</u> S.B. discussed latest visits + info from practices. b) supportive therapy C.S.S. - incorporating relaxation, medication - in direct competition w/ low Cawler et al.</p>	<p>R.M. requested it be made clear <u>no</u> ACCVC recognition, support - ... S.B. to bring along ideas, anticipate difficulties, process, project staff.</p>	<p>S.B.</p>	<p>ass 1/6</p>

Jusanne 9/6/88

09 JUN 1988

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ANTI-CANCER COUNCIL OF VICTORIA

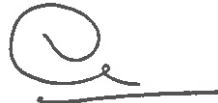
MEMORANDUM TO: DIRECTORS & UNIT HEADS

FROM: ADRIENNE J. HOLZER

RE: EXIT INTERVIEWS

Acting on a suggestion from the Chairman of the Finance Committee, it is proposed to conduct exit interviews of all staff who resign from the Council.

It would be appreciated therefore if you would let me know as soon as you are notified of a resignation from your staff.



2nd June, 1988

A.J.H.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Pat Dobson
FROM: Susanne Baxandall
DATE: 1 June 1988
SUBJECT: Unproven Cancer Remedy Practitioners

This morning at my Management Meeting with Dr. Marks, I discussed the visit of a colon hydrotherapy woman of yesterday and the gentleman who has written a paper on cancer information and support a society.

Robin thought it was useful for the people at the Council to know about unproven practitioners, but cautioned us in being seen in any shape or form as endorsing, or sponsoring, or giving these people any idea and any impression that the Anti-Cancer Council of Victoria would endorse their products. And given the nature of some unproven practitioners, suggested that it may indeed be unwise to have such practitioners on the premises. As they may at a later date mention the fact that they had been here, and given the impression that we would endorse their product.

Maybe we could talk with Robin at a later date how we handle such enquiries, but I made it clear to him that we tread carefully knowing the ability for such practitioners to miss use contacts with organisations like the Council. I mentioned to him that our information goes directly to Ray, and sometimes he sees these people independently and makes contact.

There may in time, be space for a formal letter from the Council if somebody comes to the premises that very clearly states what our position is on their particular, lotion, potion or remedy.

The next thing Pat is, Robin's idea of establishing a Cancer Support Group, or to use his terms Supportive Therapy Group that it would operate in direct competition with the Ian Gawler's of this world offering relaxation and meditation.

Robin has asked me to give some thought to possible difficulties as well as my ideas for this project by the 16 June 1988 for our next Management Meeting. Could we discuss this as soon as possible?

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr. Christine Clifford
Prof. Lovell

FROM: Susanne Baxandall

DATE: 31/5/88

SUBJECT: PALLIATIVE CARE STUDY "WHERE PEOPLE DIE"

Christine, this morning I was talking with Dr. Ruth Redpath, Medical Director of Dandenong Palliative Care, Member of the Victorian Association of Hospice Care Programs (V.A.H.C.P.) and Member of V.C.O.G.

She was asking about the progress of the study and looked forward to reading your proposal. Dr. Redpath reminded me that the V.A.H.C.P., Royal District Nurses and A.C.C.V. Staff were involved in the initial discussions and wanted to foster a "joint approach," if possible?

Could we discuss communication with these organisations, i.e. should we formally let them know of the progress and A.C.C.V. intentions?

Susanne

MEETING MINUTES FORM

Date: 31/5/88

Circulation:

Attendance: S.B., R.M.

S	B
R	M

Minutes Recorder: S.B.

Project: Management meetings

Subject or Agenda:

Date of Next Meeting 9/June 11am - R.M.

Action Required	By whom	By what
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① R.M. Overseas trip

Discussion of Backup + Cancer link.
 Backup have extended their service to include
~~the~~ Counselling. Use of computers for info on client
 cancer link take no responsibility for referrals.

R.M. to forward report.
 S.B. replaced on the mailing lists of these organisations.

② Palliative Care

Palliative Care Advisory Council has meet and should take shape with desks soon.
 Education sub-committee no Accvic or Social work representation

S.B. to read + return Advisory council info kit.

③ Where people die study

R.M. to receive a copy of Christie Clifford's proposal.

Sonia a.s.g.

④ Medicines + relaxation in C.S.G.

R.M. suggested going through to Accvic developing specialist C.S.G. that incorporated the above.

R.M. to receive articles in the May Australian Dr.
 Discuss at next meeting

Jane a.s.g.

⑤ hincdn Plc Evaluation

Palliative Care Council to discuss proposals in Ann Hare et al.

⑥ R.O.N.S. research meeting June

S.B. to ensure dir of nursing + SW present.

J. Boxer
 31/5/88

MEETING MINUTES FORM

DATE:..27/5/88..... CIRCULATION:
 ATTENDANCE:..Susanne Baxandall & Sonia Ward..... --S B--
 MINUTES RECORDER:...Susanne Baxandall..... --S W--
 PROJECT:..Administrative Update/Discussion..... --A H--
 SUBJECT OR AGENDA:..As below..... --- ---
 DATE OF NEXT MEETING..As required..... --- ---

 ACTION REQUIRED BY WHOM BY WHEN

- 1) Susanne Baxandall discussed Sonia Ward's general performance highlighting her existing good skills and making suggestions to improve her potential to be a Senior Secretary for the S.S.P. Unit over the next two months.

It was agreed that listening and memory retention could be improved.

Attendance at an English course, participate in the Backup Volunteers Training Program, approach senior secretaries at the Council as required, and go through the Living With Cancer program with S.B. over the next eight weeks.

Review of performance discussions in two months with S.B, S.W. and Adrienne Holzer.

MEETING MINUTES FORM

DATE:..26/5/88..... CIRCULATION:
 ATTENDANCE:..Susanne Baxandall & Pat Dobson..... --S B-- ✓
 MINUTES RECORDER:...Susanne Baxandall..... --P D--
 PROJECT:..C.S.G. Program Meeting..... --- ---
 SUBJECT OR AGENDA:..As below..... --- ---
 DATE OF NEXT MEETING..As requested within next 2/52 --- ---

 ACTION REQUIRED BY WHOM BY WHEN

- 1) Areas Discussed
 Guidelines for A.C.C.V. Units wanting to establish a C.S.G. Decision: Use this document as requested by A.C.C.V. Units. S.B. & Pat to relook at our draft. Discuss with Beverley.
- 2) Listing
 Decision updates June to June, later this year look at in-house updates and costs. S.B., Sue Noy, P.D. etc.
- 3) Kilmore Home Help Training
 Okay 30 August 11A.M.- 1P.M. S.B. & P.D.
- 4) Starter Pack C.S.G.
 S.B. to look at content, design, style & layout prior to final copy. A.S.A.P
- 5) Newsletter C.S.G.
 Winter edition in the pipeline.

	ACTION REQUIRED	BY WHOM	BY WHEN
6)	<u>Complaints about Health Services</u> S.S.P. Unit Staff continue as before. Encourage conciliation where possible. S.B. to read Pat's report.	S.B.	
7)	<u>Regional Workshops</u> First workshop to be in Gippsland. September?	S.B. give thought to themes, goals and style.	S.B.
8)	<u>C.S.G. Health Department Funding</u> This year's funding to start in July.	Note to all C.S.G's A.C.C.V. & Health Depart- ment Self Help funding people to swap notes.	P.D.
9)	<u>T.A.F.E. Training</u> New link with T.A.F.E. in Shepparton.	Follow up as required and to link with Regional C.S.G. Workshop.	P.D.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: All Social Service Policy Unit Staff
FROM: Susanne Baxandall
DATED: 26 May 1988
SUBJECT: ANNUAL REPORT 1988

"Yes, it's that time again!" Could I have several paragraphs from you about activities undertaken from June 1987 to June 1988 all by Monday the 20 June 1988.

The overall theme this year is education.

Thank you in anticipation.

Susanne

30

ANTI-CANCER COUNCIL OF VICTORIA

MEMORANDUM TO: DIRECTORS & UNIT HEADS

FROM: ADRIENNE J. HOLZER

RE: COPY FOR ANNUAL REPORT

Attached is an estimate of space available for each section of the Annual Report - if you are unhappy about the amount allocated to you please see Sue Noy as soon as possible.

As a guideline, a column of type is about 250 words. Allowing for a graphic a three page report is about 1500 words.

Deadline for submission of copy to Sue is Monday 4th July.

Please include comments on overseas visits by staff in your Unit as well as an explanation about overseas visitors to your Unit. In addition could you please also include names of organisations on which your staff are represented.

As our 1987 Report won a Gold medal from the Australian Institute of Management, we obviously had an appropriate 'mix' of content, photos, graphics etc. Don't forget to include these items where possible.



12th May, 1988

AJH

Attachment II

Contents of Annual Report

	1987	Proposed 88
President's Report	1	1
Executive Committee Report	3	3
Director's Review	3	2
Administration Report	2	2
ACCV Structure/Members	1	1
ACCV Aims, Objectives, Services	1	1
Finance	2	2
Appeals	3	3
Volunteers (includes Units)	1	1
Patient Support	3	2 or 3
Education	3 2/3	3 or 4
Medical and Scientific (Special)	5 (2 2/3)	3
Research awards	2	2
Cancer Epidemiology Centre	3	3
CBRC	3	3
Financial Accounts	7	7
International Visitors	1	1
Bequests	0	1

MEETING MINUTES FORM

DATE: .25/5/88.....

ATTENDANCE: .S.R, S.B, P.D, S.W. & A.R.....

MINUTES RECORDER: ...S.B.....

PROJECT: .S.S.P.U's Staff Meeting.....

SUBJECT OR AGENDA: .As below.....

DATE OF NEXT MEETING: .Wednesday 15 June A.M.....

CIRCULATION: --S R--
--S B-- ✓
--P D--
--S W--
--A L--
--P H--

ACTION REQUIRED BY WHOM BY WHEN

- 1) Listing Updates
- | | | | |
|---|--|------------------------|---------------------|
| <p>Areas discussed included; cost of update in house versus out of house printing, time of update, each year, process of checking and re-checking and list financial counsellors for the next edition.</p> | <p>S.B. talked with Sue Noy this morning and it was decided to re look at the whole update process for 1989 early in October 1988.</p> | <p>All invol- ved.</p> | <p>October 1988</p> |
| <p>Also an up-to-date list for S.S.P. Staff and backup volunteers of Community Health Centre programs and staff. S.B. suggested that the Health Department of Victoria with their funding body may have such a list that we could access?</p> | <p>Discuss with Patty.</p> | <p>S.B.</p> | <p>June 1988</p> |

	ACTION REQUIRED	BY WHOM	BY WHEN
2)	<u>Complaints About Health Services</u> Pat and Anne reported on last weeks meeting with a representative from the independent/negotiating organisation who handle such complaints.	Continue to advise callers to sort things out with those already involved. Call on formal letters from the health complaints organisation as required.	Dorothy Reading to action.
3)	<u>Where People Die Study</u> Christine Clifford/S.B. have prepared a proposal for consideration by Executive and Finance. Project to look at where people die i.e. place and process and satisfaction with current palliative care services. Study to include direct contact with patients and family members.	After approval	1-2 Years
4)	<u>"Backup" - Telephone Help & Advice</u> Patty Hodder is to start work on Monday 6 June 1988. Prior to commencing Patty is to start an introductory cancer course at P.M.C.I. Several Oncology Nurses have expressed interest in being volunteers.		
5)	<u>Annual Report 1988</u> This process is to begin and S.B. has sent a memo requesting several paragraphs on activities between June 87/June 88.		

ACTION REQUIRED BY WHOM BY WHEN

6) Accuracy of Correspondence
S.R. mentioned the importance
of ensuring correct
spelling and word usage
for all S.S.P. correspondence.
A general correspondence
file is kept in S.R.'s
office for perusal.

7) Mailing Out
It was decided to stop
items sent out on
our copy of corres-
pondence once actioned.
keeping a register of
information sent out
for patient/family &
field enquiries.

Sonia is to
list items sent
out on our copy
of correspondence
once actioned.

MEETING MINUTES FORM

DATE:..15/5/88..... CIRCULATION:
ATTENDANCE:..S.N, A.H, P.D. & S.B..... --S N--
MINUTES RECORDER:...S.B..... --A H--
PROJECT:.."Backup-Telephone Help & Advice Project. --P D--
SUBJECT OR AGENDA:..Debriefing following interview --S B-- ✓
& appointment
DATE OF NEXT MEETING..p.r.n..... --P H--

ACTION REQUIRED BY WHOM BY WHEN

- 1) Areas Discussed & Decisions Made:
Susanne Baxandall S.B. Complete
advised that Patty has
been sent copies of all
the discussion papers
that set down ideas on
the project, especially
Dr. Nigel Gray's preference
for volunteers with
professional backgrounds
and preparation to
person this project.
- 2) Timeline of 12 months Discuss project
would require that the timelines with
volunteers have the Patty Hodder.
opportunity to run the
service for several
months during that
time. This would
enable us to evaluate
the service.
- 3) An Initial task of Patty to develop S.B. &
Patty's would involve in consultation. S.S.P.
developing job descrip- Unit
tions for potential Staff.
volunteers.

ACTION REQUIRED BY WHOM BY WHEN

- 4) Initially volunteers could be involved in collecting, updating and becoming familiar with the resources available.
- 5) The project would require a 3/12 review of the job, aims & personnel involved as is Council procedure with all Staff. Arrange a meeting with people involved today in 3-4/12 time. S.B.
- 6) Advise Patty that a Project Report to the Council's Executive Committee would welcome recommendations.
- 7) Susanne Baxandal advised that Patty was to undertake take a cancer update course at P.M.C.I. on Wednesday evenings for 6/52.

S. Baxandal

MEETING MINUTES FORM

PROJECT: .. CAN- COPE STUDY (12)

TOPIC(S) FOR DISCUSSION: .. CAN- COPE RECRUITMENT

Date: .. 13th MAY, 1988 .. Minutes Recorder: .. Mye Pruden ..

Attendance: D. Hill, R. Borland, R. Snyder, K. Mapperson, M. Pruden

Apology: S. BAXANDALL

Meeting chaired by Ron.

Ron gave an overview of the Study at 2 months. He indicated that low recruitment numbers had caused the Study to lose some of its power, but felt that he would be left with an acceptable sample size i.e. 100 patients, at 12 months.

A general discussion followed on patient responses to initial & 3 month follow-up questionnaires. David recommended that the Study continue to 31st August to ensure satisfactory levels of response from both patients & friends. The 3 month follow-up should be completed before the Christmas break. Ray suggested that in order to maximise the response to the 3 month follow-up questionnaires we call upon the respective Data Managers to see that emphasis is given by the recruiting Doctors to this aspect of the Study.

All interview coding is to be completed, & all questionnaires are to be entered by the end of June to allow analysis at that point.

Next meeting to be arranged after data is entered to decide about write-up stage.

ACTION	By Whom	By When
Completion of coding Entry of data Completion of data files	Kathy to arrange	June 30
Maximize response to 3 month follow-up questionnaire	Mye	A.S.A.P.

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Mr. Allan Dick, President
FROM: Susanne Baxandall
DATE: 11 May 1988
SUBJECT: Nursing Homes

I reported to Dr. Nigel Gray on the 11 May 1988 that I am keeping an eye on the activities of Mr. Peter Stables, The Minister for Housing and Aged Care, as Mr. Stables endeavours to make changes to the ratio of nursing hours to patient care in nursing homes.

It is not clear what is actually happening and what he intends, and I am to talk with the Minister and his advisors, either in person or by letter as soon as possible.

- a) To let him know that the A.C.C.V. has concerns regarding the possible implications of reduced nursing care for cancer patients who may be living in nursing homes.

S. Baxandall

Anti-Cancer Council of Victoria

Education Unit

Memorandum

Date: 10 May 1988
From: Sheila Hirst
To: Dr Gray, Dr Hill, Education Unit, Social Service and Policy Unit
Subject: Inservice. Helen Scotts, Office of the Health Services
Commissioner
Date; Thursday, 19 May 1988, 1 pm

There has recently been discussion within the Education Unit about handling complaints from members of the public related to other agencies and health professionals.

We have invited Helen Scotts to come and talk with us on Thursday 19 May about their services and to discuss some of the issues that we face.

If you or your staff would like to attend, please could you tell Elizabeth Reardon (ext 147) by the morning of 16 May.

Thank you

Sheila Hirst

Sheila Hirst
Education Officer

PI-MSH-03:er

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

DATE: 10 May 1988
TO: Dan Brewer, Accountant
FROM: Susanne Baxandall
SUBJECT: Backup Project Worker Position

Dan,

Just a short note to let you know that Mrs. Patty Hodder of 9 Aitchison Avenue, Ashburton. 3147 has been appointed as our Backup Project Worker.

She is to commence work on Monday the 6 June 1988 to work three days per week at a salary pro rata of a full time salary \$31, 749.00.

S. Baxandall

RECEIVED
- 9 MAY 1988

file

57-1r-00/5

May 9, 1988

Memorandum to: Ms A Holzer

From: Professor R Lovell

Subject: 'WHERE PEOPLE DIE'

=====

Attached is an addendum to the VCOG budget request. I am sending it to you at the suggestion of Nigel Gray.

RL

cc NJG, GG, SB, RM, CC, DB

57-1r-00/6

May 9, 1988

Title of Project: WHERE PEOPLE DIE

Aim: To study where people die in this State, with special reference to cancer patients.

Background: Facts on this are needed to assist the planning of support services that are needed to enable people, should they wish it, to spend their latter days at home.

This is relevant to palliative care services in their widest context.

The project: A protocol has not yet been developed but sufficient discussion has taken place to indicate the need for funds of up to \$30,000 for one year, to include the salary of a full-time research assistant.

Aegies: The sponsorship will come from VCOG. Collaboration will be ensured with the Social Services Policy Unit as well as interested members of VCOG. The project will be developed in detail and overseen by Dr Christine Clifford in the Cancer Epidemiology Centre.

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Mr. W. Allan Dick
FROM: Susanne Baxandall
DATED: 29 April 1988
SUBJECT: Proposed Cuts To The Nursing Staff Ratios In Nursing Homes.

I have been keeping a close eye on the proposed funding cuts to nursing staff in nursing homes across Victoria, as it may have implications for cancer patients and their families.

It seems that the Federal Minister for Housing and Aged Care is attempting to review the funding system to nursing homes across Australia, to try and make equity apply and develop a five tier system which provides more care for those in greater need starting at an average of 17.1 nursing hours.

I understand that it is just a starting point, and given the public and professional outcry of possible funding cuts they may not have the opportunity to undertake their rationalization cuts as first intended.

The Voluntary Care Association President, Mr. Brian Moss is active in presenting the arguments of quality of life for nursing home residents, and I am monitoring movements on behalf of cancer patients and their families.

At the moment it is hard to make any public statement on behalf of cancer patients because we are unsure of what is actually intended and what the implications may be. But it may be the case over the next few weeks that we would be well served making both public and private statements to ministerial advisors to let them know that we are keeping an eye on what is happening with a view to ensuring that cancer patients and their families are not compromised in anyway by cutting nursing staff ratios.

c.c. Dr. N. Gray

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Mr. Dan Brewer
FROM: Susanne Baxandall
DATE: 26 April 1988
SUBJECT: Sue Rawlyk's Superannuation.

Just a note to confirm that Sue Rawlyk, our Co-ordinator of Patient Welfare Grant Service will be working during the 1988/89 financial year.

Sue's hours will remain unchanged.

MEETING MINUTES FORM

Date: 20/4/88

Attendance: SR, AR, PD, SW & SB

Minutes Recorder: S.B.

Project: S.S.P. Unit Meetings

Subject-or Agenda: As below

Date of Next Meeting: Week of 16 May

Circulation:

S	R	S	B
A	L		
P	D		
<input checked="" type="checkbox"/>	S	W	

	Action Required	By Whom	By When
(1) <u>Susanne Baxandall's Current Projects Update</u>			
a) Hospice/Palliative Care current activities include:			
* Australian Affiliation of Hospice Workshop, Melbourne August 1988 to discuss issues of cost of treatment, Health Insurance, AIDS, education & collecting information. National Conference 1989.	Program Now Available		August 1988
* Dying With Dignity Report and rejection of the medical Treatments Bill.	Reports Available		
* Seeding Grants to Hospice groups to cease 1988 as Government now funding projects. Last 2 A.C.C.V. grants La Trobe Valley (approved) and Eastern Suburbs Melb (in pipeline).	Submissions Available		
* V.C.O.G. has formed a Palliative/Care Advisory Group, C.O.S.A. plan to 1989. A V.C.O.G. Working Group has been formed to develop ideas on professional medical education. Drawn off Health Department Grant of \$30,000 to Council.	Ruth Redpath's proposals available		
* Citymission Hospice Manual	Outline available		
* Where People Die Study - a major research project to look at where people die, process of accommodation, satisfaction with services, accurate information of which to plan regional palliative care services. This study will involve talking to those affected first off.	Proposal underway involving Christine Clifford & Kathy Mapperson		1-2 years
* Pat mentioned many communities - rural areas have informal home care arrangements. Also important to support families with AIDS & emotional support.			

	Action Required	By Whom	By When
b) <u>Living With Cancer Program</u> Evaluations nearing completion			
c) <u>Backup Worker - Telephone Help & Advice</u> Next step to develop a job description and talk to prospective people.		S.B. & P.D.	1-2 weeks
d) <u>Nursing Homes</u> Still looking to see if cancer patients will be disadvantaged by possible funding changes.	Ongoing with * Voluntary Care Association * Victorian Council On Ageing * Health Issues Centre	S.B.	
e) <u>Patient Resource Material</u> 1988-89 priority to develop information for patients and families. To also include an up-to-date reference list for patients and families.	Could Unit Staff keep an ideas sheet on this.		
f) <u>Listing</u> Editing continues prior to printing.			
g) <u>V.O.S.W.G.</u> Susanne Baxandall to continue as secretary. Chairperson John O'Shea, P.M.C.I. & Deputy Chairperson Steve Martin, R.C.H.			
h) <u>N.A.L.A.G.</u> Susanne Baxandall requested 12 months leave of absence from committee with 3 monthly project catchup meetings with Irene Renzenbrink.			
i) <u>Anne Rock (Lloyde)</u> is on leave from 28 April until 17 May 1988,			

April 20 1988

40-654

MEMORANDUM TO: Unit Heads

FROM: Judy O'Leary

Reporting to NJG during Robin Marks' absence

Adrienne Holzer and Dorothy Reading have arranged to meet with Nigel weekly during the period Robin is away.

Other unit heads may or may not have matters to discuss every week. Would you please, therefore, make arrangements with me for appointments to suit your needs?

Meetings will have the same format as usual and you will be required to provide notes, which Robin has asked to see on his return.

Judy

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Sue Noy
FROM: Susanne Baxandall
DATE: 20 April 1988
SUBJECT: Listing, Backup worker, Business As Usual brochure
and Living With Cancer.

(1) Listing of Cancer Support Services 1988

- a) Budget for update is \$15,000.
- b) Number of entries 1987 is 192 and for 1988 226.
- c) The introductory pages are on there way to you.
- d) Sue Rawlyk and Pat Dobson are editing the 1988 entries at present.

(2) Backup Worker - Telephone Help & Advice

As this position is for 12 months, carry over funds are from my salary allocation for 1987/88. Executive will be advised of the project when I report to the August Meeting.

The next step is to develop a job description and organise interviews. I understand that you will discuss the proposal with Dorothy Reading?

(3) Business As Usual

Yes, I agree this should be reprinted and incorporated using the additional graphics and design ideas. I will be guided by the Resource Centre as to numbers required.

(4) Living With Cancer

Could we look at reprinting a new brochure in the next financial year when the pilot and evaluations are complete. I expect that 1,000 copies would be sufficient. A small rerun of the poster may also be required.

S. Baxandall

ANTI-CANCER COUNCIL OF VICTORIA

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file: Ex ante

MEMORANDUM TO: UNIT HEADS

FROM: ADRIENNE J. HOLZER

RE: PAPERS FOR COMMITTEES - PROCEDURES

I thought it timely to remind you about the procedures that should be adopted if you wish to raise matters with committees.

- (1) the document should either be sent, or be approved, by the Unit Head
- (2) it should be properly presented in memorandum form to the relevant committee
- (3) any matters involving expenditure (including salaries) goes to the Finance committee
- (4) any policy matters or a request for an increase in establishment should go before the Executive committee
- (5) final documents need to be in the hands of the Secretariat no later than the following dates

Executive Committee:

Monday June 6
Monday August 8
Monday October 3
Monday November 28

Finance Committee

Monday May 9
Monday June 6
Monday July 11
Monday August 8
Monday September 5
Monday October 3
Monday November 7
Monday November 28

Medical & Scientific Committee

Friday 26th August (Standing Research Sub-committee)
Thursday 29th September

Would you please advise your staff of these requirements.

Helen can give you useful advice if you are in difficulties with the above instructions.



A.J.H.

18th April, 1988

MEETING MINUTES FORM

DATE:..14/4/88..... CIRCULATION:
 ATTENDANCE:..All Social Service Policy Unit Staff --S R--
 MINUTES RECORDER:...S.B..... --P D--
 PROJECT:..S.S.P.U. Unit meeting..... --A R--
 SUBJECT OR AGENDA:...As below..... --S W--
 DATE OF NEXT MEETING..Wednesday 20 April 9.30 A.M --L D--

		ACTION REQUIRED	BY WHOM	BY WHEN
1)	<u>Annual Review of Job Descriptions</u> Purpose review of staff salaries.	All staff to re-look at current salaries.		21 April 1988
2)	<u>Office Space</u>	If co-ordinators require office equipment advise S.B.		A.S.A.P.
3)	<u>Back Up Project</u> * A proposal is now complete. Awaiting a final okay from Dr. Gray to talk with proposed applicants for this part time person i.e. 3 days per week.	Proposal available on request from S.B.		now
4)	<u>2nd Birthday Pat & Anne</u> It's coming up to 2 years since Anne & Pat joined the Unit and a celebration is in order.	Wednesday 20 April 8.30 A.M. breakfast at Backstage Deli		

ACTION REQUIRED BY WHOM BY WHEN

- 5) Budget 1988/89
Budget content has been approved and thus far the funding required for the programs is unchanged from S.B.'s requests. Additional education funds are available for Oncology nurses, social workers and social research projects.
- 6) Starter Pack
Pat advised art work in hand.
- 7) Listing
Pat and Lisa to speak with the designer this week to gear up for printing. Lisa agreed to be available to help out with the next phases of the Listing and B.C.S.S. profiles.
- 8) Next Meeting
Agenda items can be placed in S.B.'s diary. S.B. to update on her current projects.

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Professor Lovell
FROM: Susanne Baxandall
DATE: 14 April 1988
SUBJECT: Consultation on Education Needs of the Medical Profession in Palliative Care.

In response to your Memo of the 7 April 1988, I would be happy to be involved in the steering group to develop a program for medical education.

The funding that we received from Ralph McLean i.e. the \$30,000 is currently in my budget and available to be used at the request of the V.C.O.G. and the steering group.

Professor Lovell, once the Executive has given this proposal its approval, would it be a good idea to give Ralph McLean a copy of the proposal?

I look forward to being involved in this project.

Susanne

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Damien Jolley
FROM: Susanne Baxandall
DATED: 14 April 1988
SUBJECT: Screen and Word Processor Facilities for the Social Service Policy Unit.

The Social Service Policy unit requires an additional screen and access to data on the Pyramid computer for the Breast Cancer Support Service.

This is required for both the Breast Cancer Support Service and updating the Listing booklet, which is performed yearly. Could we please have the above available for next financial year 1988/89?

S. Baxandall

S

Anti-Cancer Council of Victoria

Education Unit

Memorandum

Date: 13 April 1988
From: Sally Gamble
To: All Staff
Subject: Audio Visual Equipment
Resource Centre Hours

The audio-visual facilities of the boardroom are currently under review. If you have any comments or suggestions on how the set up may be improved, I would be pleased to hear them.

The **booking procedure** for audiovisual equipment is also being changed. Instead of booking equipment with Janice, you are now requested to list equipment needed in the Boardroom book on Rick's desk. As this will be done at the same time as you book the room, there should be no excuse for forgetting! Phillip will then put the equipment (slide projector, overhead projector, video) in place when he is setting up the room.

If you require video cassettes, the camera or other resources you should still see Janice. Any resource requests should be made at least 24hrs in advance.

Finally, from next Friday we will begin a three month trial period during which the Resource Centre will be closed to calls on Friday mornings. This is to allow time for the many jobs that cannot be done when there are constant interruptions. Outside bookings will automatically go to Denise at the Front Desk at this time. Please try and avoid making demands on the Resource Centre on Friday mornings when possible.

Thank you.

Sally

MEETING MINUTES FORM

DATE:..13/4/88.....	CIRCULATION:
ATTENDANCE:..N.G, R.M, G.G., C.C, R.L. & S.B....	--N G--
MINUTES RECORDER:...S.B.....	--R M--
PROJECT:."Where People Die" - Proposed Research.. Project.	--G G--
SUBJECT OR AGENDA:...As below.....	--C C--
DATE OF NEXT MEETING..as requested.....	--S B--
	--R L--

ACTION REQUIRED BY WHOM BY WHEN

- 1) Background
 Graham Giles reported on the 2 meetings with representatives from the Victorian Association of Hospice Palliative Care, R.D.N.S., R.G.H. and A.C.C.V. to look at the possibility of undertaking a research project to ascertain where people die, satisfaction of palliative care services and future resource requirements.
 Copy of previous meeting notes to S.B. A.S.A.P. N.G.
- The Cancer Registry has received requests from community groups involved in palliative care for data, and it would be a good idea to centralise data collection.
- 2) Funding i.e.
 Requirments, whose budget and process?

	ACTION REQUIRED	BY WHOM	BY WHEN
i)	<u>Requirements</u> Researcher and senior project worker. Christine Clifford & Kathy Mapperson were mentioned and have expressed a keen interest in being involved.	. A certain availability & commitments. . Develop job descriptions) S.B. . Check salary levels with A.H.) C.C.	
ii)	<u>Whose Budget?</u> V.C.O.G., Medical & Scientific Committee, Registry and Social Service Policy were discussed in rank order.	<u>Decision</u> V.C.O.G. be approached first with a proposal for their next meeting 8 June.	S.B. & C.C.
iii)	<u>Process Decision</u> - Which ever Unit is asked to consider funding this project, they should have the opportunity to study a proposal.		
iv)	<u>Time Frame</u> 1-2 years for the project & staff.		

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr. Ron Borland
FROM: Susanne Baxandall
DATE: 7 April 1988
SUBJECT: Living With Cancer Program

Ms. Julie Dreghorn from the Dietitians' Department, Princes Alexandra Hospital in Woolloongabba, Queensland would like to have a copy of the "Living With Cancer" manual and video if possible for an assignment she is doing?.

She also wants to know how and what tools we are using to evaluate and assess the program?

Her phone number is (07) 240 2060 if you would like to ask Ms. Dreghorn more questions.

Please find attached a draft letter to Ms. Dreghorn outlining the conditions for using the Living With Cancer video.

Please let me know what you decide, so I can include this in the letter to her.

Anti-Cancer Council of Victoria

93-1wcc88



7 April 1988

Ms. Julie Dreghorn
Dietitians' Department
Princes Alexandra Hospital
Ipswich Road
WOOLLOONGABBA. QLD. 4102.

Dear Ms. Dreghorn,

Please find enclosed the Living With Cancer video as requested on the 6 April 1988.

The whole program, video and manual is still being evaluated and will be completed by September 1988.

The Living With Cancer video is to be borrowed for private study purposes only.

I have you any further queries please do not hesitate to contact me.

Yours sincerely,

Susanne Baxandall
Co-ordinator, Social Service Policy.

SB/smw

Enc.

Copy V (05)
1 copy each sent file.

HPC-88

SUMMARY FOR PROFESSOR LOVELL
FOR MEETING DATED THURSDAY 7 APRIL 1988
AT 1.30 P.M.

Re: Forthcoming Hospice Palliative Care Seeding Grants

During our budget discussions for 1988/89 Nigel Gray, Robin Marks and Susanne Baxandall have decided that seeding grants for Hospice Palliative Care Services should no longer involve financial support from the Anti-Cancer Council, as the Health Department of Victoria is currently footing the financial bill.

However, prior to this decision we have two grants before us. One is from the Mid-Eastern Palliative Care Association, M.E.P.C.A. This group aims to co-ordinate services with three community based hospice programs i.e. Box Hill, Nunawading, Waverley and Doncaster-Templestowe.

I have talked with Ralph McLean and he considers that this group have done their homework and would be worth funding. I am still waiting for a more detailed report from a consultant, this should be available in 2-3 weeks.

The other group is the Strezlecki District Health Council and they have employed a consultant and involved the community for some two-three years in thinking about how Palliative Care Services should be developed for the Latrobe Valley.

I had the opportunity to go through their detailed submission and would consider that this program is worth funding to the tune of \$5,000 for three consecutive years. They adhere to the Council's principals and guidelines for seeding grants.

I look forward to discussing both submissions with you on Thursday 7 April 1988.

Susanne Baxandall

SPV
File

March 29 1988

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MEMORANDUM TO: Divisional Directors and Unit Heads

(copy to Marlene Rennie)

FROM: Judy O'Leary

I refer to the memo sent to all Unit Heads at the beginning of the year with dates of reporting meetings. Enclosed is an updated schedule consequent on the restructure.

You don't have to alter your diaries, because the original dates have not been altered. However, Dorothy Reading and Bev Lovegrove are slotted in.

Unit Heads will now report to Robin Marks instead of Dr. Gray. Therefore, any queries Unit Heads may have regarding dates and times will be handled by Marlene.

The Divisional Directors report directly to Dr. Gray.

Judy O'Leary

Marlene Rennie)
Dorothy Reading) Please diarise
Beverley Lovegrove)

Encl:

**Divisional Directors and Unit Heads reporting meeting
dates for 1988 (remaining)**

Report to NJG or RM

Report to Executive

Graham Giles
Prof. Lovell

Wed April 6 (pm)
Wed April 6 (pm)

Thursday April 21
Thursday April 21

David Hill
Robin Marks
Dorothy Reading

Wed June 1 (am)
Wed June 1 (am)
Wed June 1 (pm)

Thursday June 16
Thursday June 16
Thursday June 16

Adrienne Holzer
Susane Baxandall
Beverley Lovegrove

Wed August 3 (am)
Wed August 3 (am)
Wed August 3 (pm)

Thursday, August 18
Thursday, August 18
Thursday, August 18

Graham Giles
Prof. Lovell

Wed Sept 28 (pm)
Wed Sept 28 (pm)

Thurs, October 13
Thurs, October 13

David Hill
Robin Marks
Dorothy Reading

Wed. Nov 23 (am)
Wed. Nov 23 (am)
Wed. Nov 23 (pm)

Thurs, December 8
Thurs, December 8
Thurs, December 8

FOR CIRCULATION TO UNIT HEADS:	
NG	AH
DH	SB ✓
RM	DB
GG	BL

MEMORANDUM TO: Unit Heads

FROM: Robin Marks

DATE: 29 March 1988

SUBJECT: Library usage

BOOKS ✓
BOOKS ✓

At a recent meeting on the future of the library, it was decided to maintain the library at ACCV. It was pointed out that the cost of the library has exceeded its budget within the first six months of the 12 month budget period. I write to ask each Unit Head to review their use of the library. This applies particularly to the use of journals by the Units. As you know the new system seems to be working well in that not all journals are distributed. At present we are reviewing those journals which have not been requested in the last 12 months to see whether they can be taken off our list.

If there are any journals that you feel could be removed from our list, please let Liz Tucker know at your convenience.



DPM-M-03

ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Dr. R. Marks
Dr. G. Giles

FROM: Susanne Baxandall

DATE: 29 March 1988

SUBJECT: "Where People Die Research Project",

In preparation for your budget talks with Dr. Gray here is a brief note about an additional project to commence in 1989.

Briefly, there is a need to know where people are dying in Victoria. Why, in order to have a data base on which to build Hospice/Palliative Care Services and identify gaps in current services i.e. medical, nursing and social support.

This information requirement has been brought to The Council's attention from Oncologists at Repatriation Hospital, Palliative Care Physicians in Dandenong and Professor Dick Fox as Chairman of The Victorian Association of Hospice Palliative Care.

A small working group has met to confirm the need and look towards defining research questions, process, method - who can assist in the tasks and possible constraints at present i.e. diversity of data collections in this field.

This project is still in embryo, however, the question of resource requirements has arisen. A 2-3 year research project is envisaged requiring an epidemiologist/trained person responsible to Dr. Graham Giles with a project officer to guide the project and it's related tasks.

Graham Giles and I look forward to discussing this project with Dr. Gray at 10.00 A.M. 14 April 1988.

J. Baxandall

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: All Social Service Policy Unit Staff
FROM: Susanne Baxandall
DATED: 25 March 1988
SUBJECT: ORGANISATION 1988

1). SPACE

Yes, we have received the okay for an additional office. We have Dorothy Reading's old office. What we need to do is to sort out who wants to sit where, remembering that a new staff member is to join us for twelve months.

2). WORD PROCESSING AND SCREEN REQUIREMENTS

Damien Jolley needs to know whether we need an additional screen for word processing, or for access to data on the Pyramid for the Breast Cancer Support Service and the Listing? *— Yes both*

3). PATIENT RESOURCES

This morning I talked with Sue Noy and she advised me that from now on her main work will be in looking at our resource material for patients etc. They may envisage establishing a Patient Resource Advisory Committee. In short, Sue and Sally are not looking after the skin area they are now looking at resources for people with cancer and their families.

Could we all meet again at a time convenient during the week of the 11 April 1988?

Bye for now.

S. Baxandall

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

TO: Pat Dobson
FROM: Susanne Baxandall
DATE: 25 March 1988
SUBJECT: Resource Request

This morning I had a phone call from Mary Tunnecliffe, Social Worker at the Royal Melbourne Hospital involved in Living With Cancer and she would like to tap some of your resources for art therapists and physiotherapists around the traps who can offer relaxation for patients.

At the minute she has a particular patient in mind who lives in the Essendon area and I recommended talking with the local Community Health Centre. Mary is likely to call you at the end of this week and her phone number 347 7111.

S. Baxandall

MEETING MINUTES FORM

DATE:..23/3/88.....
 ATTENDANCE:..SB/SR/AR/PD/SW/.....
 MINUTES RECORDER:...S.B.....
 PROJECT:..S.S.P.U. Staff Meeting.....
 SUBJECT OR AGENDA:...As below.....
 DATE OF NEXT MEETING..Week of 11 April.....

CIRCULATION:

--S R--

--A R--

--P D--

--S W--

--L D--

	ACTION REQUIRED	BY WHOM	BY WHEN
1) <u>Budget 1987/88</u> Each co-ordinator listed new program changes to the Budget ledger, and funds required. All proposals for new programs were agreed to.	Overall budget content to be compiled this week. Meeting with Dr. N. Gray & Dr. R. Marks 24/3/88 to approve content. Anne Rock prepared a B.C.S.S. program for 1988.	S.B.	24/3
2) <u>New Position - Telephone Help</u> Sue Noy is to prepare a document for discussion with SB, SSP Unit Staff and N.G. * Funding to come from SB's salary for this part time person. * Robin Jewell was a further suggested person for this position and/or B.C.S.S. in service programs for volunteers.	SB & Sue Noy to discuss with Dr. Robin Marks to present idea to N.G.	S.B. S.N.	This week
3) <u>S.S.P.Unit Image</u> All Staff agreed on the need to produce additional patient/family resource material so that the public knew of	SB to discuss with Sue Noy & David Hill. SB talked to David Hill	S.B.	Over all next Staff few months

ACTION REQUIRED BY WHOM BY WHEN

our direct services and our role as information collectors/disseminators and referrers on health and Welfare issues. PD shared several pamphlets collected from other organisations.

23/3/88.
The Centre for Behavioural Research happy to assist.

4) 1989
1989 gathering of all Welfare Staff from other State Cancer Councils was discussed and supported.

SB letter to Lawrie Wright ACS for names and positions. Idea supported by NSW.

SB

Remainder this year

SB

82.

ANTI-CANCER COUNCIL OF VICTORIA

MEMORANDUM TO: Dr. Robin Marks
Susan Schwartz
Sheila Hirst
Dr. Christine Clifford
Pat Dobson
Susanne Baxandall
Dr. Ron Borland
Sue Noy
Sally Gamble

FROM: Beverley Lovegrove

DATE: 16 March, 1988

Thank you for giving your support to the annual Volunteer Unit Conference last week.

The various representatives have given me some very good feedback and I know they found the day to be both enjoyable and imformative. I appreciate the time you gave to ensure a successful day.

Many thanks,

Beverley

Anti-Cancer Council of Victoria

Education Unit

Memorandum

Date: 16 March 1988
From: Education Unit
To: All staff
Subject: Pick up a spade and plant some shade launch, 21 March 1988

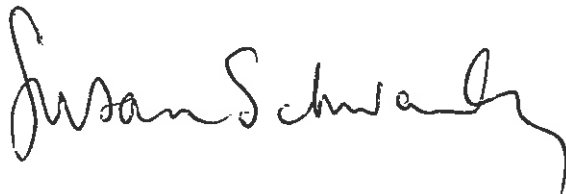
You are invited to the launch of the Council's new skin cancer prevention campaign, **Pick up a spade and plant some shade.**

The aim of the campaign is to encourage people to plant trees, thus increasing the amount of available shade and reducing our sunlight exposure.

The campaign will be launched by the Minister for Conservation, Forests and Lands, Mrs Joan Kirner and the Minister for Health, Mr David White on World Forestry day, Monday March 21 in the Bourke Street Mall opposite Myer, at 1.00 pm.

Drop in at any time between 12 noon and 2 pm and get a free tree. Gardening expert Glen Heyne will be there to give advice.

See you there.



SK-GSS-02:mlj

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

DATE: 10 March 1988
TO: Adrienne Holzer
FROM: Susanne Baxandall
SUBJECT: Space Requirements for Staff - S.S.P.U.

Could we place our requirements on the agenda as a matter of urgency?

At present Susanne Baxandall shares her office with Lisa Dalboni working on the Listing of Cancer Support Services, and Sue Rawlyk and Anne Rock share an office in cramped conditions.

During 1988 the staff establishment may increase in the areas of servicing Cancer Support Groups and offering telephone help, advice and referral to people with cancer, family members and health professionals.

Knowing that the Victorian project on smoking and health team are to move elsewhere soon, would you consider allocating at least one of those offices/or equivalent space for our requirements?

We are a small team committed to doing a good job on behalf of The Council, our physical constraints are hampering this goal.

Susanne

MEETING MINUTES FORM

DATE:..9/3/88.....

CIRCULATION:

ATTENDANCE:..SB/SR/AR/PD/SW/LD.....

--S	R--
-----	-----

MINUTES RECORDER:...S.B.....

--A	R--
-----	-----

PROJECT:..Unit Staff Meeting.....

--P	D--
-----	-----

SUBJECT OR AGENDA:.....

--S	W--
-----	-----

DATE OF NEXT MEETING..Week 21/3/88, date to be set.

--L	D--
-----	-----

	ACTION REQUIRED	BY WHOM	BY WHEN
1) <u>Telephone Help & Advice</u> Decision of all meeting participants that the S.S.P.Unit requires some extra professional staff-now. Most preferred option is to have 2 part time people, to assist Pat re C.S.G. enquiries (now 75 groups), respond on behalf of the Council to call for help from families and patients.	Follow up meeting 10/3/88 with Education Unit. Robin Marks, Sue Noy put rationale for immediate action in Budget.	S.B. P.D.	This week
2) <u>Process of Calls</u> Need relook switchboard, front desk and resource centre referrals to S.S.P.Unit, especially assessment and listening to callers' requests.	SB discuss at above and with Adrienne Holzer	S.B.	This week
3) <u>Secretary S.S.P.Unit</u> To announce herself "Patient Welfare Secretary". SB & SW to discuss priorities each week.	Sonia Ward	S.W.	Now

	ACTION REQUIRED	BY WHOM	BY WHEN
4) <u>Budget 1988/89</u> Program budget process underway.	Each co-ordinator to look at categories on Budget ledger, make suggestions.		For week 21/3/88
5) <u>S.S.P. Unit Meetings</u> Every three weeks.	Involve all Unit Staff. Bring for- ward ideas and issues for discussion and action.		
6) <u>Space requirements for</u> <u>S.S.P. Unit</u>	S.B. note to Adrienne Holzer.	S.B.	This Week

J. B. Holzer

February 18, 1988

91-lt-02

REPORTING MEETING WITH DR. ROBIN MARKS

<u>Action</u>	<u>Decision</u>	<u>Who</u>	<u>When</u>
1. <u>EXECUTIVE REPORT:</u>			
Agenda item for our meeting on Thursday 3rd March is to be palliative care.	Executive Report approved by NG & RM	SB	3rd March
2. <u>IAN GAWLER</u>			
Letter to Cancer Support Groups advising them of Australian Cancer Society acceptance of guidelines and while discouraging promotion of this workshop	Discussion on his proposed training program for Support Groups	SB	Within a week
3. <u>CHANGES TO THE CANCER ACT</u>			
No action required	SB requested a copy of draft proposals to go before the Spring session of Parliament		

<u>Action</u>	<u>Decision</u>	<u>Who</u>	<u>When</u>
4. <u>ADMINISTRATION ASSISTANT, SOCIAL SERVICE POLICY UNIT</u>			
Approach Lisa Dalboni to work 2 days per week	Agreement of the need for temporary assistance that does not require an addition to staff or budget arrangement	SB	ASAP
5. <u>BUSINESS AS USUAL BROCHURE</u>			
Launch and new graphics	Brochure is to be reviewed within the next two years	Sue Noy, Sally Gamble & SB	10th March
6. <u>NEW ZEALAND GUEST</u>			
SB to meet Max Ritchie	Discuss co-ordination	SB	29th February 11.30a.m.


 Susanne Baxandall
 Co-ordinator, Social Service Policy

c.c. R. Marks

ANTI-CANCER COUNCIL OF VICTORIA
INTEROFFICE MEMORANDUM
SOCIAL SERVICE POLICY

TO: Ron Borland
FROM: Susanne Baxandall
SUBJECT: Preliminary thoughts on No. 4 assessment
for the Living With Cancer program
DATE: February 17, 1988

This morning I talked with Diana Close and Tony Cole and we went over the preliminary thoughts paper that is to be used by all hospitals that wish to use the program after the completion of the Can Cope evaluation. In short, they agreed that it was a good idea. The areas that we were asking questions about seemed relevant to them and indeed could be useful for them in having data to offer the program in an ongoing way within the Cancer Institute.

Over the next few months, Diana and Tony will give some thought to how they might implement such a program in 1989 and maybe focus on one clinic only. The clinic suggested was the skin clinic given its large number of people. They requested a final copy of the evaluation and also a copy of the Quit programs registration of participants so they might use it to register the people attending the Living With Cancer program.

I am to meet again with Tony and Diana on the 15th June.

ANTI-CANCER COUNCIL OF VICTORIA
INTEROFFICE MEMORANDUM
SOCIAL SERVICE POLICY

TO: Prof. Dick Lovell

FROM: Susanne Baxandall

SUBJECT: Outcomes of an ACCV ad hoc meeting to discuss hospice/palliative care community and professional education.

DATE: February 16, 1988

PRESENT: Dr. N. Gray, Prof. D. Lovell, Dr. R. Redpath, Dr. R. Marks, Mr. R. MacLean, Dr. N. Muirden and Ms. Susanne Baxandall.

APOLOGIES: Dr. R. Snyder from Continuing Care Unit.

1. Role of the ACCV

- . The role of the ACCV is to promote and encourage leadership with professional medical education.
- . Any ACCV initiative in this field is to include reference to the psychosocial aspects of caring for people with cancer and their families.
- . The ACCV be kept informed on community and allied health professional education programs.

2. Health Department Grant

- . With reference to the \$30,000 grant from the Health Department of Victoria (HDV) funds are to remain unspent.
- . The VCOG is to work on two projects in this field; i.e. workshops for medical professionals entering the palliative care area, and identify the qualifications required for palliative care physicians. Dr. Ruth Redpath and Dr. Stephen Vaughan are to prepare a document for VCOG's consideration.

3. Ideas on how to spend the Grant

- . The request from Peter MacCallum Cancer Institute for a registrar's training position in palliative care is beyond our funds and our intention to fund programs that have professional peer recognition via the Royal Australian College of Physicians and College of General Practitioners.
- . That Ralph MacLean and Dr. N. Muirden discuss HDV funding for continuing care workshops for oncology nurses.

4. Communication

- . That the HDV and ACCV talk at regular intervals about our knowledge of activities and issues in the hospice/palliative care field. SB and Ralph MacLean to meet on Thursday 25th of February.
- . SB to keep VCOG informed.
- . A palliative care advisory committee is to be established soon to keep the Minister informed on activities in this field and work towards co-ordinated efforts.

c.c. Dr. R. Snyder
White file

ANTI-CANCER COUNCIL OF VICTORIA

SBV ✓
SK ✓
AR ✓
PD ✓
SW ✓

MEMORANDUM TO: UNIT HEADS

FROM: ADRIENNE HOLZER

RE: STAFFING OF TELEPHONES

It has been brought to my attention that the volume of calls now coming into the switchboard is so great that it is not possible for the operator to take messages for staff members.

Therefore it is essential that all Units arrange for someone to take calls if all Unit staff are going to be absent. For instance tea breaks and lunch breaks should be staggered so that there is always a member of the Unit available to take calls. During Wednesday general staff meetings and Unit staff meetings I can think of two alternatives:

- Rotate attendance at meetings so that someone is always available,
- or
- Arrange for a volunteer to answer telephones.

Taxis

Another issue raised by the switchboard operators is that staff members are occasionally booking their own taxis instead of requesting the switchboard operator to make the call. There have been a number of occasions when taxi drivers arrive at the front desk in response to a call and no information is available as to whom is supposed to be collected. I would like to remind you that the correct procedure is for all taxi bookings to be made through the switchboard operator, who then notifies the front desk as to the caller and the time the taxi is requested.

These issues are very important and your co-operation is requested.

16th February, 1988

A.J.H.

803

(will stay out
h.)

MEMORANDUM

TO: Security System Key Holders

FROM: Adrienne J. Holzer

RE: New Security System

Unfortunately the new Security System will not be fully operational again this weekend.

If staff need access to the building over this period please see Dan Brewer no later than 3 o'clock Friday and he will arrange access for you. Because of the difficulties involved we are trying to keep any access over this period to a minimum.



11th February, 1988

A.J.H.

ANTI-CANCER COUNCIL OF VICTORIA

MEMORANDUM TO: ALL WORD-PROCESSING AND SECRETARIAL STAFF

FROM: ADRIENNE J. HOLZER

RE: WORD PROCESSING REVIEW

As part of forward planning and budgeting, the Council has commissioned an external review of word processing facilities throughout the organisation. Mr. Stephen Young, of University Computing Services, will perform the review which will start on Tuesday, 9th February and continue for a week or so.

The Council is very interested in your opinion of current WP facilities and operations. Mr. Young will be assessing the machines and programs that you are presently using, and may want to ask you a few questions. Please give him your full co-operation.

Thank you.



8th February, 1988

100

THE HISTORY OF THE

REIGN OF KING CHARLES THE FIRST

BY JOHN BURNET

IN TWO VOLUMES

LONDON: Printed by J. Sturges, at the Black-Swan in St. Dunstons Church-yard, 1724.

THE SECOND VOLUME

THE HISTORY OF THE

REIGN OF KING CHARLES THE FIRST

BY JOHN BURNET

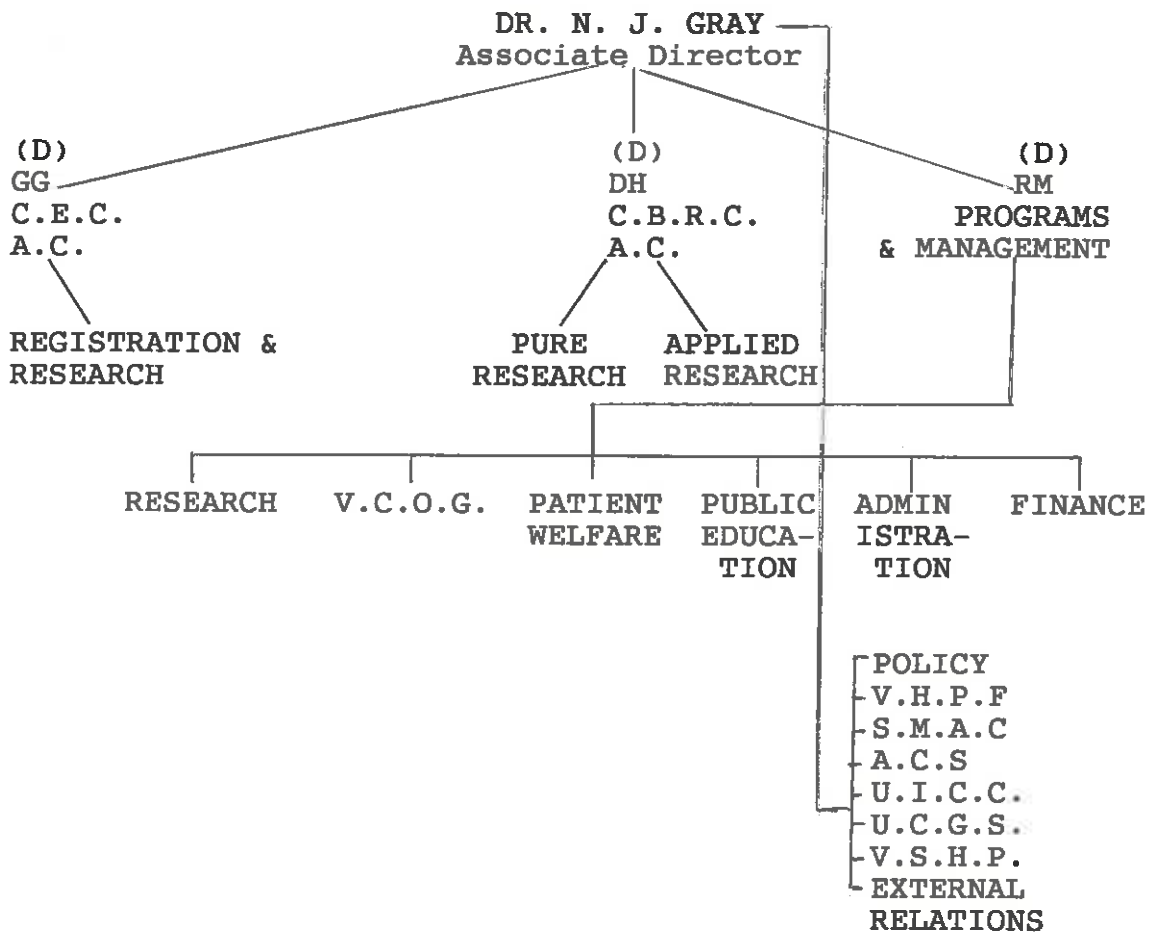
IN TWO VOLUMES

LONDON: Printed by J. Sturges, at the Black-Swan in St. Dunstons Church-yard, 1724.

Medical Scientific
Committee

Appeals Committee

EXECUTIVE COMMITTEE - FINANCE COMMITTEE



DH 20% OF TIME
DIRECTOR OF A.C.C.V.

DH 80% OF TIME
ADMINISTRATION OF A.C.C.V.

CODE

- A.C. - ADVISORY COMMITTEE
- (D) - DIRECTOR
- GG - DR. G. GILES
- DH - DR. D. HILL
- RM - DR. R. MARKS

Dr. Gray felt that he had too much work and it was decided to restructure A.C.C.V. with responsibility away from himself.

Dr. Gray is no longer involved with Programs & Management any more and this is now headed by Dr. R. Marks.

2 years ago 2 new Units were set up. They were:

GG	DH
C.E.C.	C.B.R.C.
Epi-	Behavioural
Centre	Centre

In 5 years they will be reviewed by the Advisory Committee and will either be restructured or dismantled.

There is now 3 divisions and 3 directors.

Dr. N. Gray is not directing 3 groups as before.

Dr. N. Gray would like to keep A.C.C.V. as small as possible.

Dan (Accountant) goes through the Chairman of the Finance Committee (David Hume).

The changes as on diagram will take a week or two to implement i.e., 29th February 1988.

Only Leader of your Group should have keys to A.C.C.V. (i.e., SB) You cannot get into A.C.C.V. Building before 8.00 a.m. and you can stay till 9.00 p.m. only. This will be revised when Alarm System is put in ? next week (15-19/2/88).

There will probably be training for the Alarm System?

Quit Team is moving upstairs a.s.a.p.

Sonia Ward (Miss)
Secretary, Social Service Policy Unit.

SMW

February 3 1988

40-597

MEMORANDUM TO: All Staff

FROM: Nigel Gray

The restructure of the Council's organisation has been explained at the recent staff meeting. This memo is to confirm the details:

New appointments:

Dr David Hill

Associate Director of the Anti-Cancer Council; Director of the Centre of Behavioural Research in Cancer.

Dr Robin Marks

Director of Programs and Management.

Dorothy Reading

Director of Public Education

Judy O'Leary

Executive Assistant to NJG.

Beverley Lovegrove

Head - Appeals Unit

Marlene Rennie

Secretary to Director of Programs and Management

Christine Speakman

Secretary to Dr Gray

One effect of this restructure is that I will have fewer fixed commitments and will, in some ways, be more available to everybody. I will, however, have a number of commitments taking me away from the building. Judy O'Leary's job as my executive assistant will be to obtain for you the answers to your questions or to arrange for you to see me as soon as practicable.

The fact that areas of my responsibilities have been delegated to Robin Marks implies that many decisions will now be made by him. It does not mean that nobody can speak to me or I to them, just that responsibility for regular management decisions and decisions affecting programs, rests with Robin rather than myself.

Nigel Gray

January 28 1988

40-591

MEMORANDUM TO: All Staff

FROM: Nigel Gray

Victorian Health Promotion Foundation

This foundation is now starting to function and will be distributing funds to various projects in Victoria.

This memo is for your information only, but could be used as a handy reference as the subject is topical and the foundation will be leasing space for its offices in our new building.

The Victorian Health Promotion Foundation (VHPF) is funded by a levy of 5% on the wholesale price of cigarettes. This income is dedicated to the VHPF which is an independent body, set up under the Tobacco Act 1987, and is not subject to government control.

Its objectives are to promote health; to promote sport; the prevention and early detection of disease; and research relevant to these objectives. It may also be committing some funds to orthodox medical research.

A further objective is to provide replacement sponsorship where possible to sporting and cultural groups currently in receipt of tobacco sponsorship.

The foundation will be funding a number of health promotion campaigns. Thirty percent of its income must be committed to health promotion in this or other ways. Thirty percent of its income must be committed to sponsorship of sport. The remainder is at the discretion of the foundation. Its income in 1988 will approximate \$23-million.

Projects approved by the Victorian Health Promotion Foundation so far include:

Surf Lifesavers / Slip Slop Slap Campaign	\$250,000
Mammographic Screening - pilot project	\$1.45 million
The Quit Campaign	\$3.4 million

Note: Until the VHPF is up and running in Victoria Street, all matters are being handled by the Tobacco Unit, Health Department - Tel: 616-7281

11



ANTI-CANCER COUNCIL OF VICTORIA
SOCIAL SERVICE POLICY UNIT
INTEROFFICE MEMORANDUM

TO: Prasuna Reddy
FROM: Susanne Baxandall
SUBJECT: Living With Cancer Evaluations
DATE: 2nd February 1988

Thanks for the opportunity to look over the group leaders and participate evaluations responses - no surprises and some useful tips for refining the manuals post-evaluation.



Susanne Baxandall
Co-ordinator, Social Service Policy

Enc.

January 28 1988

40-591

MEMORANDUM TO: All Staff

FROM: Nigel Gray

.....

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ANTI-CANCER COUNCIL OF VICTORIA
REPORT TO V.C.O.G.
SOCIAL SERVICE POLICY UNIT

Unit Head: Susanne Baxandall

Date: 28/1/88

1) PALLIATIVE CARE

The Anti-Cancer Council of Victoria has received \$30,000 from the Health Department of Victoria for education initiatives in this field. A Council working group has been established to look at the most effective way of using these funds.

- b) A joint working group between the Victorian Association of Hospice Care Programs and the A.C.C.V. was established in December 1987 to try and ascertain where people die in the State of Victoria in health regions 6, 7 & 8, in order to make some predictions for the future.

2) THE LIVING WITH CANCER GROUPS

This education program continues to be offered in four public hospitals at the start of 1988 i.e. Repatriation General Hospital, St. Vincent's Hospital, Royal Melbourne Hospital and Geelong hospital. Likewise, these four hospitals are involved in the Can Cope study which aims to look how people adjust to a potentially life-threatening illness with cancer and evaluate the cancer groups. The policy has been made that the Living With Cancer groups will not actively be promoted until the evaluation is complete.

3) THE VICTORIAN LISTING OF CANCER SUPPORT GROUPS AND SERVICES

The 1988 publication should be available within the next month.

4) BUSINESS AS USUAL, A CHECKLIST FOR PEOPLE RESUMING WORK

This Council publication will be launched in March 1988 along with The Council's cancer word book.

Susanne Baxandall

Susanne Baxandall
Co-ordinator, Social Service Policy
SB/smw

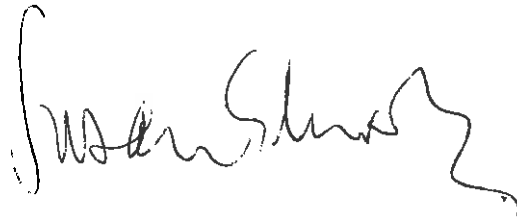
Anti-Cancer Council of Victoria

Education Unit

Memorandum

Date: 21 January 1988
From: Education Unit
To: All staff
Subject: The ACCV's skin cancer prevention guidelines.

Here is a chance to check your knowledge of our skin cancer prevention guidelines. The Council's sponsorship of the Surf Life Saving Association has given this year's Slip! Slop! Slap! campaign an even higher profile than usual. Because of this we would like to offer you the latest from the Education Unit newsroom.

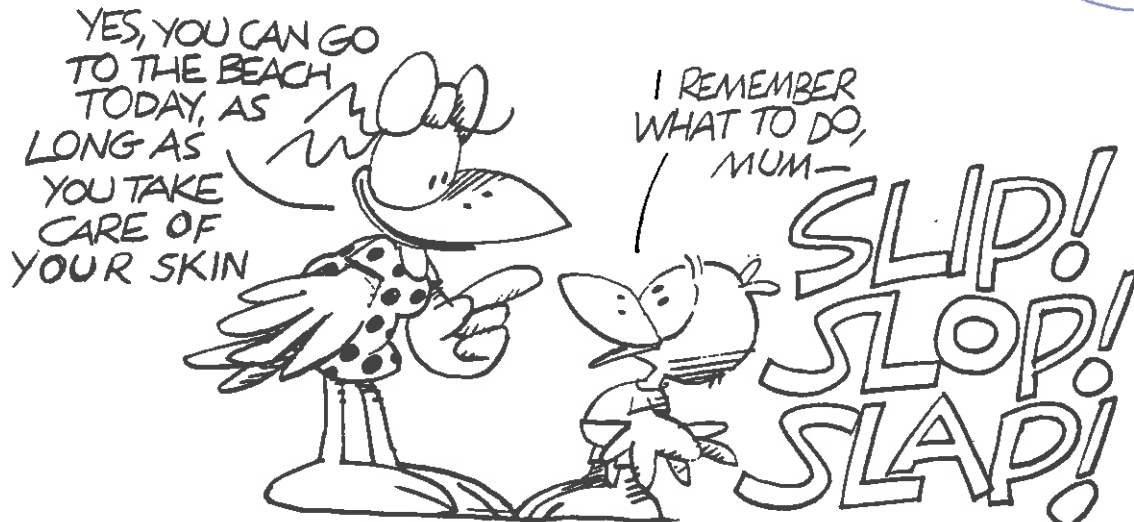


SK-QSS-05:mlj

A QUICK SKIN QUIZ

Circle true or false for the following statements. Answers are on the back.

1. The sun is at its hottest between 11 am and 3 pm (summertime).
True False
2. Children have more sensitive skin than adults have.
True False
3. You are more healthy if you have a suntan.
True False
4. A suntan protects you against skin cancer.
True False
5. Only people with very sensitive skin need to use a broad spectrum SPF 15+ sunscreen.
True False
6. As long as you reapply sunscreen after swimming or exercise, it will protect you all day.
True False
7. If you burn easily you are at a higher risk of skin cancer than someone who tans easily.
True False
8. Australia has the highest incidence of skin cancer in the world.
True False
9. You can't get sunburnt on cloudy days.
True False
10. There is no such thing as wind burn.
True False



Answers

1. False. The sun is at its hottest later in the day. It is at its strongest during the midday hours. That's why we say "Between 11 and 3 slip under a tree". Avoid the sun during these hours and you cut down your sunlight exposure by 60%.
2. True. Children's skin is more sensitive: Kids cook quick! Children should wear protective clothing like broad brimmed hats and shirts whenever they play outdoors. Sunscreen should be applied to areas not covered naturally.
3. False. You are less healthy, because your cumulative sun exposure raises your cancer risk and prematurely ages your skin. A suntan is a fashion, one that is gradually changing.
4. False. A suntan may protect you against sunburn but not against skin cancer. The majority of Australians cannot develop enough tan to protect against our very harsh sunlight. The more your skin is exposed to the sun, the higher your cancer risk.
5. False. Everyone, regardless of skin type should use a broad spectrum 15+ sunscreen. This provides the best protection against skin cancer.
6. False. A sunscreen provides protection for a limited period. Take the time in which your unprotected skin starts to redden (on average 12 minutes) and multiply this by the sun protection factor eg. $12 \times 15 = 160$ minutes. Once this period has elapsed, you will not be protected from sunburn, and you should leave the sun for that day.
7. True. Fair skinned people are at the highest risk of skin cancer and should be very cautious when outdoors. But it's not necessary to burn to develop skin cancer. The accumulation of too much sunlight over the years is enough, even without burning.
8. True. Two in every three Australians will get skin cancer in their lifetime. But skin cancer is easily preventable by following the Anti-Cancer Council guidelines and has an almost 100% cure rate if detected early.
9. False. Although clouds absorb some ultraviolet radiation, there is a high degree of reflected radiation on cloudy days and so it is still possible to burn. In fact, you may become more burnt than on a sunny day because you tend to stay out longer.
10. True. Wind can't burn. See above for the sunburn you get in cloudy conditions.

19 January 1988
SK-QSS-02:mlj

SB ✓
netey

January 20 1987/8

40-586

MEMORANDUM TO: All Unit Heads

FROM: Judy O'Leary

.....

Unit Heads' reporting meetings - dates for 1988

	Report to NJG	Report to Executive
Adrienne Holzer	Tue, February 2	Thursday, February 18
Susanne Baxandall	Tue, February 2	Thursday, February 18
Graham Giles	Wed, April 6 (pm)	Thursday, April 21
Prof. Lovell	Wed, April 6 (pm)	Thursday, April 21
David Hill	Wed, June 1 (am)	Thursday, June 16
Robin Marks	Wed, June 1 (am)	Thursday, June 16
Adrienne Holzer	Wed, August 3 (am)	Thursday, August 18
Susanne Baxandall	Wed, August 3 (am)	Thursday, August 18
Graham Giles	Wed, Sept 28 (pm)	Thursday, October 13
Prof. Lovell	Wed, Sept 28 (pm)	Thursday, October 13
David Hill	Wed, Nov 23 (am)	Thursday, December 8
Robin Marks	Wed, Nov 23 (am)	Thursday, December 8

The times for reporting meetings to NJG can be fixed a little closer to the date, or straight away if you have heavy diary commitments. Please let me know if any dates are unsuitable.

J. O'Leary

received

10 JAN 1988

SB

Anti-Cancer Council of Victoria

Education Unit

Memorandum

Date: 15 January 1987/8
From: Sue Noy
To: Susanne Baxandall, Social Service Policy Unit
Subject: Resource Centre/Enquiries Desk

This is a minor item but one worth sorting out. I've noticed that you refer to the front desk as the "Resource Centre". This isn't actually correct and gets a bit confusing. The Resource Centre is housed in the garage at 23 Rathdowne Street, staffed by Janice, managed by Sally. The Enquiries Officers at the front (enquiries) desk are staff of the Information Service, which includes the Resource Centre and is managed by me. I think we ought to get it right if it's going into official or policy documents.

(A kind of counselling).

Regards


Sue

PI-MSN-01:er

ANTI-CANCER COUNCIL OF VICTORIA

SOCIAL SERVICE POLICY UNIT

Memorandum

DATE: 4th January 1988

FROM: Geraldine Grace

TO: Susanne Baxandall

SUBJECT: Comments on Living With Cancer offered by group leaders.

.....

Dear Susanne,

Suggested modifications:

R.M.H. Mary Tunnecliffe

Attendance at group ranged between 5-14. Used neither introductory or concluding game.

1st Meeting:

Ensured each person met each other group member 1 to 1. On last evening had a party, and each person said goodbye to each other person. Some group members were very disappointed that the sessions were concluding. Mary thought follow up meetings at one monthly intervals would be good. My feeling was to consider suggesting group members join local support groups as an alternative.

Mary also said other social workers within R.M.H. were disappointed that they had not been invited to recruit into Can-Cope, or refer clients to the programme.

The group would have liked more input on positive thinking; cancer treatments, and medication. They would have appreciated more time to talk with doctors.

A lot of tai chi was included. They did not consider the physical exercises suitable for all patients, in fact, felt they could be risky for some, so did not include these. They feel to make the patients aware of the availability of the physiotherapist was better.

P.H.H. Joan McLean

Felt a dietician could usefully be included in the programme. Also stress management, and a session on alternative medicine.

P.M.C.I.

One staff member felt it was completely inappropriate for the doctor to compare the patients' breast with those of his wife! The pamphlet does not give patients an adequate idea of what will be covered in the sessions.

St. Vincent's Hospital Valda Ferns

After patients have agreed to participate in the programme, before the programme starts send them a "With Compliments" slip or whatever, with starting date, time, place.

Have a "Roll-Call" book. If don't come telephone to find out why.

11-12 ideal starting number.

Valda's group was 6-8 P.M., so she felt coffee or tea on arrival, instead of "warming up exercises" was appropriate; and also felt that if tea or coffee was offered at end it would be hard to leave even approximately at 8.00 P.M.

She skipped over p. 1-4 and went straight to relaxation p. 5.

As background she played taped classical music for 7-8 minutes.

All Valda's group cried at first sessions. Most were still in shock after recent diagnosis. She felt this very positive. (In contrast of the last sessions they were all talking, pleased, and optimistic). She used none of "icebreakers" on p. 10.

Suggested evaluation of previous week should be given at the beginning, not end of subsequent session; because of constructive session experience could unconsciously colour their recollections of their week.

SESSION 2. Was a crying one too! Dr. Burns felt it was inadvisable to use p. 14 pink sheet - risk factors and survival sheets as a handout.

SESSION 3. Made space for a session on unproven methods by combining other two.

- SESSION 4. Used biros and note pads instead of butchers paper and felt pens. She felt in terms of expressing feelings to have to stop and write it down stops free flow of expression. Patients took home their contracts with themselves to bring back to the last session.
- SESSION 5. Felt the list of reference books on p. 12 was a bit morbid, so didn't hand out. Valda gave a list of books they new, on self esteem etc.
- SESSION 6. Handed out matrix on p. 18 to take home.
- SESSION 7. Group members brought pillows and blankets and spent 1 hour at relaxation. A lot actually went to sleep and snored! They discussed health generally. The group members wanted copies of cassettes used.
- SESSION 8. Had a party. Valda and Eileen provided lamingtons, cakes, tea, coffee and orange juice. They felt it wasn't right to ask tired, sick patients to do any cooking. Didn't use p. 7 in session 8. She feels looking after themselves is quite enough of a challenge.

If members can't come to session 8. mail out form to them.



for Geraldine Grace (Miss)
Locum Co-ordinator, Social Service Policy

GG/smw

c.c. Dr. Ron Borland

Response to the Report -
"A Kind of Counselling"
Telephone Help and Advice to People with Cancer
and their Families

The Purpose of this note is to outline the decisions made and action to be taken following a meeting on the 1st December, 1987 to discuss the report prepared by Susanne Baxandall "A Kind of Counselling".

Those participating in the discussion were:

Dr. Nigel Gray
Dr. Robin Marks
Sue Noy
Pat Dobson
Geraldine Grace
Susanne Baxandall

A) THE PROBLEM

First it was agreed that the Council does have a problem of not being able to adequately handle such calls. A roster system of current staff was deemed an inadequate solution, as the elements of the problem relate to an overload of current staff in the S.S.P, Resource and Education Unit's in response to an increasing public demand for cancer related advice.

It was agreed that the Council has a responsibility to handle these telephone enquiries. Any solutions would have to be effective, economic and involve well prepared people.

B) THE TASK AND SKILLS DEFINED

Secondly, the tasks and skills of people who would handle future calls was outlined as follows:

(i) SKILLS

A knowledge of cancer is essential i.e., natural history of the disease process, treatments, physical and emotional aspects of coping with the illness. Able to listen, assess requests on the telephone, able to offer advice when asked for and refer, monitor and record enquiries as a means to identify needs in the Cancer Community.

Detailed knowledge of cancer and Community Resources, be that professional Welfare Support, people, groups, literature, videos and services is essential to ensure useful follow up after the initial telephone contact.

(ii) TASK

As the A.C.C.V. is not offering an ongoing counselling service the volunteers' task is as follows:

To offer callers sufficient help and direction to enable them to proceed to the appropriate agency i.e., community.

C) A VOLUNTEER PILOT PROJECT OUTLINED

Of the options discussed, it was decided that the S.S.P. Unit with the support of the Education Unit Staff attract a small team of Volunteers with the requisite skills, abilities and commitment. Further, it was agreed that this Pilot Project would require resources to train, insure, reimburse, update and support such Volunteers.

On a practical note, it was noted that a suitable private space would have to be found within the Council building prior to recruitment.

CONCLUSION

A Pilot Project involving specialist A.C.C.V. Volunteers has developed in response to a need to have the Council's personnel available to offer assistance to people with cancer and their families requesting telephone help and advice.

The S.S.P. and Education Unit's have undertaken to attend to the tasks required to establish this project during 1988.


Susanne Baxandall
Co-ordinator, Social Service Policy

January 1988

SB/smw

